

Guest ID Focus Group  
First Meeting  
Thursday, August 14, 2008  
Summary

- The Focus Group was created as directed by the AAC to review current policies regarding the Guest ID Programs – Guest ID and In-Area Guest ID
- 52 residents attended the first meeting
- The meeting started with opening comments, overview of current Guest ID Programs provided on Fact Sheet, introductions and open forum for questions from the audience
- The members were broken into 9 random groups of 6 for individual group exercises
- Each group chose a facilitator and was given five questions to discuss and develop suggestions
- Each group shared their comments and ideas with the group. Staff recorded and summarized all their input on a flip chart
- The summary is available on this site.



Guest ID Focus Group Agenda  
Thursday, August 14, 2008  
2:00pm  
Savannah Center Recreation Center

1. Check –In
2. Call Meeting to Order
  - A. Introduction (Staff /John Land AAC Member)
  - B. Focus Group expectations
3. Purpose of Focus Group:
  - A. Directed by AAC to review all current policies regarding the Guest ID Card
  - B. Mission/Intent of Focus Group: Develop a recommended Guest ID Card Program for Residents Guests' of The Villages
4. Current Guest ID Information - Facts/Figures  
(Hand Out)
5. Small Group Discussion – groups of 6 per table – choose a facilitator
  - A. Concerns and Issues
  - B. If group had to develop a brand new program what would it look like?
6. Small Groups Discussion/Presentation – Flip Chart
7. Proposed Future Meeting Dates
  - every other week Thursday 2pm Savannah
  - A. Thursday, August 28, September 11, September 25, October 9 as long as needed
  - B. Minutes of meeting placed on website, email to group members or come by District Office.
8. Q & A – What is next?
9. Adjourn



## CURRENT GUEST ID INFORMATION - FACTS/FIGURES

### **Last Focus Group Created in 2006**

- Consisted of 29 residents
- Current policies derived from that focus group

### **FACTS**

- Current resident population = 70,000
- **General Guest ID Cards:**
  - **Anyone** that lives **outside the Tri-County Area** (Lake, Marion, Sumter)
  - Age – 10 years and above issued a Guest ID Card
  - Sponsoring resident **does not need to accompany guest** to facilities
  - Guest under the age of 19 must be accompanied by someone 19 years of age or older.
  - Guest ID is **good for up to 30 days**, may be renewed after the 30<sup>th</sup> day.
  - Average issued per household yearly = 6
  - Average number of Guest IDs Issued = 13,845 monthly – 166,740 yearly
- **In-Area Guest ID Cards:**
  - **Children & Spouses, grandchildren & spouses and great grandchildren** who reside in the **Tri-County area** – Lake, Marion and Sumter
  - Age – 10 years and above issued a In-Area Guest ID Card
  - Sponsoring **resident must accompany guest** to all facilities
  - In-Area Guest ID is **active for 1 year from the issue date**
  - May submit a new application after year has expired.
  - Average number of In-Are Guest IDs issued – monthly – 123
  - Active as of July 3, 2008 – 1,358
- Issued monthly
  - 26,698
- Monthly ID Checks = 129,000

### **Costs**

- Printing/Binding Costs = \$70,000 (not including staff time)

### **District Amenities Available**

- 24 Recreations Centers
- 48 pools (Sport Pools excluded)
- 21 Executive Courses (3 Resident Only)

**Guest ID Focus Group  
Assignment #1  
August 14, 2008**

1) What do you like about the current Guest ID Programs?

<u>Guest ID</u>	<u>In-Area</u>
One can obtain passes easier than previously. (suggested 3 times)	Resident has to be present with their guest. (suggested 2 times)
It is a 30 day plan. Keep it limited to 30 days.	Children and grandchildren.
It is simple and offers unlimited visits.	Resident must accompany their guest.
It is good to have a system that provides guidelines and standards.	
Grandchildren.	
Information is kept on a computer.	
It is for family use. It is enforced and has age control.	

2) What changes would you like to see in the current Guest ID Programs?

<u>Guest ID</u>	<u>In-Area</u>
Resident needs to be present. 30 days should be the maximum per year. Leave age at 10 years old.	Cancel (suggested 3 times)
Regulations need to be enforced better. Continue 30 day limit.	Limit to outside a 50 mile radius.
All children and guests should have ID cards. Need better enforcement. (suggested 3 times)	Require them to pay for Annual Pass equivalent to amenity costs. (suggested 2 times)
Number of visits should be limited.	Enforce better.
Golf – Resident should be able to have any (age appropriate) guest from any area.	Change ID appearances.
Charge a minimum fee and use to pay for monitors.	Reduce to 60 days per year.
Require them to present ID at all times.	Limit to a fair number of IDs per household.
Require children to have IDs.	Use barcodes.
Issue X number of cards per homeowner and number of guests included	

Need bar code in order to monitor.	Add other relatives other than what is listed.
Get people out of pools to check IDs.	Include other immediate family. i.e. brother, sister, etc. (suggested 2 times)
Limit the number of days in a year.	If there is a fee it should be higher than the Guest ID fee.
Charge a fee.	Limit the number of IDs.
	Add 1 personal guest.

3) Does the length of time the Guest ID card is issued need to be changed?

<u>Guest ID</u>	<u>In-Area</u>
Yes, 30 day maximum.	30 day limit.
Yes, limited 30 day with limited renewals (no renewals).	Charge fee.
Yes, time limits.	More restrictive.
Yes, no need to change at this time (be same across the board).	Renewal time limit.
Ok, as is.	Reduced to max 60 days non-renewable
Permanent (no renewal).	Charge fee.
30 day, non-consecutive.	30 day limit.
Limit # of days and guests in a year.	Reviewed every 6 months.
Consecutive renewals.	30 day limit.

4) Who should be eligible to receive a Guest ID?

<u>Guest ID</u>	<u>In-Area</u>
Anyone with in 50 mile radius.	Eliminate.
All be eligible for ID 30 day limit.	Review current policy and definition of immediate family.
Anyone outside 3 counties (vs 50 mile radius)	Remain the same with a fee.
Anyone –with limited # per household (TBD)	Same as Guest IDs
50 miles –give under 10 a pass	Children, grandchildren, spouse –limit and fee
Guest within limitations (TBD)	Expanded to mirror Guest IDs
Fine	Limited to immediate family and panel of volunteers to review on case by case basis

Same	Include significant others, brothers, sisters, etc. and 1 Personal Guest
Good	

5) Other Suggestions...

<u>Guest ID</u>	<u>In-Area</u>
Advertise meetings more	Media coverage
More frequent monitoring	Require pool and recreation facility guests to show ID.
Enforcement	
Require anyone show ID including those in the pool.	
One Guest ID program –issue permanent ID – limit per res.	
Fee charged for additional passes	
More meetings before decisions made	
Guest picture on ID	
Children –supervised –check IDs	
Referendum on decision	