



OPEN MEETING
THE GOLDEN RAIN FOUNDATION
MEDIA AND COMMUNICATIONS COMMITTEE
Monday, March 18, 2019, at 1:30 p.m.
Laguna Woods Village Community Center, Board Room
24351 El Toro Road, Laguna Woods, CA 92637

REPORT

- MEMBERS PRESENT:** Chair Joan Milliman, Directors Roy Bruninghaus, Pat English, Annette Sabol Soule, Maggie Blackwell, Lynn Jarrett, Elsie Addington, Advisers Lucy Parker, Steve Carman and Sheila Bialka.
- MEMBERS ABSENT:** Director Ryna Rothberg.
- OTHERS PRESENT:** Dick Palmer—VMS, Juanita Skillman—United, Beth Perak—GRF and Diane Phelps—GRF
- STAFF PRESENT:** Eileen Paulin, Chuck Holland, Paul Ortiz and Becky Jackson.

1. **Call to Order**
Chair Joan Milliman called the meeting to order at 1:30 p.m.
2. **Acknowledgement of Media**
Paul Ortiz from Village Television was present.
3. **Approval of the Agenda**
Agenda was approved.
4. **Approval of Meeting Report from February 26, 2019**
Report was approved.
5. **Chair's Remarks**
Chair Milliman welcomed everyone. She commented on communications and the policy and the feedback from residents. She stated communication has expanded with emails and CodeRED and looks forward to venues of communications that have not been explored yet.
6. **Member Comments (Items not on the Agenda)**
Ronald Davie 117-A was called. He received a notice regarding a new monthly payment. He also had concerns about his bandwidth dropping.

James Ramaker 5370-1B was called to speak. He expressed concerns over offensive content on a pay per view channel.

Jeffry Wu 5519-2B was called to speak. He is experiencing problems with channel mapping. He acquired a set top box, which is the solution to his problem. He removed it after several days because his wife had difficulty using it. Mr. Holland explained to Mr. Wu that in order to have the service options he wants, he must be using a set top box.

7. Director's and Staff Forum

Chuck Holland addressed Mr. Davie stating his new monthly payment was a result of having a cable card. He discussed the four tiers of services and will look into Mr. Davie's bandwidth issues.

Mr. Holland explained to Mr. Ramaker there are four pay per view channels that have adult content. He will look into Mr. Ramaker's concerns to make sure there is no illegal content on any of the pay per view channels.

Mr. Holland will send a technician to look into Mr. Wu's issues and personally follow up with him.

REPORTS:

8. Broadband and Contracts Report—Chuck Holland

Mr. Holland presented a 10-Year Cost Comparison Cable TV bar graph to the committee. This covered costs from 2009 and projected costs in 2020. He described his report on 2019 Contract Renewals highlighting increases for independent channels such as Fox Sports Net-Prime Ticket and Fox Sports Net West that expire in December of 2019. He also presented the 2019 subscriber counts year-to-date.

Mr. Holland presented a Proforma Broadband Services Summary of Operations including revenues, broadband services, employee compensation, materials and supplies, utilities, legal fees, outside services, repairs and maintenance, operating expenses, property and sales tax, cable programming, copyright and franchise fees and noncollectable accounts.

9. Marketing and Communications Report-Eileen Paulin

Eileen Paulin reported on regular publications, gate closures, signage, Docent Tours, New Resident Orientations, department workflow, Caregiver Policy publicity, weed abatement, security awareness, RFID's, water conservation, CodeRED, board vacancies, online fraud, dryer installation, Third pilot lighting, Pickleball grand opening, Bus Workshop and elevator outage emails.

10. Docent Tour Update-Becky Jackson

Becky Jackson reported on the success of the interview on March 14 and the selection of four new docents. She also will be implementing tours for real estate agents on the fifth Thursday of the month. Per the request of the committee she will implement a tour specifically for residents.

ITEMS FOR DISCUSSION AND CONSIDERATION:

11. Combining Communications Committee

Chair Milliman introduced Director Roy Bruninghaus to discuss combining the Communications Committees.

Director Bruninghaus talked about the duplication of efforts and efficiency of staff time.

Director Maggie Blackwell explained United Mutual does not hold a formal communication committee utilizing staff time. Directors pull together reports from various committees for topics in the Breeze.

Beth Perak stated the GRF Media and Communications Committee discussed more broadband and media issues and had less to do with communications. When Third Communications Committee started there was a need to review communication topics. At the present time the GRF Media and Communications Committee addresses all of these topics. Ms. Paulin will discuss the combining of the two Communication Committees with Director diLorenzo and report back to the GRF Media and Communications Committee.

12. Press Policy-Eileen Paulin

Ms. Paulin presented the current Drone Policy Resolution 90-17-17, stating it is fine.

Ms. Paulin likes the current Press Policy adopted by Community Activities Committee but the name of the corporation needs to be changed , since it was under Leisure World, and add just a couple of endorsements.

ITEMS FOR FUTURE AGENDAS:

13. Combining Communications Committee Update

CONCLUDING BUSINESS:

14. Committee Member Comments

Director Lynn Jarrett stated she enjoyed being a part of the docent interviews and thanked Mr. Holland for his patience with members.

Adviser Steve OK asked for the address of the pilot street lighting project and thanked staff.

Adviser Sheila Bialka asked about doing a commercial for her club on Village Television.

Mr. Holland explained to Adviser Bialka that she could advertise her club event and she would need to talk to Paul Ortiz. He will send a copy to Ms. Jackson to send to the committee.

Ms. Paulin gave the address to the pilot street lighting project. It takes place on Avenida Sosiaga between, Gate 10 and Via Carrizo.

15. **Date of Next Meeting—Monday, April 15, 2019, 1:30 p.m. in the Board Room**

16. **Adjournment**

Meeting was adjourned at 3:10 p.m.


Joan Milliman, Chair
Media and Communications Committee