

Terra Linda Homeowners' Association

P.O. Box 6405

San Rafael, CA 94903-0405

December 17, 2006

Pat Kendall, Kaiser Hospital
99 Monticello Road
San Rafael, CA 94903

Dear Ms. Kendall,

The residents of Terra Linda at our last Homeowners' meeting expressed their strong desire to have relief from speeding and traffic on neighborhood streets. To that end we request that you encourage your employees to respect the neighborhood they work in. Many residential streets endure Kaiser Employees rushing to work and students rushing to school at speeds in excess of 25 mph. The City of San Rafael recently conducted a speed survey on Las Pavadas Avenue and has confirmed that speeding is a problem. In addition to the stepped up enforcement by the City we are asking you to remind your employees that they are driving past homes where children play, walk to school, and are just learning to ride bikes, areas where elderly enjoy walking and where dogs walkers are common. Please ask your employees to be as careful as they would like us to be if we were driving past their homes.

Below are items of specific concern:

Drive **25 mph** on residential streets

Come to a **complete stop** at Stop Signs

Give pedestrians the right of way; be **especially vigilant for children walking to school, the elderly and mothers with children in strollers at the park**

Sincerely,

for Board of Directors
Terra Linda Neighborhood Association

cc: Mayor Albert J. Boro
Vice Mayor Gary O. Phillips
Andy J. Preston, Director of Public Works/City Engineer
Carol Harris, Kaiser Public Affairs and Community Relations
Police Chief Matt C. Odetto
Sergeant McElderry

Officers: Presidents, Meredith Brown & Reuel Brady
Treasurer, Henri Lese
Secretary, Gerald O'Rourke

The Permanente Medical Group, Inc.

99 MONTECILLO ROAD
SAN RAFAEL, CALIFORNIA 94903-3398
(415) 444-2000

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GORDON B. MANASHIL, M.D.
Physician-in-Chief

STEPHEN G. MIZROCH, M.D.
Assistant Physician-in-Chief

GARY S. MIZONO, M.D.
Assistant Physician-in-Chief

PATRICIA KENDALL
Medical Group Administrator

December 27, 2006

Mr. Reuel Brady and Members of the Board of Directors
Terra Linda Neighborhood Association
P.O. Box 6405
San Rafael, CA 94903

Dear Mr. Brady and Members of the Board,

Thank you for your gracious letter. I am so sorry that you had to make this request of us. We would be very happy to relay your message to our staff. Please know that being a good neighbor is important to us. It is a message that we introduce at new employee orientation and throughout employment. To that end, please know that over the last few years we have opened a second building in Petaluma to move services provided to our Petaluma members closer to their home. It is a convenience to them and an assistance to the Terra Linda neighborhood. We previously only had adult, pediatric and women's health along with eye services, lab and radiology in Petaluma. We now have moved specialty and surgery office services as well as outpatient procedures to Petaluma. We are able to provide more to those who formerly had to come to this campus.

In addition, we did add stacked parking for employees to open up 90 additional spots in our parking structure and we have rented space at Northgate for 160 cars. This is part of our plan to have adequate parking for staff and keep our staff from parking within the neighborhood. We are also in the process of trying to secure another location to further our plan. We also have worked with 511 Rideshare to assist our staff in ride sharing. This has not been the easiest process, but we are far from giving up.

It is a privilege to provide care in Terra Linda and we have a strong desire to maintain our welcome and your support. To that end we now have a Cardiac Catheterization lab which provides all patients, regardless of whether or not they are Kaiser Permanente members, care in an emergent situation. This, coupled with our Emergency Department approved to provide Trauma care, allows us to better assist our neighbors in a crisis or in an emergency of any kind.



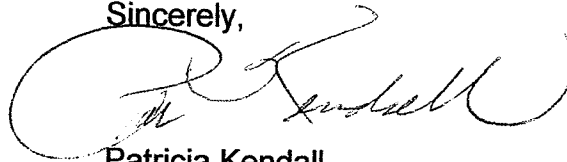
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Mr. Reuel Brady and Members of the Board of Directors
Terra Linda Neighborhood Association
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I don't often mix business with personal issues, but in this case I will break my rule. As a Terra Linda homeowner and resident, I have wanted for some time to join your association and participate to the degree I can. After the first of the year I will contact the number on your stationery or please feel free to contact me.

Again, thank you for your very neighborly letter. It is much appreciated and again we will communicate and reinforce your request to our staff. I hope all of you have a safe, happy and most importantly, healthy 2007

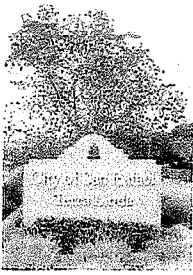
Sincerely,



Patricia Kendall
Medical Group Administrator

cc: Mayor Albert J. Boro
Vice Mayor Gary O. Phillips
Andy J. Preston, Director of Public Works/City Engineer
Carol Harris, Public Affairs
Police Chief Matt C. Odetto
Sergeant McElderry





Terra Linda Homeowners' Association
P.O. Box 6405
San Rafael, CA 94903-0405

January 7, 2007

Patricia Kendall, Medical Group Administrator
The Permanente Medical Group, Inc.
99 Monticello Road
San Rafael, CA 94903-3398

Dear Ms. Kendall,

Thank you for relaying our concerns to your staff. The Terra Linda Homeowners' Association is happy to have Kaiser as a member of our community. We understand that much of the hospital needs a seismic retrofit overhaul and that hospital staff still park on neighborhood streets. We would like to be included early in your planning process especially if growth is anticipated so that our association can assist in achieving solutions that will add to our community and not detract.

Please consider this letter as a request to be involved and informed about potential expansion plans and please join us at our next association meeting on January 18, 2007 (see attached agenda). By copying the City of San Rafael and various commissions and boards we are hopeful that the voice of our homeowners' association will be heard to maintain our strong and healthy community.

Thank you for your partnership and for your efforts in maintaining a high quality of life in Terra Linda.

Sincerely,

Reuel Brady

For Board of Directors
Terra Linda Neighborhood Association

cc: Mayor Albert J. Boro
Vice Mayor Gary O. Phillips
Carol Harris, Kaiser Public Affairs and Community Relations
City of San Rafael, Planning Commission
City of San Rafael, Design Review Board
Robert M. Brown, Community Development Director

Officers: Presidents, Meredith Brown & Reuel Brady
Treasurer, Henri Lese
Secretary, Gerald O'Rourke