



OPEN MEETING

**REGULAR OPEN MEETING OF THE BOARD OF DIRECTORS OF
THE GOLDEN RAIN FOUNDATION OF LAGUNA WOODS
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION**

**Tuesday, July 2, 2019 - 9:30 A.M.
Laguna Woods Village Community Center Board Room 24351 El Toro Road,
Laguna Woods, California**

NOTICE AND AGENDA

- 1. Call Meeting to Order / Establish Quorum – Annette Sabol Soule, Vice President**
- 2. Pledge of Allegiance – Director Phelps**
- 3. Acknowledge Media**
- 4. Approval of Agenda**
- 5. Approval of Minutes of Meeting**
 - (a) June 4, 2019 – Regular Open Session Meeting
 - (b) June 10, 2019 – Special Open Meeting (2020 Fee Review)
 - (c) June 10, 2019 – Special Open Meeting (2020 CIP Review)
- 6. Report of Chair**
 - (a) Presentation from the Laguna Woods Men's Golf Club to the Laguna Woods Village Foundation
- 7. Update from VMS – Director Bender**
- 8. CEO Report**
- 9. Open Forum (Three Minutes per Speaker)** - *At this time the Speakers may address the Board of Directors regarding items not on the agenda and within the jurisdiction of the Board of Directors of the Golden Rain Foundation. There is a maximum time limit of three minutes per speaker and a speaker may only address the Board once during this period. The Board reserves the right to limit the total amount of time allotted for the Open Forum.*
- 10. Responses to Open Forum Speakers**

- 11. Consent Calendar** - *All matters listed under the Consent Calendar are considered routine and will be enacted by the Board by one motion in the form listed below. In the event that an item is removed from the Consent Calendar by members of the Board, such item(s) shall be the subject of further discussion and action by the Board.*

- (a) Consistent with its statutory obligations a subcommittee of the Board consisting of the Treasurer and at least one other board member reviewed and approved Golden Rain Foundation financials for the month of May, 2019 and by this vote ratify that such review be confirmed in this month's Board Member Open Session Meeting minutes.

12. Unfinished Business

- (a) Entertain a Motion to Approve a Resolution to Authorize 27-Hole Golf Course Summer Closures (**June initial notification – 28-day notification for Member review to comply with Civil Code §4360 has been satisfied**)
- (b) Entertain a Motion to Ratify the Board Decision to not Renew Fox Sports West and Fox Sports Prime Ticket contracts from the 2020 Cable Television Channel Lineup (**June initial notification – 28-day notification for Member review to comply with Civil Code §4360 has been satisfied**)

13. New Business

- (a) Entertain a Motion to Approve Supplemental Appropriation for Tennis Center Building Renovation
- (b) Entertain a Motion to Introduce a Collection Policy for Broadband Services (**July initial notification – must be postponed 28-days for Member review and comment to comply with Civil Code §4360**)
- (c) Entertain a Motion to Approve Supplemental Appropriation and Award a Contract for Clubhouse 4 Pool Deck Rebuild

- 14. Committee Reports** – *Entire Committee reports can be found at the following link:*
www.lagunawoodsvillage.com/residents/golden-rain-foundation/documents

- (a) Report of the Finance Committee/Financial Reports – Director Phelps. The Committee met on June 19, 2019; next meeting August 21, 2019, at 1:30 p.m. in the Board Room.
- (b) Report of the Community Activities Committee – Director Sabol Soule. The Committee met on May 9, 2019; next meeting July 11, 2019, at 1:30 p.m. in the Board Room.

- (c) Report of the Landscape Committee – Director Moldow. The Committee did not meet in May 15, 2019; next meeting August 14, 2019, at 1:30 p.m. in the Board Room.
- (d) Report of the Maintenance & Construction Committee – Director Matson. The Committee met on June 12, 2019; next meeting August 14, 2019, at 9:30 a.m. in the Board Room.
 - Report of the Performing Arts Center (PAC) Renovation Ad Hoc Committee - Director Milliman. Next meeting TBA
 - Report of Village Energy Task Force – Director Matson. The Task Force met on May 1, 2019; next meeting July 3, 2019, at 1:30 p.m. in the Board Room.
- (e) Report of the Media & Communications Committee – Director Milliman. The Committee met on June 17, 2019; next meeting July 15, 2019, at 1:30 p.m. in the Board Room.
 - Report of the Thrive Task Force – Director Milliman. The Task Force met on May 29, 2019.
- (f) Report of the Mobility & Vehicles Committee – Director Gros. The Committee met on June 5, 2019; next meeting August 7, 2019, at 1:30 p.m. in the Board Room.
 - Laguna Canyon Foundation – Director Gros.
- (g) Report of the Security & Community Access Committee – Director Tibbetts. The Committee met on June 24, 2019; next meeting August 26, 2019, at 1:30 p.m. in the Board Room
 - Report of the Traffic Hearings – Director Gros. The Traffic Hearings were held on June 19, 2019; next meeting July 17, 2019, 9:00 a.m. in the Board Room & 1:00 p.m. in the Sycamore Room.
 - Report of the Disaster Preparedness Task Force – Director Troutman. The Task Force met on May 28, 2019; next meeting July 30, 2019, 9:30 a.m. in the Board Room.

15. Future Agenda Items - *All matters listed under Future Agenda Items are Resolutions on 28-day public review or items for a future Board Meeting. No action will be taken by the Board on these agenda items at this meeting. The Board will take action on these items at a future Board Meeting.*

None

16. Directors' Comments

- 17. Recess** - *At this time, the Meeting will recess for lunch and reconvene to Executive Session to discuss the following matters per California Civil Code §4935*

Closed Executive Session Agenda

Approval of Agenda

Approval of Minutes

(a) June 4, 2019 – Regular Executive Session

Discuss and Consider Member Disciplinary Matters

Discuss and Consider Personnel Matters

Discuss and Consider Contractual Matters

Discuss and Consider Litigation Matters

Discuss Litigation Report Summary

18. Adjournment



OPEN SESSION

**Minutes of the Regular Meeting of the Golden Rain Foundation
Tuesday, June 4, 2019, 9:30 a.m.
24351 El Toro Road, Laguna Woods, California**

Directors Present: Beth Perak, Annette Sabol Soule, Joan Milliman, Jim Matson, Diane Phelps, Richard Palmer, Ray Gros, Bert Moldow, Pat English, Don Tibbetts, and Judith Troutman

Directors Absent: None

Staff Present: Jeff Parker, Siobhan Foster, Eileen Paulin, Betty Parker, Chuck Holland, Chris Spahr, Tim Moy, Brian Gruner, Cheryl Silva and Daniel Hillburn

Others Present: United Mutual: Juanita Skillman, Cash Achrekar, Manuel Armendariz,

Third Mutual:

Mutual 50: Ryna Rothberg

VMS: Dick Rader, Dan Kenney

1. Call to Order

President Perak called the meeting to order at 9:30 a.m.

2. Pledge of Allegiance to the Flag

Director Perak led the meeting in the Pledge of Allegiance to the Flag.

3. Acknowledgment of Media

A representative of the Laguna Woods Globe and the Village Television Camera Crew, by way of remote cameras, were acknowledged.

4. Approval of Agenda

Without objection, the agenda was approved as presented.

5. Approval of Minutes

Without objection, the minutes of the Regular Open Meeting on May 8, 2019, were approved as presented.

6. Report of the Chair

President Perak wished all the fathers a Happy Father's day and thanked the

residents for being kind and neighborly. She invited residents to upcoming community events including a Golden Girls concert and golf tournament---the proceeds of which will go to the LWV Foundation. She commented on the Memorial Day celebration which honored our veterans. She invited residents to celebrate Independence Day at Clubhouse 2 on July 4, 2019.

7. Update from VMS

Director Kenney gave an update from the VMS Board meetings in May. He introduced recipients of the Employee Recognition Award in May. He announced that beginning in June the VMS Board will meet once a month on the 3rd Wednesday of each month.

8. CEO Report

CEO Parker gave a report on upcoming community events and updates on current projects:

- A consultant for the Mobility and Vehicles Committee will give an update at the next meeting this week on the Transportation report.
- Gate retrofit is complete for gates 3 and 7. Gates 1 and 9 are closed for RFID retrofit. Construction should be completed by June 28. Gates 4, 10 & 14 will be next.
- RFID is a way to enhance the security system.
- Bocce courts' carpet was updated.
- Assessments can be paid through the resident portal.
- Laguna Woods Village Disaster Preparedness Task Force will be hosting a CPR/AED class on Wednesday, June 5, in Clubhouse 7 from 1 to 4 p.m.
- Cool Roofs that deflect heat will be installed this Saturday, June 8th at the Community Center.
- The Orange County Registrar of Voters will hold a town hall meeting to discuss vote centers and the new voting system in Laguna Woods Village on Friday, June 21, in Clubhouse 5 from 10 a.m. to noon.
- New reservation system for bus excursions. Upcoming excursions: Angel's baseball game at 1:00 p.m. on June 9, Sawdust Festival at 4 p.m. on July 17, Newport Beach Fashion Island shopping center on August 7.

Jeff Parker, CEO, answered questions from the Board.

9. Open Forum (Three Minutes Per Speaker)

Members spoke on the following topics:

- The benefits of the LWV Foundation and injuries caused by falls partners with Social Services and Saddleback Medical Center to increase fall prevention program;
- Damage caused by golfers for residents that live near the golf course;
- Petitions, and location where people can go to sign petitions;
- Security at the Drop-in Lounge and the return of the television;
- Apologized for behavior that was subject to monetary sanction and

- requested waiver of fine;
- 2019 Business Plan, El Toro Water District meters;
- TV set box required for analog televisions.

10. Responses to Open Forum Speakers

Several Directors responded to and provided input regarding member comments.

- Director English and Moldow responded about petitions, noting that the guidelines for member petitions are listed in the Bylaws;
- Director Gros commented on payment systems for fines. He noted that El Toro Water District uses meters to measure for overuse;
- Director Moldow asked if the fall prevention program offer by LWV Foundation is only for people who cannot afford services;
- Chris Collins responded about the role of the LWV Foundation;
- Director Sabol Soule responded about damage caused by golfers;
- Director Phelps commented that PAC renovations costs come out of the reserves;
- Tim Moy commented that member discipline is confidential. The fines mentioned by a resident during open forum are a United Mutual issue. The Compliance office takes concerns about resident help, suicide, and elder abuse seriously, and maintains contact with Adult Protective Services and county authorities to investigate concerns.

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11. Consent Calendar

- (a) GRF Committee Appointments Update (moved to unfinished business item 12b.)
- (b) Consistent with its statutory obligations a subcommittee of the Board consisting of the Treasurer and at least one other board member reviewed and approved Golden Rain Foundation financials for the month of April 2019 and by this vote ratify that such review be confirmed in this month's Board Member Open Session Meeting minutes.

Director Matson made a motion to approve the consent calendar. Director Sabol Soule seconded the motion.

Discussion ensued among the Directors.

Director English made a motion to move consent calendar item 11a. GRF Committee Appointments to unfinished business item 12b. The motion passed without objection.

President Perak called for the vote to approve the consent calendar as amended and the motion was approved by unanimous consent.

12. Unfinished Business

- (a) Entertain a Motion to Approve a Resolution for Traffic School Eligibility

Director Milliman, Secretary of the Board, read changes to the following resolution:

RESOLUTION 90-19-25
Traffic School Eligibility
LAGUNA WOODS VILLAGE VEHICLE,
TRAFFIC, AND PARKING RULES

**Adopted May 6, 2014, Resolution 90-14-21;
Revised: September 19, 2017, Resolution 03-17-76; June 7, 2016, Resolution 90-16-24 and Resolution 90-16-26; April 12, 2016, Resolution 01-16-32; May 5, 2015, Resolution 09-15-29; April 7, 2015; January 20, 2015; and
December 2, 2014, Resolution 90-14-73; and June 4, 2019, Resolution 90-19-25**

The following Vehicle, Traffic, and Parking Rules are strictly enforced and applicable to all pedestrians and persons controlling or operating vehicles on any real property regulated by the Golden Rain Foundation of Laguna Woods (GRF). This generally refers to the streets, sidewalks, parking areas, clubhouses, grounds, and other amenities overseen by GRF.

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1. PREFACE

In order to promote safety, all drivers, pedestrians, and vehicles must follow the same rules of the road as are expected on public streets, unless otherwise specified in herein. Enforcement is the responsibility of the Laguna Woods Village Security Division, unless otherwise designated by law. All persons must stop when directed or signaled by a member of Security and provide all items of identification as requested, such as GRF identification card, driver's license, vehicle registration, gate pass, etc. Security Officers will issue Notices of Violation for violation of these rules. Persons in violation may be subject to a fine and other disciplinary action. Vehicles parked in violation may be subject to a fine, and towed-away at the vehicle owner's expense. The MEMBER is responsible for any violation occurring in their ASSIGNED PARKING. The MEMBER is responsible for any violation committed by their delegate, invitee, renter or lessee, and any invitee of a delegate, renter or lessee.

2. DEFINITIONS

Words appearing in ALL CAPITAL LETTERS are defined in this section.

- a. ABANDONED VEHICLE - A MOTOR VEHICLE having either of the

- following attributes:
- i. Appears deserted, neglected, unsightly, or INOPERABLE.
 - ii. If in UNASSIGNED PARKING, has not been moved within a 21 day period unless previously receiving written authorization from the Security Division. (See Section 7.5 - Resident's Extended Parking).
- b. ASSIGNED PARKING - A defined parking location such as a carport, parking garage space, or MANOR driveway or garage that has both of the following attributes:
- i. Is regulated by a Mutual Corporation or GRF.
 - ii. Is allotted as an exclusive use area of a particular MANOR.
- c. BICYCLE - A device, upon which a person can ride, propelled by human power through pedals, a belt, chain, or gears and having one or more wheels.
- i. A motorized bicycle is classified as a MOTOR VEHICLE, not a BICYCLE.
- d. COMMERCIAL VEHICLE - A vehicle displaying any of the following attributes:
- i. Of a type used or maintained for the transportation of persons for hire, compensation, or profit. Examples: Taxi cab, limousine, any vehicle originally designed to carry 12 or more passengers.
 - ii. Designed, used, or maintained primarily for the transportation of property. Includes any vehicle mounted with a utility body/bed, or aftermarket storage chest, equipment carrier or other structure designed to secure goods. However, a carrier designed for specific sports or athletic equipment (e.g. bicycle or ski rack) is acceptable.
 - iii. Used, specially equipped, or advertised for commercial purposes. Examples: MOTOR TRUCK, cargo trailer, PICKUP TRUCK with a ladder rack or utility body or stake panels, or carrying visible tools or merchandise, van with business advertising displayed or carrying visible tools, chests, racks or merchandise, sedan with applied lettering advertising a business.
EXCEPTIONS: PICKUP TRUCKS and passenger vehicles (including commuter carpooling vans of up to 11 passenger capacity) are not COMMERCIAL VEHICLES unless used, specially equipped, or advertised for commercial purposes.
- e. EMPLOYEE - A person who is employed by the managing agent.
- f. GRF - The Golden Rain Foundation of Laguna Woods.
- g. GOLF CART - A MOTOR VEHICLE having all of the following attributes:
- i. Having not less than three wheels in contact with the ground.
 - ii. Having an unladen weight of less than 1,300 pounds.
 - iii. Designed to be operated at no more than 20 mph.
 - iv. Designed to carry golf equipment and passengers.
 - v. Is exempt from California Motor Vehicle Registration.
- h. GOLF CAR - A MOTOR VEHICLE that has all the attributes of a Low

Speed Vehicle (LSV) or Neighborhood Electric Vehicle (NEV):

- i. Having 4 wheels.
 - ii. Having a gross vehicle weight rating of less than 3,000 pounds.
 - iii. Designed to attain a speed of more than 20 miles per hour and not more than 25 miles per hour on a paved level surface.
 - iv. May legally be driven on public streets with a maximum speed limit of 35 miles per hour.
 - v. Requires government motor vehicle registration on a public street.
- i. GUEST - A NON-RESIDENT approved for entry into LAGUNA WOODS VILLAGE by an authorized party for a MANOR, or by the managing agent.
 - j. GUEST PARKING - A parking location that is marked as such by a sign, or curb or pavement marking is reserved for GUEST use only.
 - k. LOW SPEED VEHICLE (LSV) - See GOLF CAR.
 - l. LAGUNA WOODS VILLAGE - Any real property governed by GRF or a Mutual Corporation in LAGUNA WOODS VILLAGE.
 - m. INOPERABLE VEHICLE - A partial or complete vehicle displaying any of the following attributes:
 - i. Does not show current, government issued license and registration for on-street operation.
 - ii. Is government registered with a classification of non-operational, or for a use other than on-street. Examples: "Planned Non Operation," "Off Highway Vehicle," and watercraft registrations.
 - iii. Lacks any original and complete design component. (Examples: motor, fender, hood, wheel, light). Appears unable to legally or safely operate on the street in its present condition. Examples: Does not run, shows significant disassembly or collision damage, leaking fluids, flat tire, tire off ground, vehicle up on blocks.
 - iv. Presents a nuisance or hazard as determined by GRF.
 - n. MANOR - A dwelling unit in LAGUNA WOODS VILLAGE.
 - o. MEMBER - The person having legal accountability to GRF or a Mutual Corporation for a Manor. A MEMBER is subject to the payment of a fine and other disciplinary action imposed by GRF for any violation committed by the MEMBER, or any delegate, occupant, lessee, renter, invitee or guest of the MEMBER.
 - p. MOTOR TRUCK - A MOTOR VEHICLE designed, used, or maintained primarily for the transportation of property.
 - q. MOTOR VEHICLE - A vehicle that is self-propelled.
- EXCEPTIONS:
A self-propelled wheelchair, invalid tricycle, electric personal assistive mobility device (Example: Segway) or motorized quadricycle.
- r. MUTUAL CORPORATION – refers to United Laguna Woods Mutual (ULWM) and Third Laguna Hills Mutual (TLHM).
 - s. NEIGHBORHOOD ELECTRIC VEHICLE (NEV) - See GOLF CAR.
 - t. NON-RESIDENT - A person who is not a legal occupant of a MANOR

in LAGUNA WOODS VILLAGE.

- u. **NON-RESIDENT VEHICLE** - Any vehicle not registered as a **RESIDENT VEHICLE** with GRF. A **NON-RESIDENT** is subject to confiscation of their gate pass and other loss of community access privileges as determined by the Community Access Department, and assessment of a fine and other disciplinary action imposed by GRF for any violation committed by the **NON-RESIDENT**.
- v. **EMPLOYEE** – staff member of Village Management Services, Inc. An employee is subject to disciplinary action, including potential loss of driving privileges, in accordance with the managing agent's Human Resources policy and procedure.
- w. **PICKUP TRUCK** - A **MOTOR TRUCK** having all of the following attributes:
 - i. Is equipped with an open box-type bed not exceeding 9 feet in length.
 - ii. Has an overall vehicle length not exceeding 22 feet.
 - iii. Has only 2 axles.
 - iv. Has an unladen weight of less than 8,001 pounds.
 - v. Has a manufacturer's gross vehicle weight rating not to exceed 11,500 pounds in single rear wheel configuration, or 14,000 pounds in dual rear wheel configuration. **PICKUP TRUCK** does not include a vehicle otherwise meeting the above definition that is equipped with a bed-mounted storage compartment unit commonly called a "utility body" or "utility bed." A vehicle otherwise meeting the above definition that displays advertising, or is mounted with equipment carrier or other structure designed to secure goods is deemed to be a **COMMERCIAL VEHICLE**. However, a carrier designed for specific sports or athletic equipment (e.g. bicycle or ski rack) is acceptable.
 - vi. A **PICKUP TRUCK** mounted with a camper unit extending over the cab or equipped with food preparation and sleeping areas is deemed to be a **RECREATIONAL VEHICLE**.
- x. **PEDESTRIAN** - A person who is either of the following:
 - i. On foot or using a means of conveyance propelled by human power other than a **BICYCLE**.
 - ii. Operating a self-propelled or motorized wheelchair, invalid tricycle, electric personal assistive mobility device (Example: Segway) or motorized quadricycle.
- y. **RECREATIONAL VEHICLE (RV)** - A vehicle so defined in the GRF Recreational Vehicle (RV) Parking Areas Rules and Regulations.
- z. **RESERVED PARKING** - A parking location that is marked as such by a sign, or curb or pavement marking is set-aside for use only by the named user(s).
- aa. **RESIDENT** - An approved legal occupant of a **MANOR** in LAGUNA WOODS VILLAGE. A **RESIDENT** is subject to the payment of a fine and other disciplinary action imposed by GRF for any violation committed by the **RESIDENT**, or any delegate, occupant, lessee, renter, invitee or guest of the **RESIDENT**. Responsibility for

- non-compliance with any such disciplinary action transfers to the applicable MEMBER.
- bb. RESIDENT VEHICLE - A vehicle that has all of the following attributes:
 - i. A RESIDENT has exclusive use thereof.
 - ii. Is of a type approved by GRF.
 - iii. Is registered with GRF and displays a valid GRF decal.
 - cc. SAFELIST - **A register maintained by the Security Division to document vehicles granted a limited exception to certain parking rules.** Examples: Extended RESIDENT'S absence, overnight RV parking, late night calls for overnight guests without a parking permit.
 - dd. SPONSOR - **A RESIDENT, MEMBER or delegate for a MANOR, who approves the admission of any NON-RESIDENT into Laguna Woods Village;** A person representing an organization or business entity for the purpose of requesting entry for themselves or another into Laguna Woods Village. If a GUEST fails to pay a fine or comply with other disciplinary requirements determined by GRF, responsibility transfers to the RESIDENT SPONSOR who authorized the violator into Laguna Woods Village. Responsibility for non-compliance with any such disciplinary action by the SPONSOR transfers to the applicable MEMBER.
 - ee. UNASSIGNED PARKING - A proper parking location having both of the following attributes:
 - i. Not an ASSIGNED PARKING space for a particular MANOR or RESIDENT.
 - ii. Not designated as GUEST PARKING or RESERVED PARKING.
 - ff. UNAUTHORIZED VEHICLE - A vehicle having both of the following attributes:
 - i. NON-RESIDENT VEHICLE.
 - ii. Parked IN LAGUNA WOODS VILLAGE at any time between the hours of 12:00 a.m. (midnight) and 6:00 a.m. without displaying a valid GRF Overnight Parking Permit.
 - gg. VISITOR PARKING – see GUEST PARKING

3. AUTHORITY

GRF, ULWM, and TLHM establishes and updates these rules, and decides upon fines and other disciplinary actions for violations.

- a. Fines and other disciplinary actions may be greater for repeated violations within a 3 year period.
- b. GRF, at its discretion may approve case-by-case exceptions to these rules.
- c. GRF endorses the traffic rules of the Mutual Corporations.
- d. GRF will appoint a committee, named Laguna Woods Village Traffic Hearings, for the purpose of enforcement hearings with respect to the notices of violation, and the imposition of the corresponding fines when the committee considers the violation to have been committed as charged. The

Laguna Village Traffic Hearings will be comprised of the following:

- i. One director of GRF, and one director of each of the Mutual, each to be appointed by the board of directors of which s/he is a member;
- ii. Members of the Traffic Hearing shall rotate as the presiding member each month, with the presiding member refraining from voting on the issue of guilt to innocence of the person charged with the violation under consideration unless a member is absent and/or the vote of the presiding member is necessary to render a majority verdict;
- iii. The Traffic Hearings will schedule Hearings as necessary to adjudicate Notices of Violation.
- iv. The Traffic Hearings are held as an open meeting in which the alleged violator is invited to attend. The alleged violator has the right to request their hearing be held in close session.
- e. Notices of violation, traffic hearings, assessment of fines and other disciplinary actions are administrative processes of GRF and the Mutual Corporations in Laguna Wood Village.

4. ENFORCEMENT

Enforcement of these rules is the responsibility of the Laguna Woods Village Security Division, unless otherwise designated by law. Security Officers will issue a Notice of Violation for any violation of these rules.

- a. All persons must stop when directed or signaled by any member of Security, and provide all items of identification as requested, such as GRF identification card, driver's license, vehicle registration, and gate pass.
- b. Violations may result in tow-away at the vehicle owner's expense.
- c. Traffic Hearings:
 - i. Following a Notice of Violation, the alleged violator will be sent a letter, Traffic Hearing Notice, scheduling a hearing date and time. This letter will be sent at least 15 days before the hearing.
 - ii. At the Traffic Hearing, time will be given to hear testimony and consider evidence from the alleged violator and Security staff.
 - iii. If an alleged violator chooses not to attend their hearing, the Committee will make its decision based on the Notice of Violation and other evidence presented.
 - iv. After each hearing, the Committee will render its decision.
 - v. The Traffic Hearing will be documented by a written report of the proceedings.
 - vi. A letter stating the Committee's decision will be sent to the alleged violator within 10 days following the hearing. If the Committee finds the individual guilty, the letter will inform the violator of the penalty and present the choice of paying the scheduled fine or, if eligible, attend Traffic School.
- d. Traffic School:
 - i. The Laguna Woods Village Traffic School will be a 2 hour class addressing traffic safety topics, and designed for Laguna Woods

Village drivers.

- ii. Traffic School is available to a violator once during any 3 year period.
- iii. The Security Division will provide instructors to teach Traffic School.
- iv. Every attendee must pay an administrative fee prior to attending Traffic School.
- iv-v. Following citations are ineligible for Traffic School-: Parking, RV Lot Parking, Handicap Parking, and specific Moving Violations (Hit and Run), Valid Driver's Licenses Not Produced and Reckless Driving.
- e. For On-Duty EMPLOYEES, the Notice of Violation will be forwarded to the managing agent's Director of Human Resources for handling according to the managing agent's disciplinary policy.

5. FINES

See Schedule of Traffic Monetary Penalties

6. VEHICLE TOW AWAY

The California Vehicle Code authorizes private property tow-away at the vehicle owner's expense. Vehicles may be towed immediately or after a 96 hour waiting period as indicated below.

- a. Immediate Tow Away – any vehicle with the following conditions:
 - i. In a space designated for handicapped parking while not displaying a valid disabled (handicapped) license plate or placard.
 - ii. In a no parking zone.
 - iii. Within 15 feet of a fire hydrant.
 - iv. Blocking an entrance or exit.
 - v. Blocking a roadway or posing a hazard to traffic.
 - vi. Posing a safety or environmental hazard.
- b. Resident's Private Tow Away - An ASSIGNED PARKING space (e.g. carport, driveway, garage) is provided for the exclusive use of the RESIDENT who controls (is in lawful possession of) that location. No vehicle may be parked in any ASSIGNED PARKING location without that controlling RESIDENT'S written permission. California Vehicle Code §22658 allows a person in lawful possession of private property (the controlling RESIDENT) to order the immediate tow-away of any vehicle parked without permission in that person's ASSIGNED PARKING space. Tow-away is made at the vehicle owner's expense. Because the tow-away is made from a restricted use common area location, the towing is a private matter between the RESIDENT ordering tow-away, the vehicle owner, and the towing company. GRF, the Mutual Corporations, and the Security Division are not parties to and assume no authority or liability in the matter.
- c. Tow Away after 96 Hour Notice
 - i. Non-Resident Vehicle in Assigned Parking
 - ii. Non-Resident Vehicle in other than Assigned ParkingExcept as provided above, the Security Division is authorized to tow-away at the vehicle owner's expense an UNAUTHORIZED

VEHICLE or NON- RESIDENT vehicle, not in ASSIGNED PARKING, for any violation of these rules, upon requesting compliance to correct the violation or remove the vehicle from the Community and compliance is not made within 96 hours of written notification.

iii. Resident Vehicle in Any Location

Except as provided above, the Security Division is authorized to tow-away at the vehicle owner's expense a RESIDENT VEHICLE for any violation of these rules, upon receiving specific authorization from GRF.

7. ~~LISENCE~~ LICENSE AND REGISTRATION REQUIREMENTS

- a. DRIVERS LICENSE REQUIRED - Any person operating a MOTOR VEHICLE is required to have a valid driver's license in their possession and present it to any member of the Security Division upon request or shall be required to surrender any GRF decal(s) for DMV registered vehicles in their name. A valid driver's license must be provided within 14 days and failure to do so shall result in the Residents assigned GRF decals(s) being confiscated.

EXCEPTION: GOLF CART

- b. VEHICLE REGISTRATION REQUIRED - Every MOTOR VEHICLE is required to display current on-street license plate and registration, and the person in control thereof must present current registration documentation to any member of the Security Division upon request.

EXCEPTION: GOLF CART

- c. AUTHORIZED RESIDENT VEHICLE TYPES - GRF decals will only be issued to RESIDENT VEHICLES of the following types:

- i. Automobile (passenger car).
- ii. Sport utility vehicle (SUV).
- iii. Passenger van designed to carry up to 11 passengers (including a not-for-hire commuter carpooling van).
- iv. PICKUP TRUCK used and maintained solely for personal, non- commercial use.
- v. GOLF CART.
- vi. GOLF CAR.
- vii. Motorcycle that is government licensed and equipped for on-street operation.
- viii. Off-highway style vehicle that is government licensed and equipped for on-street operation. (Example: a properly equipped and licensed "dune buggy").
- ix. Recreational Vehicles.
Only RESIDENT OWNED recreational vehicles kept in the GRF Recreational Vehicle Storage Area, subject to its rules and provisions.
- x. No other vehicle types are approved.

- d. GRF VEHICLE DECAL REQUIRED

All RESIDENT MOTOR VEHICLES must be registered with GRF and properly display the current GRF vehicle decal while in LAGUNA

WOODS VILLAGE. Decals may be issued in any combination to eligible motor vehicles, golf carts and golf cars, up to the total authorized per Manor. Decal counts do not include motorhomes and commercial vehicles stored in the GRF Recreational Vehicle Storage Area. Each MANOR is allowed to receive a limited number of GRF decals based on the number of original construction bedrooms.

- i. 1 Bedroom MANOR up to 2 decals
- ii. 2 Bedroom MANOR up to 3 decals

8. DRIVING

- a. STAY ON PAVEMENT - Vehicles are allowed only on streets, cul-de-sacs, driveways, and designated parking areas designed for such use. Vehicles may not be driven or parked off pavement.
EXCEPTIONS: Certain specific and limited exceptions are detailed in Section 8-Golf Carts and Golf Cars; Section 9-Bicycles; and Section 11-Managing Agent.
- b. TRAFFIC CONTROL DEVICES - Persons must obey all traffic signs, and pavement and curb markings.
- c. SPEED LIMITS - ***Vehicles may never be driven faster than is safe for the prevailing conditions*** and may not exceed the posted speed limit.
 - i. 25 MPH: All streets, unless otherwise posted.
 - ii. 15 MPH: All cul-de-sacs and parking areas, unless otherwise posted.
 - iii. 10 MPH: All inbound gate entrances.
- d. STOP SIGNS—When approaching a stop sign, drivers must stop at the limit line, if marked, otherwise before entering the crosswalk on the near side of the intersection.
 - i. The limit line is a white line painted across the driver's lane just before the stop sign or crosswalk.
 - ii. If there is no limit line or crosswalk, drivers must stop at the entrance to the intersecting roadway.
 - iii. If visibility is restricted at the limit line or crosswalk, drivers may need to pull forward and stop again before safely passing through the intersection.
 - iv. Drivers must always make a full and complete stop. So called "California stops" or "rolling stops" are not allowed; the wheels of the vehicle must stop turning.
- e. RIGHT OF WAY
 - i. Emergency Vehicles - Drivers must yield (e.g. pull over to the side of the road and stop) to any law enforcement, fire or ambulance vehicle with emergency lights illuminated or siren in use.
 - ii. Pedestrians - The driver of a vehicle must yield the right-of-way to a PEDESTRIAN crossing the roadway. The driver of a vehicle approaching a PEDESTRIAN must exercise all due care and reduce the speed of the vehicle or take any other action relating to the operation of the vehicle as necessary to safeguard the safety of the PEDESTRIAN. No PEDESTRIAN may suddenly leave a curb or other place of safety and walk or run into the path of a vehicle that

is so close as to constitute an immediate hazard. No PEDESTRIAN may unnecessarily stop or delay traffic.

- iii. Side Road - A driver entering a through road from a cul-de-sac or side road must yield to vehicles on the through road.
 - iv. Stop Sign - At an intersection controlled by a stop sign, the first vehicle to arrive has the right of way. If two vehicles arrive at the same time, the vehicle to the right has the right of way.
 - v. Travel Lanes - Do not drive to the left of center of the road, even when no center line is present.
 - vi. Turns - A driver making a left turn or U-turn must yield to oncoming traffic.
- f. WIRELESS COMMUNICATIONS
- i. Drivers may not operate a cell phone without the use of a hands-free device.
 - ii. Drivers may not use a wireless device to write, send or read communications, or view images.
- g. SEAT BELTS
- i. Drivers must wear a seat belt when driving.
 - ii. Adult passengers must wear seat belts.
 - iii. Younger passengers must be secured in a seat belt or child passenger restraint system of the type required by law on a public street.
- h. USE OF LIGHTS
- i. All MOTOR VEHICLES must operate head lamps and tail lamps from ½ hour after sunset to ½ hour before sunrise.
 - ii. MOTOR VEHICLES must operate head lamps and tail lamps whenever the windshield wipers are in continuous use due to moisture. EXCEPTIONS: GOLF CARTS are not required to be equipped with windshield wipers.
 - iii. MOTOR VEHICLES approaching and entering any Laguna Woods Village gate at night must use low beam headlamps.
 - iv. PEDESTRIAN or BICYCLE on a roadway at night must shine a flashlight or otherwise display lighting sufficient to be plainly visible in any direction within 200 feet. This includes any vehicle using human power, or a self-propelled or motorized wheelchair, invalid tricycle, electric personal assistive mobility device (e.g. Segway) or motorized quadricycle.
 - v. If the vehicle is so equipped, turn signals must be used continuously during the last 100 feet traveled before turning.
- i. OPEN CONTAINER
- Do not drink any alcoholic beverage while in a vehicle. No one in a vehicle may possess any container of an alcoholic beverage that has been opened, or a seal broken, or the contents of which have been partially removed.
- j. DRIVING UNDER THE INFLUENCE

Do not drive while under the influence of any alcoholic beverage, or drug, or under the combined influence of any alcoholic beverage and drug. Even on private property, driving under the influence is a crime (California Vehicle Code §23152) that may cause the driver to be arrested by law enforcement officers.

k. **RECKLESS DRIVING**

Reckless driving means operating a motor vehicle in a dangerous and negligent manner or with a willful or wanton disregard for the safety of persons or property. Always drive with due regard for the safety of people and property.

9. PARKING

GRF owned vehicles and equipment are exempt from this Section. At least one vehicle must be park in the carport.

a. **Vehicle Prohibited** - The following vehicles are always prohibited from parking in LAGUNA WOODS VILLAGE:

- i. **ABANDONED VEHICLE.**
- ii. **UNAUTHORIZED VEHICLE.**
- iii. **Aircraft.**
- iv. **Boats, personal watercraft, and their trailers, except as allowed in Section 7.8 - Recreational Vehicles Restricted.**
- v. **INOPERABLE VEHICLE or part of a vehicle.**
- vi. **Off-road vehicle (not street licensed) other than GOLF CART or GOLF CAR.**
- vii. **Vehicle designed to carry 12 or more passengers, except busses to load or offload passengers with approval from the Community Access or Recreation Departments.**
- viii. **COMMERCIAL VEHICLES, except when necessarily and actively used in providing goods and services to the Village or its RESIDENTS.**

b. **General Parking Rules**

- i. **Park Safely** - At no time may a vehicle be parked in a manner creating a traffic hazard.
- ii. **Fire Hydrant** - At no time may a vehicle be parked within 15 feet of a fire hydrant. Vehicles in violation are subject to immediate tow-away at owner's expense. See Section 4 – Towing Policy.
- iii. **Sidewalk** - Except to safely cross on a roadway or driveway, no vehicle may be driven or parked with any portion of it on a sidewalk.
- iv. **Off Pavement** - At no time may a vehicle be driven or parked with any portion of it off pavement.

EXCEPTIONS: Certain specific and limited exceptions are detailed in Section 8 - Golf Carts and Golf Cars; Section 9 – Bicycles; and Section 11- Managing Agent.

- v. **Curb or Parking Stall** - Vehicles may park in a designated parking stall or along a curb or sidewalk.

- vi. Parking along a curb or sidewalk:
 - 1. Vehicles on a 2-way travel roadway must be parked with the passenger side wheels alongside the curb or sidewalk.
 - 2. Vehicles on a 1-way travel roadway may park alongside the curb or sidewalk on either side of the roadway.
 - 3. The front and rear wheels alongside must be within 18" of the curb or sidewalk edge.
EXCEPTION: If the entire vehicle is within a marked parking stall, the wheels may exceed 18" from the curb or sidewalk.
 - 4. Vehicles may not be parked in, or within 20 feet of a street intersection.
- vii. Parking in a marked stall - Vehicle must fit and be parked completely within the marked boundaries of a parking space.
- viii. Parking in an unmarked stall - A vehicle may be parked in a location that is not a marked stall; however, at no time may it be parked in a manner that creates a traffic hazard, interferes with other vehicle access, PEDESTRIAN traffic, or access to facilities or equipment.
- ix. Inoperative Vehicle - At no time may an INOPERATIVE VEHICLE be LAGUNA WOODS VILLAGE
- x. Abandoned Vehicle - At no time may an ABANDONED VEHICLE be LAGUNA WOODS VILLAGE.
- xi. Unauthorized Vehicle - At no time may an UNAUTHORIZED VEHICLE be parked in LAGUNA WOODS VILLAGE.
- c. Time Limited Parking
 - i. Assigned Parking - Not applicable on property governed by GRF.
 - ii. Unassigned Parking - Signs and curb and pavement markings that limit or prohibit parking apply at all times.
Red zone: No stopping, standing or parking.
EXCEPTIONS:
 - 1. A driver may stop to avoid conflict with other traffic.
 - 2. An attended vehicle may stop for passenger transfers.
 - 3. An attended vehicle may stop for use of a mailbox.
 - 4. An attended vehicle may stop or stand while necessarily engaged in work. Examples: moving or delivery truck.
 - 5. An unattended vehicle or piece of equipment may park when necessary and is authorized by the Security Division.Blue zone: Parking is permitted only when the vehicle is displaying a valid, government issued disabled (handicapped) license plate or placard.
Fire hydrant zone: No person shall stop, park, or leave standing any vehicle within 15 feet of a fire hydrant. Vehicles in violation are subject to immediate tow-away at owner's expense. See Section 4 – Towing Policy.
Green zone: Parking may not exceed 10 minutes, or as posted by sign or curb marking.
EXCEPTION: Unlimited time parking in a Green Zone is permitted

only when the vehicle is displaying a valid government issued disabled (handicapped) license plate or placard.

Grey zone: Same as Unpainted. Handicapped zone: See "Blue zone." White zone: Loading and unloading only.

Yellow zone: Commercial vehicle loading and unloading only.

Unpainted: Parking is permitted for up to 7 continuous days, unless otherwise restricted. Parking is always prohibited within 15 feet of a fire hydrant even if the curb is unpainted. See Fire hydrant zone above.

EXCEPTION: Resident's extended absence parking.

GUEST PARKING zone: RESIDENT VEHICLES are prohibited from using the location between 8:00 a.m. and 10:00 p.m.

RESERVED PARKING zone: Parking is prohibited by unauthorized vehicles.

VISITOR PARKING zone: RESIDENT VEHICLES are prohibited from using the location between 8:00 a.m. and 10:00 p.m.

d. RESIDENT'S EXTENDED ABSENCE PARKING

Due to a RESIDENT'S extended absence from the Village, a RESIDENT VEHICLE may be parked in UNASSIGNED PARKING for more than 7 days under the following conditions:

- i. RESIDENT'S ASSIGNED PARKING space must be occupied during the same time period by another RESIDENT VEHICLE.
- ii. As a courtesy to fellow RESIDENTS, vehicle must be parked as far as practicable from MANORS, preferably on a named street rather than in a numbered cul-de-sac.
- iii. Vehicle MAY NOT be parked at any GRF facility (Clubhouse, stables, Community Center, Service Center, etc.).

Exception: RESIDENTS and their guests travelling by tour bus may park for up to 15 days at Clubhouse 3 or Clubhouse 5. Vehicles must display on the dashboard a placard on 8 1/2" x 11" colored stock that includes the printed name of the sponsoring club, an emergency phone number associated with the tour and the return date from travel.

- iv. RESIDENT must arrange to keep the vehicle's GRF decal, government registration, appearance and operating condition up to date. Vehicles that become INOPERABLE, or appear neglected or ABANDONED become subject to tow-away at owner's expense. See Section 4 - Towing Policy.

- v. The RESIDENT must provide written notification to the Security Division to SAFELIST the vehicle.

- vi. NON-RESIDENT vehicles are not eligible for extended parking privileges

e. CONTRACTOR and SERVICE VEHICLE PARKING

Contractor and service vehicles, including personal vehicles driven by workers, must be parked on named streets and are prohibited from parking within numbered cul-de-sacs or MANOR parking lots. Contractors may park on a SPONSORING RESIDENT'S driveway with that

RESIDENT'S permission, but may not obstruct the sidewalk. Contractor and service vehicles, including personal vehicles driven by workers:

- i. Must be parked on named streets.
 - ii. May not be parked at GRF facilities.
 - iii. May not be parked within numbered cul-de-sacs or MANOR parking lots.
- EXCEPTIONS: Vehicles, equipment and materials immediately and directly required for the performance of work; Vehicles immediately loading or unloading; GRF owned vehicles and equipment; GRF or housing mutual's contractor vehicles and equipment.

f. OVERNIGHT PARKING PERMITS

GRF owned vehicles and equipment are exempt from this Section. The following vehicles and equipment are prohibited from parking at any time between the hours of 12:00 a.m. (midnight) and 6:00 a.m.:

- i. Vehicle not displaying a valid GRF decal or Overnight Parking Permit.
- ii. Recreational Vehicle, except as provided in Section 7.8 - Recreational Vehicles.
- iii. COMMERCIAL VEHICLE, construction/maintenance equipment, storage and disposal units, building materials. Vehicles displaying advertising (except "For Sale" signs).
EXCEPTION: Overnight Parking Permits will be issued by Community Access or the Security Division, for COMMERCIAL VEHICLES, equipment, and materials utilized in authorized activities conducted for the Village, or its RESIDENTS.
- iv. The Overnight Parking Permit must be displayed face-up on the driver side dashboard of the MOTOR VEHICLE, or prominently affixed to the front of trailers or equipment.
- v. Authorized Permits:

Every NON-RESIDENT vehicle, when parked in LAGUNA WOODS VILLAGE at any time between the hours of 12:00 a.m. (midnight) and 6:00 a.m., must display face-up on the driver side dashboard a valid Overnight Parking Permit issued by the managing agent. Overnight Parking Permits are issued to GUESTS driving any of the authorized vehicle types listed in Section 5.3, above, and by the managing agent to vehicles and equipment used in support of Village or residential needs. Any NON-RESIDENT vehicle parked without an Overnight Parking Permit issued is deemed an UNAUTHORIZED VEHICLE and subject to tow-away at vehicle owner's expense. See Section 4 - Towing Policy.

EXCEPTIONS: After 9:00 p.m., a RESIDENT SPONSOR may SAFELIST a GUEST vehicle for the current night only by calling Security Communications at (949) 580-1400. The SPONSOR RESIDENT must provide:

- 1. SPONSOR'S MANOR and ID numbers.
- 2. GUEST'S first name.
- 3. GUEST'S vehicle license plate number.
- 4. GUEST'S vehicle parking location.

g. RECREATIONAL VEHICLES (RV) RESTRICTED

Daily parking is limited to the GRF Recreational Vehicle Storage Area. Refer to the GRF Recreational Vehicle (RV) Parking Areas Rules and Regulations. Except for the Recreational Vehicle Storage Area, an RV may be parked IN LAGUNA WOODS VILLAGE only when meeting all of the following conditions:

- i. RV MAY NOT be parked at any GRF facility (Clubhouse, Stables, Community Center, Service Center, etc.).
- ii. RV is parked only for the purpose of loading or unloading. Other activities, such as sleeping or resting in the RV, and vehicle maintenance are not allowed.
- iii. RV is parked with engine and accessory equipment (e.g. exterior lights, generator, air conditioner, audio and video equipment) shut off.
- iv. Extensions such as slide-outs, tilt-outs, and awnings must be closed.
- v. RV may not be attached to any external power supply.
- vi. Leveling jacks, if used, must include a base plate sufficient to prevent damage to pavement.
- vii. RV is parked for no more than 6 hours at a time.

EXCEPTION: Permission to park overnight immediately before or after a road trip will be reasonably granted by the Security Division. Vehicle must be removed no later than 12:00 noon the following day.

h. FOR SALE SIGNS

RESIDENT VEHICLES may display a maximum of two (2) "For Sale" signs advertising that vehicle. Each sign may be up to 9" x 12" in size. No signage may be on the exterior of the vehicle.

i. ADVERTISING

Any signage advertising a business or organization is prohibited on a vehicle parked overnight between the hours of 12:00 a.m. (midnight) and 6:00 a.m. Displaying a name or contact information, such as a physical or communications address, constitutes advertising.

EXCEPTIONS: Commercial vehicle or equipment displaying a valid GRF Overnight Parking Permit issued by the managing agent; License plate frames, and vehicle manufacturer's incidental identification and accessory items (Example: vehicle brand and model nameplates); Signs allowed in Section 7.9 – For Sale Signs; GRF vehicles.

j. REPAIRS

Vehicles may not be rebuilt or rehabilitated, major service may not be performed, and fluids may not be changed.

k. WASHING

In the interest of water conservation, vehicle washing using water is prohibited. Waterless type cleaning products (e.g. "waterless car wash") may be used.

10. GOLF CARTS and GOLF CARS

Unless exempted in this Section, all GRF Vehicle, Parking and Traffic Rules, including stop sign, speed limit, parking, and GRF decal rules, apply to GOLF CARTS and GOLF CAR, just as any other MOTOR VEHICLE.

a. GOLF CARTS

- i. Driver's License - A driver's license is not required to operate a GOLF CART.
- ii. Minimum Age - A NON-RESIDENT driving a GOLF CART must be both:
 1. Age 16 years or older.
 2. Accompanied by a RESIDENT.
- iii. Vehicle Registration - No government vehicle registration is required.
- iv. Lights - Must operate head lamps and tail lamps from ½ hour after sunset to ½ hour before sunrise.
- v. Stay on Pavement - Driving off pavement is prohibited.
- vi. EXCEPTION: Limited driving off pavement is allowed at the GRF 27-hole golf course, in accordance with golf course rules.
- vii. Sidewalks and Patios - Driving or parking is not allowed on sidewalks, breezeways, or patios.
- viii. Cart Paths - Driving on paved cart paths is permissible. On a cart path the driver must:
 1. Travel at a slow speed that is reasonable and prudent.
 2. Exercise due regard for the safety of all PEDESTRIANS.
 3. Yield the right-of-way to all PEDESTRIANS.
- ix. Parking on a cart path is prohibited, except in a marked parking stall.

b. GOLF CAR

- i. May be driven on a paved cart path.
- ii. On a cart path the driver must:
 1. Travel at a slow speed that is reasonable and prudent.
 2. Exercise due regard for the safety of all PEDESTRIANS.
 3. Yield the right-of-way to all PEDESTRIANS.
- iii. Parking on a cart path is prohibited, except in a marked parking stall.

c. UNATTENDED EXTENSION CORDS, BATTERY CHARGERS

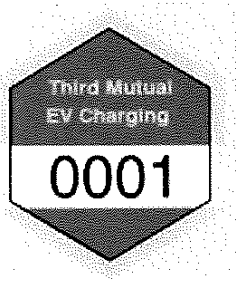
- i. Unattended extension cords may not be used for any purpose.
- ii. All golf cart battery chargers must be elevated a minimum of six inches from the floor.

11. PLUG-IN ELECTRICAL VEHICLES (PEV)

- a. Non-resident PEVs are prohibited from connecting to common area outlets.
- b. Any PEV connected to a common area outlet without authorization may be disconnected and/or owner contacted by Security staff, in addition to the other enforcement actions allowed in these rules.
- c. Owners of PEVs are solely responsible for the proper use and maintenance of their vehicle and any associated equipment used in charging the vehicle and may not make any unauthorized alterations to Mutual outlets, wiring, circuit breakers or electric service panels.
- d. Resident Vehicles that are battery electric powered Golf Carts may connect to Mutual common area electricity upon payment of the electrical use fee set by the Board.
- e. Resident PEVs of other types (e.g. battery electric and plug-in hybrid vehicles) are allowed to connect to Mutual common area electricity upon payment of the electricity user fee set by the Mutual Board, and Resident

must properly display a Mutual issued Electric Vehicle (EV) decal on the vehicle.

- f. An annual electricity usage flat fee of \$240 per year or \$20 per month may be prorated for every PEV registered to any MANOR that does not have a private garage per the requirements of the BOARD approved Alteration Standard Section 44 Electric Vehicle Charging Stations.
- g. Participating PEVs will be issued a Mutual authorized EV decal, affixed by staff to the exterior of the rearmost window in the lower corner furthest from the driver.
- h. The EV decal is the property of Third Mutual and may be revoked upon expiration, withdrawal or termination from program, or non-compliance with these rules.



i.

- j. The EV decal signified the PEV is authorized to connect to outlets in the Third Mutual common area.
- k. Connection to outlets controlled by GRF, United, or Mutual Fifty is prohibited, except for self-contained, fee-per-use charging stations.
- l. Connection to an outlet metered at any individual MANOR is prohibited without the controlling RESIDENT'S express permission.
- m. RESIDENTS may request to "opt-out" of the Mutual EV Decal program by submitting a signed waiver at Resident Services indicating they will not be using Mutual common area electric to charge their Plug-in Electric Vehicle (PEV), and that they understand the consequences (fines) if they violate the Mutual EV Decal policy.
- n. Unattended extension cords may not be used in Third for any purpose.
- o. All golf cart battery chargers must be elevated a minimum of six inches from the floor.

12. BICYCLES

Unless otherwise specified in this Section, all requirements of Section 6 - Rules for Driving, including stop sign and speed limit rules, and Section 7 - Rules for Parking, apply to BICYCLES.

- a. STAY ON PAVEMENT - BICYCLES may not be ridden off pavement.
- b. SIDEWALKS AND CART PATHS
 - i. Riding on a paved cart path is permissible
 - ii. Riding on a sidewalk is allowed between a point of origin or destination, and the nearest street or cul-de-sac.

EXCEPTION: Riding in Aliso Creek Park is prohibited at all times; when delivering newspapers to adjacent manors, a BICYCLE may be ridden an unlimited distance on a sidewalk.

- c. While riding on a path or sidewalk, the cyclist must:
 - i. Exercise due regard for the safety of all PEDESTRIANS.
 - 1. Travel at a speed that is reasonable and prudent.
 - 2. Yield the right-of-way to all PEDESTRIANS.
 - 3. Walk the BICYCLE when inside a building or on any covered passageway.
- d. LIGHTS
For safety, at night a BICYCLE must operate a headlamp and red or amber lights or reflectors to the side and rear, sufficient to be plainly visible in any direction within 200 feet.
- e. PARKING
 - i. Bicycles may not be parked in any manner interfering with foot or vehicle traffic.
 - ii. Bicycles must be parked utilizing parking racks where provided.
 - iii. Attended BICYCLES may be parked off pavement, but only in such a manner as not to damage landscaping.
 - iv. Parking on a cart path or sidewalk is prohibited, except in a marked parking stall.

13. PEDESTRIANS

- a. SIDEWALKS - For safety considerations, PEDESTRIANS may not walk upon a roadway.
EXCEPTIONS: When crossing a roadway; When there is no adjacent sidewalk available that is at least two (2) feet wide.
- b. When upon any roadway, PEDESTRIANS must:
 - i. Walk facing the flow of traffic, unless upon a 1-way roadway.
 - ii. Avoid stopping or delaying traffic.
 - iii. Shine a flashlight or otherwise display lighting at night sufficient to be plainly visible in any direction within 200 feet.
- c. RIDING DEVICE - No person may ride or propel a skateboard, scooter, tricycle, or other riding apparatus.
EXCEPTION: BICYCLES operated and equipped in accordance with these rules; A person operating a self-propelled or motorized wheelchair, invalid tricycle, electric personal assistive mobility device (ex: Segway) or motorized quadricycle.

14. MANAGING AGENT

MOTOR VEHICLES and equipment used by the managing agent are allowed on roadways, sidewalks, paths and landscape as needed to efficiently provide services, such as maintenance, landscaping and security. Except as necessary to efficiently provide services, MOTOR VEHICLES and equipment must be parked so as not to block access, walkways, or carports. Except for fire hydrant and handicapped parking zones, all parking locations may be used by the managing agent as needed to efficiently provide services.

15. REPORTING COLLISIONS

- a. INJURY TO A PERSON - For a collision that causes injury or death to a person:
 - i. Driver must stop and remain at the scene to provide their identity and information about the collision.
 - ii. Notify local authorities (Call 911).
 - iii. Notify the Laguna Woods Village Security Division.
 - b. NO INJURY TO A PERSON - For a collision with no injuries that causes damage to any property, including damage solely to the driver's own MOTOR VEHICLE or BICYCLE:
 - i. Driver must stop and remain at the scene to provide their identity and information about the collision.
 - ii. Driver must identify themselves to the owner or individual in control of the damaged property.
 - iii. Notify the Laguna Woods Village Security Division.
- GRF kindly reminds everyone that parking space is a valuable and limited resource.
- iv. RESIDENTS are encouraged to limit their number of vehicles kept in the Community.
 - v. Please remind your guests to use UNASSIGNED PARKING or your own ASSIGNED PARKING space. Use of another RESIDENT'S ASSIGNED PARKING space without their written permission can result in a Notice of Violation, fine, and tow-away at the vehicle owner's expense.
 - vi. The use and control of an ASSIGNED PARKING space rests exclusively with the RESIDENTS of the associated MANOR. A NON-RESIDENT party to a MANOR such as a MEMBER, owner, leasing agent, power of attorney, successor trustee, conservator, etc. may not keep any vehicle in the Community when the subject MANOR is occupied by a RESIDENT.

The Security Division has been authorized by GRF to enforce these rules in compliance with California Vehicle Code § 22658

MAY Initial Notification

28-day notification for Member review and comments to comply with §4360 has been satisfied.

Director Milliman made a motion to approve the resolution to revise the Laguna Woods Village Vehicle, Traffic and Parking Rules. The motion was seconded by Director Phelps.

Discussion ensued among the Directors.

President Perak called for the vote and the motion passed by unanimous consent.

12b. GRF Committee Update (removed from the Consent Calendar)

RESOLUTION 90-19-28
GRF Committee Appointments

RESOLVED June 4, 2019, that the following persons are hereby appointed and ratified to serve on the Committees of this Corporation:

Business Planning Committee

Diane Phelps, Chair (GRF)
Beth Perak, (GRF)
Rosemarie diLorenzo, (Third)
~~Jack Connelly, (Third)~~
Jon Pearlstone, Alternate (Third)
Steve Parsons, Alternate (Third)
Gary Morrison, (United)
Juanita Skillman, (United)
Al Amado, (Mutual 50)

Community Activities Committee

Annette Sabol Soule, Chair (GRF)
Joan Milliman, (GRF)
Diane Phelps, (GRF)
Bunny Carpenter (Third)
Cush Bhada, (Third)
Annie McCary, Alternate (Third)
Jon Pearlstone, Alternate (Third)
Sue Margolis, (United)
Andre Torng, (United)
Juanita Skillman, Alternate (United)
Ryna Rothberg, (Mutual 50)
Non-Voting Advisers: Leon St. Hilaire, Shaun Tumpane

Finance Committee

Diane Phelps, Chair (GRF)
Pat English, (GRF)
Beth Perak, (GRF)
Rosemarie diLorenzo, (Third)
~~Jack Connelly, (Third)~~
Jon Pearlstone, Alternate (Third)
Steve Parsons, Alternate (Third)
Gary Morrison, (United)
Juanita Skillman, (United)
Carl Randazzo, Alternate (United)
Al Amado, (Mutual 50)
Non-Voting Advisers: Greg Corigliano, Shaun Tumpane

Landscape Committee

Bert Moldow, Chair (GRF)
Jim Matson, (GRF)
Judith Troutman, (GRF)
Lynn Jarrett, (Third)
Reza Karimi, Third)
Jon Pearlstone, Alternate (Third)
Manuel Armendariz, (United)
Maggie Blackwell, (United)
Anthony Liberatore, Alternate, (United)
Vacant (Mutual 50)

Maintenance & Construction Committee

Jim Matson, Chair (GRF)
Richard Palmer, (GRF)
Don Tibbetts, (GRF)
John Frankel, (Third)
Bunny Carpenter, (Third)
Cush Bhada, Alternate (Third)
Carl Randazzo, (United)
Gary Morrison, (United)
Sue Margolis, Alternate (United)
Ryna Rothberg, (Mutual 50)
Non-Voting Advisers: John Luebbe, Ruth Matson

PAC Renovation Ad Hoc Committee

Beth Perak, Chair (GRF)
Joan Milliman, (GRF)
Richard Palmer, (GRF)
John Frankel, (Third)
Cush Bhada, (Third)
Sue Margolis, (United)
Carl Randazzo, (United)
Juanita Skillman, Alternate (United)
Irving Waaland, (Mutual 50)
Non-Voting Advisers: Sheila Bialka

Media and Communications

Joan Milliman, Chair (GRF)
Annette Sabol Soule, (GRF)
Pat English, (GRF)
Roy Bruninghaus, (Third)
Lynn Jarrett, (Third)
Bunny Carpenter, Alternate (Third)
Annie McCary, Alternate (Third)
Jon Pearlstone, Alternate (Third)
Maggie Blackwell, (United)

Elsie Addington, (United)
Juanita Skillman, Alternate (United)
Ryna Rothberg, (Mutual 50)
Non-Voting Advisers: Steve Carman, Lucy Parker, Sheila Bialka

Mobility & Vehicles Committee

Ray Gros, Chair (GRF)
Don Tibbetts, (GRF)
Jim Matson, (GRF)
John Frankel, (Third)
Jon Pearlstone, (Third)
Lynn Jarrett, Alternate (Third)
Cush Bhada, Alternate (Third)
Elsie Addington, (United)
Andre Torng, (United)
Juanita Skillman, Alternate (United)
John Dalis, (Mutual 50)
Non-Voting Advisers: Vashti Williams

Security and Community Access

Don Tibbetts, Chair (GRF)
Ray Gros (GRF)
Pat English, (GRF)
Steve Parsons, (Third)
Annie McCary, (Third)
Roy Bruninghaus, Alternate (Third)
~~Cush Bhada, Alternate (Third)~~
Reza Karimi, Alternate (Third)
Reza Bastani, (United)
Anthony Liberatore, (United)
Carl Randazzo, Alternate (United)
Non-Voting Advisers: Larry Cunningham, Frank Tybor

Disaster Preparedness Task Force

Judith Troutman, Chair (GRF)
John Frankel, (Third)
Annie McCary, (Third)
Roy Bruninghaus, Alternate (Third)
Steve Parsons, Alternate (Third)
~~Jon Pearlstone, Alternate (Third)~~
Cash Achrekar, (United)
Gary Morrison, (United)
Inesa Nords-Leth, (Mutual 50)

Laguna Woods Village Traffic Hearings

Ray Gros, Chair (GRF)

Jack Connelly, (Third)
John Frankel, Alternate (Third)
Annie McCary (Third)
Reza Karimi, Alternate (Third)
Andre Torng (United)
Cash Achrekar, Alternate (United)
Board Members by Rotation (Mutual 50)

Village Energy Task Force

Steve Leonard, Chair
Jim Matson (GRF)
Richard Palmer (GRF)
John Frankel (Third)
Cush Bhada, (Third)
Sue Margolis (United)
Carl Randazzo, Vice Chair (United)
Board Members by Rotation (Mutual 50)
Voting Advisers: Sue Stephens, Bill Walsh

RESOLVED FURTHER, that Resolution 90-19-22 adopted May 8, 2019, is hereby superseded and cancelled; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to

Director Milliman made a motion to accept the GRF Committee Update. Director Sabol Soule seconded the motion.

Discussion ensued among the Directors.
President Perak reminded the Board that the Village Energy Task Force will be discussed during closed session.

President Perak called for the vote on the amended resolution. The motion passed by a vote of 9-1-1 (Director English opposed and Director Troutman abstained).

13. New Business

- (a) Entertain a Motion to Introduce a Resolution to Authorize 27-Hole Golf Course Summer Closures

Director Milliman, Secretary of the Board, read the following resolution:

RESOLUTION 90-19-XX
27-Hole Golf Course Summer Closures

WHEREAS at the May Community Activities Committee (CAC) meeting, Staff recommended approval to authorize the closure of nine holes per week, as needed, on the 27-hole golf course when extreme summer weather is negatively affecting the golf course to allow proper maintenance and time for the fairways and greens to recover;

WHEREAS in July and August 2018, the golf course was subjected to very high temperatures and above normal levels of humidity;

WHEREAS extreme weather caused extensive stress and damage on the different grass surfaces creating poor playing and maintenance conditions;

WHEREAS authorizing the Recreation and Special Events Department to close one course (nine holes) at a time during extreme summer weather allows maintenance personnel to perform necessary work to preserve the course's playability;

WHEREAS the absence of cart and foot traffic on the fairways and greens will allow the grass to strengthen further;

WHEREAS this closure protocol would only be utilized if absolutely necessary as determined by the golf course maintenance and operation managers;

WHEREAS no financial impact is anticipated as there are fewer golfers in July and August and those interested in playing would be accommodated on the remaining two (nine-hole) courses; and,

NOW THEREFORE BE IT RESOLVED, June 4, 2019, that the Board of Directors of this Corporation hereby introduces authorization of the closure of nine holes per week, as needed, on the 27-hole golf course when extreme summer weather is negatively affecting the golf course to allow proper maintenance and time for the fairways and greens to recover;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

JUNE Initial Notification

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 28-days from the postponement to comply with Civil Code §4360.

Director Milliman made a motion to introduce the Resolution to authorize 27-hole golf course summer closures for discussion purposes and postpone the final vote for 28

days pursuant to Civil Code §4360. Director English seconded the motion. Discussion ensued among the Directors.

Staff spoke about the reasons why the golf course may need to be closed pursuant to the resolution.

Jeff Parker, CEO, requested that the Board take action on the motion in order to give guidance to staff as to whether future golf course closures would have Board approval.

President Perak called for the vote and the motion passed 10-1-0 (Director Moldow opposed)

- (b) Entertain a Motion to Approve to Discontinue the use of Herbicides Containing the Chemical Glyphosate, where Permitted by Governing Agencies and Approve a Resolution for Unbudgeted Operating Expense of \$3,000 for Alternative Herbicide Products

Director Milliman, Secretary of the Board, read the following resolution:

RESOLUTION 90-19-26
Alternative Herbicides

WHEREAS, in response to concerns from the community regarding the safety of the herbicide RoundUp® and its main ingredient glyphosate, the Board directed Staff to investigate the potential use of viable alternative products;

WHEREAS, Staff has determined that viable alternatives exist and are as efficacious as glyphosate; and

WHEREAS, on May 15, 2019, the Landscape Committee recommended to eliminate the use of herbicide RoundUp® and its main ingredient glyphosate within GRF Property Mutual, except where required by regulating agencies;

NOW THEREFORE BE IT RESOLVED, June 4, 2019, the Board of Directors does hereby eliminate the use of glyphosate-based products within GRF Property Mutual, except where required by regulating agencies;

RESOLVED FURTHER, the Board of Director's authorizes an unbudgeted expenditure of \$3,000 from the Operating Fund for the increased cost of alternative herbicides;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

Director Milliman made a motion to approve the resolution to discontinue the use of

herbicides containing the chemical glyphosate, where permitted by governing agencies, and further approve the unbudgeted operating expense of \$3,000 for alternative herbicide products. Director Troutman seconded the motion.

Director Milliman made an amendment to strike "Mutual" and insert "GRF Property" to the resolution which passed without opposition.

Discussion ensued among the Directors.

Kurt Wiemann, Director of Landscape Division, commented about alternative herbicides and stated that the proposed change will not incur additional labor costs.

President Perak called for the vote and the motion passed unanimously.

(c) Entertain a Motion to Revise the Landscape Committee to Meet Quarterly

Director Milliman, Secretary of the Board, read the following resolution:

RESOLUTION 90-19-27
**Change the Landscape Committee Meeting to a Quarterly
Schedule**

WHEREAS, in response to the reduction of GRF landscaping issues, the Landscape Committee unanimously voted on May 15, 2019, to recommend changing the meeting frequency from bi-monthly to a quarterly schedule beginning in August 2019;

NOW THEREFORE BE IT RESOLVED, June 4, 2019, the Board of Directors does hereby approve changing the Landscape Committee to a quarterly schedule; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

Director Milliman made a motion to revise the Landscape Committee to meet quarterly. Director Moldow seconded the motion.

Discussion ensued among the Directors.

President Perak called for the vote and the motion passed unanimously.

(d) Entertain a Motion to Remove Fox Sports West and Fox Sports Prime Ticket from the 2020 Cable Television Channel Lineup

Director Milliman made a motion to remove Fox Sports West and Fox Sports Prime Ticket from the 2020 Cable Television Channel Lineup. Director Milliman withdrew her motion.

Discussion ensued among the Directors.

Director Troutman made a motion to move this item to closed session. The motion was seconded by Director Gros and the motion passed unanimously.

14. Committee Reports

- (a) Report of the Finance Committee/Financial Reports – Director Phelps commented about the GRF non-assessment revenue in the budget that keeps assessments down. She gave a presentation on the Treasurer’s Report. The Committee met on April 24, 2019; next meeting June 19, 2019, at 1:30 p.m. in the Board Room.
- (b) Report of the Community Activities Committee – Director Sabol Soule commented on the success of the village games. The Committee discussed and voted to recommend that the Saddleback College Emeritus parking pass fee be increased. The Committee met on May 9, 2019; next meeting July 11, 2019, at 1:30 p.m. in the Board Room.
- (c) Report of the Maintenance & Construction Committee – Director Matson commented on new community center HVAC and Cool Roof upgrades. The Committee met on April 10, 2019; next meeting June 12, 2019, at 9:30 a.m. in the Board Room.
 - Report of the Performing Arts Center (PAC) Renovation Ad Hoc Committee - Director Matson. Contract was awarded to SPA for PAC renovations. Next meeting TBA.
 - Report of Village Energy Task Force – Director Matson commented that the Task Force is working with an energy consultant on backup power, micro-grid solution for clubhouses. The Task Force met on May 1, 2019; next meeting July 3, 2019, at 1:30 p.m. in the Board Room.
- (d) Report of the Media & Communications Committee – Director Milliman commented that residents should visit SCE website and subscribe to their alerts; after analog removals we reduced our energy usage by 16%; possible removal of Fox Sports channels; corrections to the Globe; commercial phone book no longer available through central services. The Committee met on May 20, 2019; next meeting June 17, 2019, at 1:30 p.m. in the Board Room.
 - Thrive Report – President Perak commented that Thrive is working on television interviews of Village residents on how they are

Thriving in the community, and the Centenarian Celebration for residents that are 100+ years old in the Community.

- (e) Report of the Mobility & Vehicles Committee – Director Gros gave an update on transit study. Tomorrow afternoon the consultant will give the transit study update at the M&V committee. The Committee met on April 3, 2019; next meeting June 5, 2019, at 1:30 p.m. in the Board Room.
 - Laguna Canyon Foundation—Director Gros updated the Board on information on walks in the wilderness areas surrounding the Community.
 - (f) Report of the Security & Community Access Committee – Director Tibbetts reported on major incidents that security encountered recently, golf cart rules, and traffic violations. The Committee met on April 22, 2019; next meeting June 24, 2019, at 1:30 p.m. in the Board Room.
 - Report of the Traffic Hearings – Director Gros gave an update on the Traffic violations. Residents must have Driver's License and Vehicle Registration from the DMV to drive a vehicle in the Community. The Traffic Hearings were held on May 15, 2019; next meeting June 19, 2019, 9:00 a.m. in the Board Room & 1:00 p.m. in the Sycamore Room.
 - Report of the Disaster Preparedness Task Force - Director Troutman gave an overview of the Task Force, the importance of RFID stickers for disasters, upcoming CPR/AED classes and Good Neighbor BBQ. The Task Force met on May 28, 2019; next meeting July 30, 2019, 9:30 a.m. in the Board Room.
 - (g) Report of the Landscape Committee – Director Moldow commented that the Committee has decided to meet quarterly. The Committee discussed the Aliso Creek; a brochure on the Aliso Creek is available at the Community Center. The Committee met on May 15, 2019; next meeting August 14, 2019, at 1:30 p.m. in the Board Room.
15. **Future Agenda Items** - *All matters listed under Future Agenda Items are Resolutions on 30-day public review or items for a future Board Meeting. No action will be taken by the Board on these agenda items at this meeting. The Board will take action on these items at a future Board Meeting.*
- (a) None

16. Directors' Comments

- Director Tibbitts commented on the official name of Laguna Woods Village.
- Director Phelps commented on a meeting for candidates interested in serving on the Board. Interested members can attend one of the Meeting and Greet events in June.
- Director Troutman commented on the different forms of Alzheimer's and Dementia.
- President Perak thanked the staff for their participation in the meeting.

17. Recess - *At this time, the Meeting recessed for lunch and reconvened to Executive Session to discuss the following matters per California Civil Code §4935.*

The meeting was recessed at 12:30 p.m.

Summary of Previous Closed Session Meetings per Civil Code Section §4935.

During the May 8, 2019, Regular Executive Session, the Board:

Approved the Agenda

Approved the Minutes of:

(a) April 2, 2019 – Regular Executive Session

Discussed and Considered Member Disciplinary Matters

Discussed and Considered Personnel Matters

Discussed and Considered Contractual Matters

Discussed and Considered Litigation Matters

18. Adjournment

The meeting was adjourned at 4:21 p.m.


Joan Milliman, Secretary of the Board
Golden Rain Foundation

MINUTES OF THE SPECIAL OPEN MEETING OF THE
BOARD OF DIRECTORS OF GOLDEN RAIN FOUNDATION OF LAGUNA WOODS
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION

June 10, 2019

The Special Open Meeting of the Golden Rain Foundation of Laguna Woods Board of Directors, a California non-profit mutual benefit corporation, was held on Monday, June 10, 2019, at 9:30 A.M., at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Beth Perak, Annette Sabol Soule, Jim Matson, Joan Milliman, Diane Phelps, Ray Gros, Richard Palmer, Bert Moldow, Pat English, Don Tibbetts

Directors Absent: Judith Troutman

Staff Present: Jeff Parker, Betty Parker, Siobhan Foster, Tim Moy, Chuck Holland, Brian Gruner, Christopher Swanson, Eileen Paulin

Others Present: Third: Rosemarie diLorenzo, Steve Parsons, Jon Pearlstone, Cush Bhada, Annie McCary, John Frankel, Reza Karimi

United: Juanita Skillman, Gary Morrison, Elsie Addington, Manuel Armendariz, Sue Margolis, Andre Torng, Cash Achrekar

VMS: Dick Rader, Lucy Shimon

CALL TO ORDER/STATE PURPOSE OF SPECIAL MEETING

President Beth Perak served as Chair of the meeting and stated that it was a special meeting held pursuant to notice duly given and that a quorum was present. The meeting was called to order at 9:39 A.M.

ESTABLISH QUORUM

Chair Perak established a quorum.

APPROVAL OF AGENDA

Without objection, the Board approved the agenda as written and by consensus agreed to allow members comments on the proposed fee increases at the beginning of the meeting.

MEMBERS COMMENTS

The chair held a brief recess to setup an overflow room for audience members, during which time she read written comments from Shaun Tumpene and John Soule.

The chair set a limit of two minutes per speaker and asked that similar opinions not be repeated. Approximately 40 community and board members spoke to the proposed fees, expressing concerns over potential reductions in utilization if fees are raised for golf, room rentals, garden

centers, and the equestrian center. Suggestions were made to seek alternative sources of revenue from non-residents.

2020 FEE REVIEW

Jeff Parker, CEO and Betty Parker, CFO made a presentation and led discussions on shared cost guidelines and fee proposals. Staff noted that much of the proposed fees increases reflected a change in pricing policies to a 50/50 split between user fees and shared costs on several amenities.

A motion was made by Director English and seconded by Director Palmer to maintain existing fees and review individual fee proposals at standing committees. After discussion, a motion was made by Director Milliman, seconded by Director Palmer, and passed unanimously to call the question. The original motion failed by a vote of 2-7 (English and Palmer in favor)

A motion was made by Director Soule and seconded by Director Phelps to keep the existing 18/82 split for Resident Room Reservations. A motion to amend was made by Director Moldow and seconded by Director Milliman to revise the Resident Room Reservation split to 20% user fee and 80% shared cost. The amendment passed by a vote of 7-2 (Directors English and Palmer opposed). The amended motion passed by a vote of 7-2 (Directors English and Palmer opposed).

A motion was made and seconded to approve 100% user fee, no shared cost, for Room Rental Exception Rates. Discussion ensued and by a vote of 8-0-1 (Director Soule abstained), the motion carried.

A motion was made by Director Phelps and seconded by Director Soule for no increase in golf fees. The motion carried by the vote of 7-2 (Directors English and Tibbetts were opposed).

The Board recessed from 1:05 pm To 4:28 p.m. to conduct other business.

The fee review continued and the Board directed staff to use the following assumptions for 2020 business plan assumptions:

A motion was made and carried by a vote of 8-1 to increase the Additional Occupant Charge from \$90 to \$100 per occupant per month.

A motion was made and carried by a vote of 8-1 to increase the Chargeable Service Late Charge from \$10 to \$35 per month of delinquency.

By consensus, the Board agreed to the following fee changes:

- No increase to the Shared Cost percentage of Boarding Fee.
- Increase Trail Rides fee to a 50/50 split between user fees and shared costs.
- Increase Private Lesson fee to a 50/50 split between user fees and shared costs.
- Add a 10% Administrative Fee to all options listed on a Stable Feed Menu.
- Discontinue Horse Transportation Services at the Equestrian Center

- Increase Horse Trailer Storage Fees from \$160 to \$320 annually, matching RV Lot
- Follow existing pricing policy for Garden Center garden and shade plots, using this same 32/68 percentage split between user fees and shared costs for tree plots.
- Increase Saddleback College Emeritus Institute Non Resident Student Parking Pass Fees for the Fall and Spring Sessions from \$20.00 to \$50.00 and the Summer Session from \$10.00 to \$30.00.
- Increase the Bridge Room Guest Fee from \$4.00 to \$5.00 per guest.

Member Comments:

Director Perak thanked the Board and the community for input.

ADJOURNMENT

There being no further business to come before the Board of Directors, the meeting adjourned at 5:50 PM.


Joan Milliman, Secretary
Golden Rain Foundation Board of Directors

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MINUTES OF THE SPECIAL OPEN MEETING OF THE
BOARD OF DIRECTORS OF GOLDEN RAIN FOUNDATION OF LAGUNA WOODS
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION

June 10, 2019

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Directors Present: Beth Perak, Annette Sabol Soule, Jim Matson, Joan Milliman, Diane Phelps, Ray Gros, Richard Palmer, Bert Moldow, Pat English, Don Tibbetts

Directors Absent: Judith Troutman

Staff Present: Jeff Parker, Betty Parker, Siobhan Foster, Tim Moy, Chuck Holland, Brian Gruner, Guy West, Christopher Swanson, Chris Laugenour, Eileen Paulin

Others Present: Third: Rosemarie diLorenzo, Steve Parsons, Jon Pearlstone, Reza Karimi, Lynn Jarrett, Cush Bhada, John Frankel, Annie McCary

United: Juanita Skillman, Gary Morrison, Elsie Addington, Sue Margolis, Andre Torng, Cash Achrekar

VMS: Dick Rader, Lucy Shimon, Wei-ming Tao

CALL TO ORDER/STATE PURPOSE OF SPECIAL MEETING

President Beth Perak served as Chair of the meeting and stated that it was a special meeting held pursuant to notice duly given and that a quorum was present. The meeting was called to order at 1:30 P.M.

ESTABLISH QUORUM

Chair Perak established a quorum.

APPROVAL OF AGENDA

Without objection, the Board approved the agenda as written.

MEMBERS COMMENTS

Martin Rosencrans (4010-3B) and Barbara Goldberg (3288-A) commented on pools enclosures.

Mary Stone (356-C) commented on historical reserve expenditure information.

Andre Torng (389-Q) commented on noise in the Gate 1 area.

Rosemarie diLorenzo (4015-2G) commented on the 2020 fee review meeting.

Dick Rader (270-D) commented on covering the pools and introducing this item to GRF M&C Committee.

2020 CAPITAL PLAN PROPOSALS AND FIVE YEAR CIP

Jeff Parker, CEO, presented equipment and project proposals for inclusion in the 2020 Capital Plan. Discussion ensued regarding several proposals and questions from various board and audience members were addressed.

By consensus, the Board recommended proceeding with the 2020 Capital Plan proposals while maintaining the projected \$2.00 per manor per month increase in the reserve contribution. Staff was directed to recommend expenditure reductions in lower priority items for the July 10, 2019, GRF Special Board meeting.

ADJOURNMENT

There being no further business to come before the Board of Directors, the meeting adjourned at 4:22 PM.


Joan Milliman, Secretary
Golden Rain Foundation Board of Directors

STAFF REPORT

DATE: July 2, 2019
FOR: Community Activities Committee
SUBJECT: 27-Hole Golf Course Summer Closures

RECOMMENDATION

Authorize the closure of nine holes per week, as needed, on the 27-hole golf course when extreme summer weather is negatively affecting the golf course to allow proper maintenance and time for the fairways and greens to recover.

BACKGROUND

In July and August 2018, the golf course was subjected to very high temperatures and above normal levels of humidity. This extreme weather caused extensive stress and damage on the different grass surfaces creating poor playing and maintenance conditions.

DISCUSSION

Authorizing the Recreation and Special Events Department to close one course (nine holes) at a time during extreme summer weather allows maintenance personnel to perform necessary work to preserve the course's playability. In addition, the absence of cart and foot traffic on the fairways and greens will allow the grass to strengthen further.

This closure protocol would only be utilized if absolutely necessary as determined by the golf course maintenance and operation managers.

FINANCIAL ANALYSIS

No financial impact is anticipated. There are fewer golfers in July and August and those interested in playing would be accommodated on the remaining two (nine-hole) courses.

Prepared By: Tom McCray, Golf Operations Manager

Reviewed By: Brian Gruner, Recreation and Special Events Director
Siobhan Foster, Chief Operating Officer

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Golden Rain Foundation
Community Activities Committee Meeting
May 9, 2019

ENDORSEMENT (to GRF)

27-Hole Golf Course Summer Closures

The Committee discussed the staff recommendation to approve the closure of nine holes per week, as needed, on the 27-hole golf course when extreme summer weather is negatively affecting the golf course to allow proper maintenance and time for the fairways and greens to recover.

A motion was made to support staff recommendation to authorize the closure of nine holes per week, as needed, on the 27-hole golf course when extreme summer weather is negatively affecting the golf course to allow proper maintenance and time for the fairways and greens to recover.

Motion to approve staff recommendation of the closure of nine holes per week, as needed, on the 27-hole golf course when extreme summer weather is negatively affecting the golf course to allow proper maintenance and time for the fairways and greens to recover carried unanimously.

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RESOLUTION 90-19-XX

27-Hole Golf Course Summer Closures

WHEREAS at the May Community Activities Committee (CAC) meeting, Staff recommended approval to authorize the closure of nine holes per week, as needed, on the 27-hole golf course when extreme summer weather is negatively affecting the golf course to allow proper maintenance and time for the fairways and greens to recover;

WHEREAS in July and August 2018, the golf course was subjected to very high temperatures and above normal levels of humidity;

WHEREAS extreme weather caused extensive stress and damage on the different grass surfaces creating poor playing and maintenance conditions;

WHEREAS authorizing the Recreation and Special Events Department to close one course (nine holes) at a time during extreme summer weather allows maintenance personnel to perform necessary work to preserve the course's playability;

WHEREAS the absence of cart and foot traffic on the fairways and greens will allow the grass to strengthen further;

WHEREAS this closure protocol would only be utilized if absolutely necessary as determined by the golf course maintenance and operation managers;

WHEREAS no financial impact is anticipated as there are fewer golfers in July and August and those interested in playing would be accommodated on the remaining two (nine-hole) courses; and,

NOW THEREFORE BE IT RESOLVED, July 2, 2019, that the Board of Directors of this Corporation hereby adopts authorization of the closure of nine holes per week, as needed, on the 27-hole golf course when extreme summer weather is negatively affecting the golf course to allow proper maintenance and time for the fairways and greens to recover;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

June Initial Notification

28-days notification for Member review and comment to comply with Civil Code § 4360 has been satisfied.

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STAFF REPORT

DATE: July 2, 2019
FOR: Board of Directors
SUBJECT: Cable Programming for Regional Sports Channels (Fox Sports West and Fox Sports Prime Ticket)

RECOMMENDATION

Ratify the Board decision to not renew the Fox Sports West and Fox Sports Prime Ticket contracts when they expire on December 31, 2019 and eliminate the channels from the Broadband Services Programming package effective January 1, 2020.

BACKGROUND

The Golden Rain Foundation (GRF) oversees the cable television services in Laguna Woods Village. GRF is the authorized contract and agreement negotiator. All contracts and retransmission and distribution agreements, along with the responsibility to negotiate their terms, fall under the aegis of GRF and its managing agent, VMS. As many cable subscribers choose to “cut the cord” and migrate to direct-streaming services, cable programmers are facing a rapidly diminishing consumer market. As with many free markets when faced with shrinking revenue sources and increased costs, cable programmers are raising prices substantially in an effort to maintain profits. Programming fees continue to trend upward, and the burden is being forced onto the consumer. The Residents of Laguna Woods Village are facing the potential impact of a significant increase in future programming costs.

On May 2, 2017, the Board of Directors established a standard that evaluates independent programming contracts when they come up for renewal (Resolution No. 90-17-15). This resolution outlines parameters when contracts exceed the budgeted amount or include significant changes in programming. The following contracts fall within resolution parameters for renewal because the anticipated increases will exceed any reasonable budgeted amounts for 2020.

Table 1: Regional Sports Channels Description

Channel Description	Channel Numbers	Channel Content
Fox Sports West	28, 428	Baseball, Basketball, Hockey
Fox Sports Prime Ticket	29, 429	Bowling, Horse Racing, Poker

The contracts for these regional sports channels expire on December 31, 2019. Based on the anticipated increase of 2020 programming costs, these two channels would become 35% (approximately \$1.8 million) of the overall \$5.4 million cable television programming budget for

2020. As such, VMS recommends the nonrenewal of the contracts and elimination of the channels from the Broadband Services programming package effective January 1, 2020.

Fox Sports West carries Anaheim Ducks and Los Angeles Kings hockey, Los Angeles Angels baseball and Los Angeles Clippers basketball, among other offerings. Fox Sports Prime Ticket programming includes various sports such as bowling, horse racing and poker.

DISCUSSION

On May 20, 2019, Broadband Services presented information pertaining to contract renewal to the GRF Media and Communications Committee. The committee moved and seconded a motion directing VMS to prepare a staff report for the GRF Board of Directors' consideration proposing that the contracts for Fox Sports West and Fox Sports Prime Ticket not be renewed when they expire on December 31, 2019. The motion passed by a vote of four to three.

On June 4, 2019, during the open session of the regularly scheduled GRF Board meeting, Jeff Parker, CEO, and Chuck Holland, CIO, presented an overview of the shared cost amenity and regional sports contracts. Following the presentation and discussion among the Directors, Director Troutman made a motion to move the item to closed session. The motion was seconded by Director Gros and passed unanimously.

The decision to discontinue these two regional sports channels must be ratified in an open session of the GRF Board of Directors. The GRF Board of Directors received letters of support for this proposed action from the Third Laguna Hills Mutual Board of Directors and the United Laguna Woods Mutual Board of Directors on June 4, 2019 and June 11, 2019, respectively.

Community benefits associated with the cessation of Fox Sports West and Fox Sports Prime Ticket would be multifaceted and result most notably in a significant cost reduction to cable television programming. This reduction could be used to fund other GRF programs and/or facilities and/or provide each home with a digital device, a digital channel guide and/or lower-cost content. A few key considerations are expounded upon below.

2020 Cable Television Rates

Due to the high anticipated 2020 cost of Fox Sports West and Fox Sports Prime Ticket, the proposed discontinuation of the two regional sports channels is projected to reduce residential cable television costs.

Table 2: 2020 Cable Television Shared Cost Rates Without Regional Sports Channels (estimate only)

Service Type	2019	2020	Converter Box	2020 Estimated Rate
Direct Connect ¹	---	\$13.06	---	\$13.06
Direct Plug In ^{2,3}	\$19.32	\$13.06	\$7.95	\$21.01
HD Set-Top Box	\$32.57	\$26.31	---	\$26.31
HD 2 Tuner DVR	\$38.57	\$32.31	---	\$32.31
HD 6 Tuner DVR	\$44.27	\$38.01	---	\$38.01

Notes:

¹Will receive only local over-the-air channels when plugged into wall.

²Requires direct plug-in customers to rent a converter box (\$7.95) to receive HD programming to comply with requirements of Global Master Agreements between programming providers and NCTC.

³Additional devices \$2.95/unit.

The Direct Connect channel lineup option consists of the 50 local over-the-air television channels plus 50 music channels, including those listed below.

Table 4: Direct Connect Channel Lineup

Number	Channel	Number	Channel
2.1	KCBS HD	11.1	KTTV Fox HD
4.1	KNBC HD	12.1	KDOC LA HD
6.1	Village Television	13.1	KCOP My13HD
7.1	KABC HD	13.2	KCOP Movies
8.1	KOCE PBS So Cal	18.1	KSCI LA18
8.4	KOCE PBS World	22.1	KWHY
9.1	KCAL HD	31.1	CITY
10.1	KCET HD	---	50 Stingray Music Channels

Regional Sports Channel Alternatives

If the decision is made to discontinue these two regional sports channels, Residents who require regional sports programming may utilize streaming services that provide this content online. Potential options include the following:

Table 4: Regional Sports Channel Alternatives

Streaming Service	Website	Monthly Cost
FuboTV	Fubo.tv	\$54.99
HULU + Live TV	Hulu.com	\$44.99
YouTubeTV	tv.youtube.com	\$49.99
MLB.TV	mlb.tv	\$24.99
NBA.TV	Nba.tv	Coming fall 2019
NHL.TV	Nhl.tv	\$9.99

Additionally, VMS is pursuing the installation of a satellite dish at a clubhouse(s) or other Community facility where Anaheim Ducks and Los Angeles Kings hockey, Los Angeles Angels baseball and Los Angeles Clippers basketball games could be broadcast to Residents. The goal is to have this arrangement in place by January 1, 2020.

Communication Plan

The Marketing and Communication Division has developed a comprehensive communication plan for the proposed nonrenewal of the contracts for the regional sports channels. This includes the use of several platforms, including but not limited to:

- “What’s Up in the Village” Friday eblasts;
- Article in the GRF section of the Village Breeze in July and December issues;
- Clear articulation of matter on ThisDay and GRF Director updates on Village Television;

- Posting news updates to Village website to create message on Village Television crawl timed to coordinate with the above; and
- Special notice to appear in digital and print editions of monthly television guide to coordinate with the above.

FINANCIAL ANALYSIS

The estimated cost reduction for cable television programming would be approximately 35% of the \$5.4 million in the 2020 calendar year budget. This would reduce approximately \$9.0 million in cable television programming costs over the next five years.

Prepared By: Paul Ortiz, Village Television Manager

Reviewed By: Chuck Holland, CIO
Jeff Parker, CEO
Siobhan Foster, COO
Betty Parker, CFO

STAFF REPORT

DATE: July 2, 2018
FOR: Board of Directors
SUBJECT: Tennis Center Building Renovation

RECOMMENDATION

Approve a supplemental appropriation of \$72,638 for the renovation of the Tennis Center Building with a total project cost of \$147,638 and direct staff to advertise a request for contractor bids as outlined in this report.

BACKGROUND

As part of the 2019 GRF Capital Plan, the GRF Board appropriated \$75,000 to renovate the interior of the Tennis Center Building.

Staff met with Tennis Club President, Suzanne Frank and tennis club member Ned Buckman to discuss a plan that includes both building interior (Attachment 1) and site landscape renovation options. Subsequent to this meeting, Mr. Buckman provided staff with a conceptual sketch outlining the recommended site work which included extending the site concrete toward the North side of the building (Attachment 2).

At the May 10, 2019, GRF Maintenance & Construction Committee meeting, staff was directed to bring back estimated costs for the interior and exterior scope of work provided by the Club President and Mr. Buckman.

At the June 12, 2019, GRF Maintenance & Construction Committee meeting, the Committee reviewed and voted to approve the original and optional scope of work, as outlined in this report, for the Tennis Center Building Renovation project and approved supplemental funding of \$72,638 for a project total cost of \$147,638.

DISCUSSION

The following scopes of work were compiled by staff, resulting from meetings held with the Tennis Club president and Mr. Buckman.

Tennis Interior Renovation:

Staff coordinated with the Club President to identify the scope of work for the Tennis Center Building interior renovation:

TENNIS CENTER BUILDING INTERIOR RENOVATIONS	
General Recreation Area	
1	Removal of existing interior blue ceiling panels, interior soffit, related electrical & heating units.

Golden Rain Foundation of Laguna Woods
Tennis Center Building Renovation Costs
June 19, 2019

2	New tint for existing rooftop skylights.
3	New sliding door replacement (2) at two existing sliding doors.
4	New receptionist desk.
5	New paint on all interior walls.
6	Remove and install new flooring tiles.
7	New LED Lighting
Kitchen Renovation	
6	Demolition and removal of existing cabinets & tabletops.
7	New cabinets & solid surface countertops.
8	New electrical, outlets, LED Lighting & switches.
9	New plumbing, fixtures, faucets, garbage disposal, sink.
10	New paint on all interior walls.
11	Remove and install new flooring tiles.
Full Restroom Renovation	
11	Demolition & removal of existing facilities, flooring, tiles, partitions, sink, urinals, toilets, and countertop.
12	New wall tiles & flooring.
13	New LED lighting & outlets.
14	New fixtures, faucets, sink, related plumbing, partitions, toilets, urinals, countertops.

Optional Items:

The following additional scope of work was not included in the initial 2019 Capital Plan budget.

Tennis Exterior Landscape Renovation:

Tennis Club member Ned Buckman provided staff with a set of drawings & scope for landscape work around the Tennis Center Building.

TENNIS CENTER BUILDING EXTERIOR LANDSCAPE	
1	Extend seating area/slab toward courts 6 & 7. New 4" concrete slab for extended seating area.
2	Installation of new retaining wall & seat wall.
3	New cable fencing above retaining wall.
4	Removal of existing cobble stone & replacement with a concrete slab along the walkways.

HVAC System:

It was requested that an HVAC system, if possible, be installed.

HVAC SYSTEM	
1	New HVAC system for the Tennis Building.

The estimated preliminary cost for the proposed renovations is as follows:

Golden Rain Foundation of Laguna Woods
Tennis Center Building Renovation Costs
June 19, 2019

DESCRIPTIONS	AMOUNT
Tennis Center Building - Interior Renovations	\$76,705.00
10% Contingency	\$7,670.50
Total:	\$84,375.50
OPTIONAL ITEMS	
Tennis Center Building - Exterior Renovations	\$39,905.00
10% Contingency	\$3,990.50
Total:	\$43,895.50
OPTIONAL ITEMS	
HVAC System	\$17,608.00
10% Contingency	\$1,760.80
Total:	\$19,368.80

FINANCIAL ANALYSIS

The Tennis Center Building Renovation project has a \$75,000 allocation from the 2019 GRF Capital Plan. The current capital improvement allocation of \$75,000 will not sufficiently fund all proposed scopes of work for both the interior and exterior renovations and requires a supplemental appropriation of \$72,638, to fully fund the total project cost for this capital improvement project

Prepared By: David Pham, Assistant Project Manager

Reviewed By: Guy West, Projects Division Manager
Ernesto Munoz, P.E., Maintenance and Construction Director

Attachments:

Attachment 1: Conceptual Interior Floor Plan
Attachment 2: Site Landscape Renovation Options

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ENDORSEMENTS (to GRF Board)

Discuss & Consider a Supplemental Appropriation for Tennis Center Building Renovation

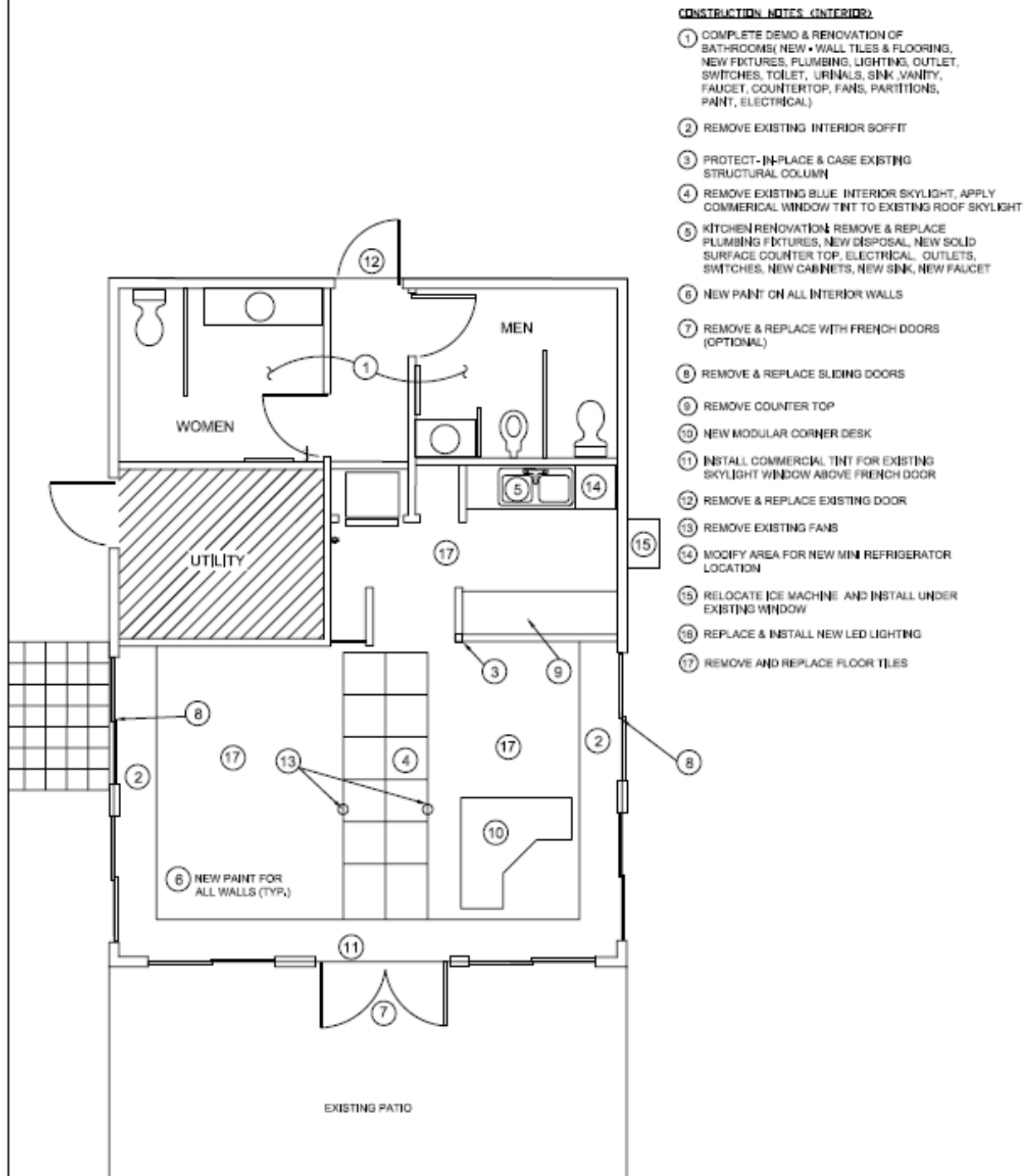
Director Bhada made a motion, seconded by Director Tibbetts, to approve the original and optional scope of work, as outlined in the staff report, for the Tennis Center Building Renovation project and approved supplemental funding of \$72,638 for a project total cost of \$147,638. Discussion ensued regarding funding, the scope of work and phasing the project work.

Director Rothberg amended the motion, seconded by Director Randazzo, to do only the interior work at the Tennis center Building, at a cost of \$84,375, to bring the building into ADA compliance and approve a \$10,000 supplemental appropriation. The vote failed 3-3-0 (Directors Rothberg, Randazzo and Morrison were for).

The original motion passed by a vote of 4-2-0 (Directors Rothberg and Randazzo opposed)

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Attachment 1: Conceptual Interior Floor Plan



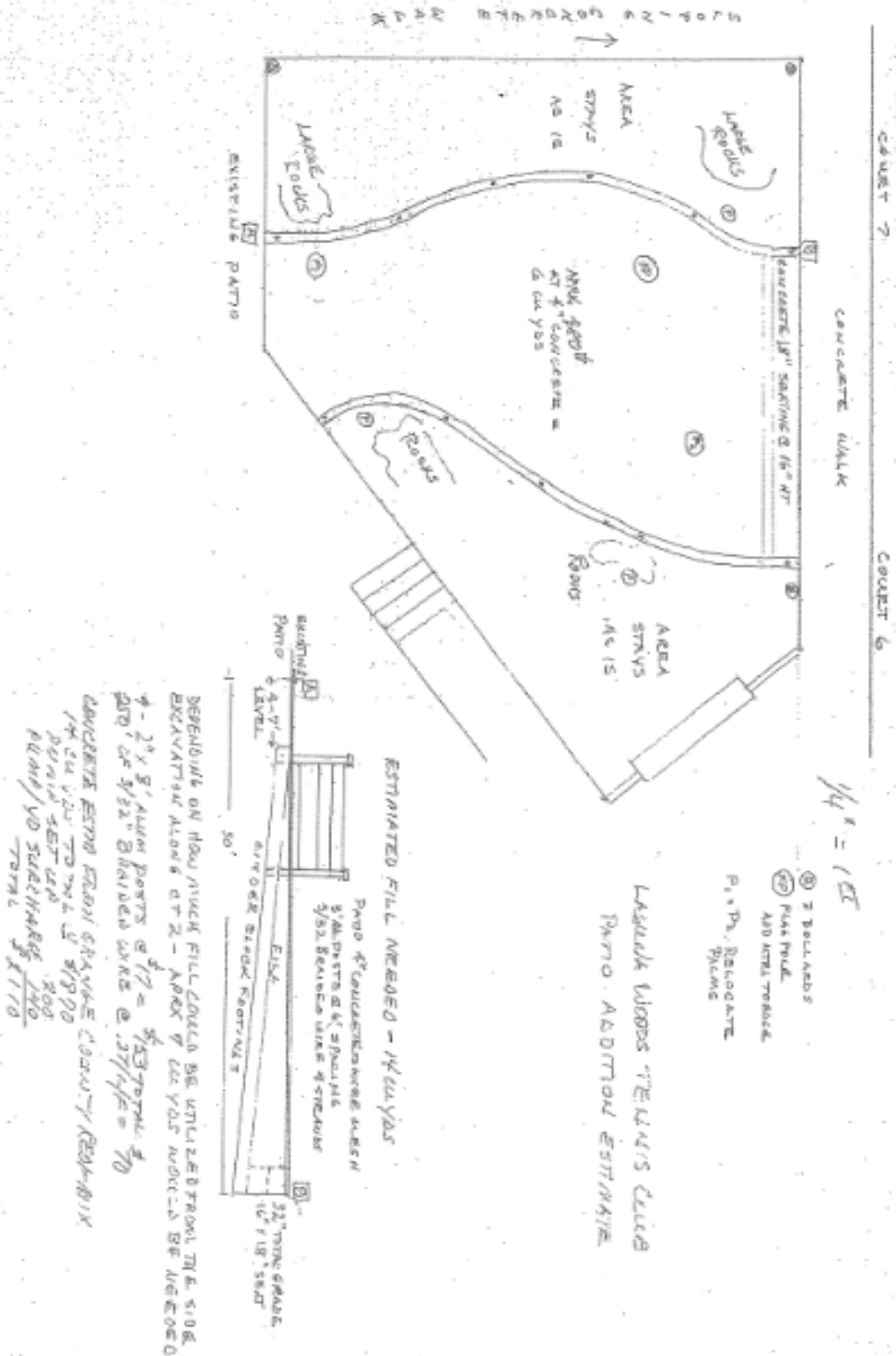
LAGUNA WOODS VILLAGE -TENNIS BUILDING RENOVATIONS

SCALE: NTS

DRAWING NO.: G-1

DATE: 05-15-19

ATTACHMENT 2 (pg. 2 of 2): Site Landscape Renovation Options



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RESOLUTION 90-19-XX

Supplement Funding for Tennis Center Building Renovation

WHEREAS, the 2019 GRF Capital Plan appropriated funding in the amount of \$75,000 from the Facilities Fund to renovate the interior of the Tennis Center Building;

WHEREAS, staff met with Tennis Club President and Tennis Club member to discuss a plan that included both building interior and exterior site landscape renovation options;

WHEREAS, the current capital improvement allocation of \$75,000 will not sufficiently fund all proposed scopes of work for both the interior and exterior renovations and requires a supplemental appropriation to fully fund the increased scopes of work for this capital improvement project; and

WHEREAS, on June 12, 2019, the M&C Committee reviewed and recommended the approval and funding of the original and expanded scope of work to the Golden Rain Foundation Board;

NOW THEREFORE BE IT RESOLVED, on July 2, 2019, the Board of Directors of this Corporation hereby authorizes a supplemental appropriation of \$72,640 for the renovation of the tennis building at a total project cost of \$147,640; and

RESOLVED FURTHER, that the officers and against of this Corporation are hereby authorized on behalf of the Golden Rain Foundation Corporation to carry out this Resolution

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STAFF REPORT

DATE: June 17, 2019
FOR: GRF Media and Communication Committee
SUBJECT: Collection Policy for Broadband Services

RECOMMENDATION

Review recommendations from the Finance Committee and recommend the Board adopt a resolution updating Broadband collection policies.

BACKGROUND

Members receive basic cable services as part of the monthly assessment. Additional services are provided at a charge to the individual member who has entered into a service agreement for items such as DVR or TiVo equipment rentals, digital installation fees, and premium movie or language packages.

A specialized point-of-sale (POS) system named BroadHub is used to provide individual programming options and bill residents for services. Payments are accepted by check, credit card, and/or the AutoPay service. Billing statements are sent monthly to customers by mail unless the customers have opted into the email billing option.

The billing and handling of delinquent accounts is managed by the Department of Broadband Services, and processes were setup to comply with FCC and City Franchise Requirements. On May 1, 2007, the Board adopted a policy resolution 90-07-42 (Attachment 1) to suspend services when a member is delinquent in payment of their premium channel charges. The terms of service including obligations for repayment are outlined in the Customer Information and Notification of Customer Rights pamphlet (Attachment 2) mailed to members on an annual basis. Paragraph B(2) on page 6 notes GRF's ability to terminate service, remove equipment, and impose late fees.

Delinquency reports are reviewed monthly by the Finance Committee with balances grouped for all accounts related to Broadband Services. As of June 2019, the delinquency total was \$16,006, comprised of 341 delinquent accounts with an average balance of \$47 each.

Aging	30+	60+	90+	Total
# Accounts	248	34	59	341
Total Delinquency	\$ 6,973.19	\$ 823.30	\$ 8,209.52	\$16,006.01
Average	\$ 28.12	\$ 24.21	\$ 139.14	\$ 46.94
Minimum	\$ 0.02	\$ 0.13	\$ 0.83	\$ 0.02
Maximum	\$ 262.88	\$ 105.00	\$ 978.75	\$ 978.75

To ensure the prompt payment of monthly charges, the Department of Broadband Services employs the collection enforcement procedures outlined below.

DISCUSSION

Billing statements are sent monthly for chargeable broadband services. Throughout the collection process for delinquent broadband services, the goal is to obtain payment or disconnect services and retrieve the rental equipment (set top box and digital power cord). There are four stages in which a customer is notified of unpaid account status. Each reminder or past due notice (PDN) is generated in 30 day intervals, followed by a 7-day termination notice:

1. PDN #1 = 31-60 days past due
2. PDN #2 = 61-90 days past due
3. PDN #3 = 90 days or greater past due
4. Termination Notice = 7 day notice of impending disconnect

If a customer has not made payment after three reminder notices, a final notice is mailed with a specific service interruption date and time. Once the warning period has expired without receipt of payment, pay services and set-top boxes are deactivated. Services will not be restored until full payment is made on delinquent balances. A member with three occurrences of delinquent balances aged 90+ days may be required to enroll in AutoPay for a continuation of services.

Broadband Services processes write-offs twice per year, in June and December, for those accounts that are considered uncollectible. Typical scenarios of resulting in write-offs include when set-top-boxes are not returned and the member either leaves the community or when a unit goes through the foreclosure process and an escrow demand cannot be made.

On April 24, 2019 the GRF Finance Committee reviewed the existing practices for billing and collection and made recommendations to encourage more prompt payment, as redlined on the attached policy resolution (Attachment 1):

1. PDN #1 issued upon 30 days past due and member assessed \$10.00 late fee
2. PDN #2 issued upon 53 days past due and member assessed a second \$10.00 late fee
3. PDN #2 includes Termination Notice disconnect of service after 60 days past due
4. An equipment rental deposit will be charged to all approved Lessees

FINANCIAL ANALYSIS

Collection remedies include reminder notices, disconnection of services, and escrow demands at the time of sale. GRF has not pursued further collection activity such as small claims court due to the dollar value of these individual delinquent accounts. Delinquencies average \$47 per account and the total write-offs have average \$11,000 annually over the past three years, compared to average annual revenues just over \$2 Million.

Prepared By: Steve Hormuth, Controller

Reviewed By: Chuck Holland, CIO
Betty Parker, CFO

ATTACHMENT(S)

ATT1 – Resolution 90-07-42 Redlined

ATT2 - Customer Information and Notification of Customer Rights Pamphlet

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Endorsement (to GRF Board of Directors from MACC Committee)

Collection Policy for Broadband Services

On April 24, 2019, the GRF Finance Committee reviewed the existing practices for billing and collection and made recommendations to encourage more prompt payment, as redlined on the attached policy resolution (Attachment 1).

On June 17, 2019, the MACC Committee discussed the staff recommendation to review recommendations from the Finance Committee and recommend the Board adopt a resolution updating Broadband Services collection policies.

Chair Milliman entertained a motion to shorten the time to suspend premium channel services from 90 to 60 days after delinquency and to approve the revised Collection Policy for Broadband Services. Director Ryna Rothberg made a motion to suspend premium channel services from 90 to 60 days after delinquency and to approve the revised Collection Policy for Broadband Services; Director Lynn Jarrett seconded the motion. The motion passed unanimously and will be taken to the GRF Board for consideration on Tuesday, July 2, 2019.

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RESOLUTION 90-19-xx

Collection Policy for Broadband Services

WHEREAS, there has been presented to the Board a proposal whereby the Broadband Division of Village Management Services, Inc. ("VMS" or "Agent"), acting as managing agent on behalf of this Corporation, would automatically, when Members are delinquent in payment of their premium channel and or equipment rental charges, send notices (in compliance with FCC regulations) inclusive of a late fee and take action to suspend such Member's premium channel service; and

WHEREAS, it has further been proposed that such notices be sent as an administrative action and without separate Board review or approval as to each instance; and

WHEREAS, the Board of Directors of this Corporation has considered and discussed this procedure and has determined that it is in the best interests of this Corporation and its Members for its Agent to automatically send notices (which notices shall comply with all FCC regulations) inclusive of a \$10.00 late fee subsequent to each 30 days of delinquency, to suspend premium channel service to Members who have been delinquent for at least ~~ninety-sixty~~ (~~9060~~) days, without the need for any further Board approval.

WHEREAS, the Board of Directors of this Corporation has considered and discussed this procedure and has determined that it is in the best interests of this Corporation and its Members for its Agent to charge Lessees an equipment rental deposit prior to issuance of equipment an amount consistent with the then current fee schedule.

NOW, THEREFORE BE IT RESOLVED, August 6, 2019 that the Agent, acting through its Broadband Division, effectuate a policy whereby for any Members ~~who~~ are at least ninety sixty (~~6090~~) days delinquent in payment of their premium channel charges, that notices sent out in compliance with FCC regulations would suspend premium channel service until such time as the Members have paid any outstanding delinquent amounts; and

RESOLVED FURTHER, that the Agent is hereby authorized and directed to take all such action, assess all such late fees and send all such notices as they deem necessary or advisable for the purpose of effectuating this Resolution; and

RESOLVED FURTHER, that any actions taken to date by the Agent pursuant to which they have previously delivered notices suspending premium channel service to Members who were delinquent in their premium channel charges, are hereby ratified and approved; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

JULY Initial Notification

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 28-days from the postponement to comply with Civil Code §4360.



2020

CUSTOMER INFORMATION

Notification of Customer Rights
Under the Cable Communications Policy Act of 1984

Television Equipment Compatibility Notice

Television Picture Quality Resolution Notification

Terms and Conditions of Service

Golden Rain Foundation
Broadband Services
24351 El Toro Road
Laguna Woods, CA 92637

(949) 837-2670

Service Hours:
Monday through Saturday
8:00 AM to 5:00 PM

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NOTIFICATION OF CUSTOMER RIGHTS UNDER THE CABLE COMMUNICATIONS POLICY ACT OF 1984

Dear Cable and/or Internet Customer:

As a customer of Golden Rain Foundation Broadband Services ("GRF" or "we") subscribing to cable television services and/or other services provided over the cable system, you are entitled under the Cable Communications Policy Act of 1984 (the "Cable Act") to know the limitation imposed upon cable operators in the collection and disclosure of personally identifiable customer information, the type of personally identifiable information collected, how such information is used, under what conditions it is disclosed, the period during which it is maintained and the rights of customers concerning access to such information and its disclosure.

The law relates only to personally identifiable information. It also applies only to information that you have furnished to us, and certain information that is transmitted over our cable facilities. Some of our services may permit you to direct communications outside of our system and this law does not apply to these communications. For example, this law does not apply to anonymous aggregate customer information or information that you have directed to third parties over the facilities of on-line providers or over the Internet. Aggregate information is information the cable system collects or assembles which is devoid of all personally identifiable information relating to our customers (i.e., it is anonymous) such as data relating to the use of Internet access by groups or customers. GRF collects such information in order to provide and manage the quality of the services requested.

1. **Collection and Use** - To better provide you with reliable, high-caliber service, GRF keeps regular business records that may contain the following types of personally identifiable information: name, service address, billing address, home and/or other telephone number(s), service information, customer correspondence and communications records. We also maintain information concerning billing, payment, security deposits, maintenance and repairs, as well as other service-related information.

We collect, maintain and use this information, generally to conduct business activities related to providing you with cable television and other services, and to help us detect theft of service. Specifically, our detailed business records are used, and personal information contained in them disclosed, to help ensure you are being properly billed for the services you receive, to send you pertinent information regarding your cable services, to improve the quality of the services we provide to you, and for other service-related activities. More specifically, this information is used for financial, legal, tax and accounting purposes, to sell, install, maintain and disconnect services, to bill and collect charges for the services that you receive, to gauge customer satisfaction and improve programming and marketing plans, for customer mailings and to answer questions from you concerning your bill and services provided to you. We take all reasonable precautions to identify you or your authorized representative as the inquirer on your account and to otherwise prevent unauthorized access to your account information. We are prohibited from using the cable system to collect your personal information without your written consent for any other purposes.

2. **Disclosure** - GRF considers the personally identifiable information contained in our business records to be confidential and will not disclose it without your prior written or electronic consent except as provided in this notice. We may disclose this information, however, if the disclosure is necessary for rendering or conducting a legitimate business activity related to a cable service or other service GRF provides to you. For example, in

order to provide and manage our services, we may periodically disclose information to our employees, attorneys, outside auditors and accountants as required, program guide distributors, collection agencies, construction and installation contractors, customer and market research companies, software vendors, and affiliated providers of Internet access services or Internet content services.

GRF will not make personally identifiable information about your video programming service records available to government entities unless we are required to do so by court order. Under subsection (b) of Section 631 of the Cable Act, before the court will order us to disclose personally identifiable information about your video programming service records, the government entity seeking the information must offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. If a government entity is seeking personally identifiable information about you under these circumstances, the court must afford you the opportunity to appear and contest the government entity's claim prior to issuing an order to GRF to produce the records.

Under the recently enacted USA PATRIOT Act, GRF may be required to make certain personally identifiable information about its high speed Internet and video customers (excluding video programming service records as discussed above and the contents of your Internet communications) available to government entities upon receipt of a valid subpoena and you are not entitled to receive advance notice of the disclosure. Disclosure of the contents of your Internet communications through installation or use of a pen register or a trap and trace device can only occur upon issuance by a court or an order pursuant to 18 U.S.C. §§ 3121, 3123.

In addition, under the USA PATRIOT Act, GRF may disclose voluntarily and without prior notice to the subscriber Internet information, including the contents of subscriber communications, to law enforcement if GRF reasonably believes that an emergency involving immediate danger of death or serious physical injury to any person requires disclosure of the information immediately.

3. **Retention** - GRF maintains the information in our regular business records as long as you are a customer and for a period of time thereafter if necessary for our business or legal purposes. Unless there is a legitimate request or order to inspect the information outstanding, we will destroy the information once it is no longer necessary for our legal or business purposes.
4. **Subscriber Rights** - GRF will make available for your examination any personally identifiable information about you collected and maintained in our business records within a reasonable period of time. You shall be responsible for the cost of copying any documents you request. We will make this information available during normal business hours at the GRF office listed on the front cover of this notice or on your billing statement, and will give you an opportunity to correct any error in the information we maintain. Section 631 of the Cable Act gives you specific rights if these provisions are violated. If you believe that a violation of these provisions of the Cable Act has caused you harm, you may bring a civil action for damages in a United States District Court.

TELEVISION EQUIPMENT COMPATIBILITY NOTICE

Q: Do I need a cable converter and where can I get one?

A: If you have a High Definition TV you may not need a converter; however some models of TVs— especially older TV sets that are not “cable ready” - may not be able to receive all of the channels offered by the cable system when connected directly to the cable system. If your TV is not able to receive all of the channels offered by the cable system when connected directly, you can obtain a set-top channel converter or other equipment from GRF to enable your TV to receive all cable channels. If you plan to purchase cable services that we scramble or encrypt, such as premium movies, digital services and/or pay-per-view, you should make sure that any set-top converter or navigation device you purchase from a retail outlet is capable of working with separate security cards that we must provide in order for your equipment to access such programming services. Upon request, we will provide you with the necessary information concerning the technical parameters that are needed for any set-top converter rented or acquired from retail outlets to operate with our cable system.

If you receive service through a set-top channel converter, you may not be able to use special features and/or functions on your TV. These may include features that allow you to: view a program on one channel while simultaneously recording a program on another channel; record two or more consecutive programs that appear on different channels; and, use advanced picture generation and display features such as “Picture-in-Picture” and channel review.

Certain TVs and or TiVo set top boxes you purchase may require the use of a CableCARD to pair to our services. For more information, you may contact us by calling Broadband Customer Service.

TELEVISION PICTURE QUALITY RESOLUTION NOTIFICATION

Q: What should I do if I have a poor quality picture on my TV?

A: Upon experiencing problems with the quality of television signals that you receive, you should call the cable company at the telephone number listed on the front cover of this notice. A fully trained Customer Service Representative will attempt to resolve your problem over the telephone. If this cannot be done, an appointment will be established to have a skilled technician come to your home in order to resolve your reception problem. If, in your opinion, the service technician fails to correct the reception problem, you should call us again and we will review the actions taken. Should we continue to be unable to resolve the problem to your satisfaction, we will inform you of our determination, and the reasons we cannot solve the problem.

Q: What if GRF cannot resolve my problem?

A: GRF serves a franchised area. If you believe GRF has not properly resolved your issue, please contact the applicable franchise authority at: City of Laguna Woods, 24264 El Toro Rd., Laguna Woods, CA 92637; Phone: (949) 639-0500

TERMS AND CONDITIONS OF SERVICE

Golden Rain Foundation (GRF), through its Broadband Services Division, shall provide services requested upon the following terms and conditions:

A. Obligations of GRF:

1. Install in a workmanlike manner and in locations mutually acceptable to GRF and the Customer, equipment and materials necessary to furnish the services to the Customer.
2. Maintain and repair its equipment to minimize interruptions or degradation of services.
3. At the request of the Customer and upon payment of the appropriate fee, install, maintain, repair, and replace the internal wiring inside the Customer's premises. Otherwise, GRF shall have no responsibility for the maintenance of the internal wiring.

B. Obligations of the Customer:

1. Pay all installation, service or other charges upon receipt of GRF's bill. Charges will be according to GRF rate schedule or tariff applicable at the time services are rendered. Some fees and charges are payable in advance. If Customer terminates services prior to the end of a prepaid period, GRF shall refund Customer the prorated unused portion of the fees and charges; provided, however, if such prorate unused portion is less than \$5.00, GRF shall make the refund only upon request of Customer.
2. Upon the Customer's failure to make timely payment on or before the bill's due date, GRF may terminate service, remove its equipment, and impose late fees. The late fees protect timely paying Customers who would otherwise be required to subsidize the additional costs caused by late-paying Customers. It is impossible for GRF to predict the precise costs that an individual Customer will cause GRF to incur because of such delinquencies; however, such costs may include the lost use of funds, collection efforts by collection agencies and personnel costs. Payment of a late fee constitutes an acknowledgement by the Customer that the fee is reasonable estimate of the average costs caused by late payers. A Customer may, of course, avoid any late fees by paying his or her bills before the specified date. The Customer also agrees that GRF shall have the right to charge interest on any uncollected account and agrees to pay all costs of collection including attorney's fees.
3. Provide GRF employees and representatives with a safe working environment.
4. Assume complete responsibility for improper use, damage, or loss of any converters, remote controls, DVRs, HDTV set-top boxes, modems or other equipment furnished by GRF.

5. Allow GRF reasonable access into the Customer's premise for the purpose of installing, demonstration, inspection, maintenance, repair, and removal of the equipment in the Customer's premise. If a Customer is not home at the time of the service call, the Customer authorizes any other resident or guest of the Customer at the residence to grant GRF access.
6. If the Customer is not the owner of the premises: (i) the Customer represents to GRF that all necessary permission and authority has been obtained from the owner to install GRF equipment at the premises including, without limitation, equipment that may be attached to the outside of the premises; and (ii) the Customer will indemnify GRF from any all claims of the owner of the premises in connection with the installation and provision of the services by GRF.
7. Comply with all present and future rules of service of GRF.

C. Leakage:

Pursuant of the rules of the Federal Communications Commission, GRF is responsible for any excessive signal leakage while providing service over the system. Should such excessive leakage originate from a Customer's internal wiring, GRF obligation shall be to make the required repairs to all wiring installed by GRF or its agents.

Leakage as a result of the Customers installed wiring or equipment will be the responsibility of the Customer to be repaired. GRF reserves the right to discontinue service until such leakage has been corrected.

D. Equipment:

GRF may lease to you certain equipment including, without limitation, converters, remote controls, set-top boxes, and DVRs for your use in connection with the Services. Internal Wiring shall not be considered equipment and shall become your property upon initiation of Service. All equipment leased to you by GRF or a GRF agent, is, and shall remain the sole property of GRF, and you agree that such leased equipment will not become a fixture of your or any premises. GRF shall have the unrestricted right, but not the obligation, to install, update, or upgrade the software in any equipment that GRF provides to you. GRF shall also have the unrestricted right, but not the obligation, and you hereby grant permission to GRF, to install, update, or upgrade the software in any non-GRF provided equipment that you are using to receive or use the Services. With respect to equipment leased to you by GRF or a GRF agent, you agree:

1. To use equipment only for the purpose of receiving Services ordered from GRF and for no other purpose.
2. To prevent any connections to the equipment which are not expressly authorized in writing by GRF.
3. To prevent tampering, altering or repair of the equipment by any person other than GRF's authorized personnel.
4. To assume complete responsibility for improper use, damage or loss of such equipment regardless of cause.

5. To promptly return the equipment to GRF in good condition and without any encumbrances, except ordinary wear and tear resulting from proper use, immediately upon discontinuance of service by GRF or you, or at GRF's request. The equipment is and shall remain the property of GRF at all times, even if you pay all or part of the Unreturned Equipment Charges described below. You may not sell, resell, or transfer the equipment to any third party at any time. If you do not promptly return the equipment to GRF in good condition immediately upon termination of this agreement or at GRF's request, without any encumbrances, or if the equipment is lost, stolen, substantially damaged, sold transferred, leased encumbered or assigned (collectively, "Unreturned Equipment"), the damages GRF will incur will be difficult to ascertain. Therefore, You agree to pay, and GRF may charge your account, a liquidated damages amount which may include a reasonable estimate of the replacement costs for such equipment and a reasonable estimate of any incidental costs that GRF incurs due to your failure to return equipment or if the equipment is substantially damaged or encumbered; provided, however, that such amount will not exceed the maximum amount permitted by law (the "Unreturned Equipment Charge"). Unreturned Equipment Charges for Converters are up to \$350 each. GRF will update Unreturned Equipment Charges from time-to-time. Unreturned Equipment charges are GRF's attempt to recoup certain costs that GRF incurs due to Unreturned Equipment. GRF's object is to recoup these costs without increasing rates and other charges to all GRF customers. This subsection 5 shall survive the termination or expiration of this Agreement.
6. Not to sell, advertise or offer to sell any GRF equipment or move it to another location. State laws may prohibit the sale of such equipment by Service subscribers and if you violate these laws, you may be subject to civil and/or criminal penalties. Unless GRF informs you otherwise, or unless it is required by law, other cable, internet or telecommunications providers may be unable to provide their services through GRF equipment.
7. YOU HAVE PERSONALLY INSPECTED THE EQUIPMENT TO BE INSTALLED IN YOUR HOME BY THE GRF REPRESENTATIVE AND AGREE THERE IS NO VISIBLE DAMAGE TO THE EQUIPMENT AND IT IS IN GOOD WORKING CONDITION.

E. Limitation of Warranties and Liability:

1. GRF makes no warranties, expressed or implied, as to the equipment furnished by Customer and assume no responsibility for its condition.
2. GRF shall not be liable for damages for failure to furnish or the degradation, or interruption of any services, for any lost data or content, identity theft, for any TV screen burn-in, pin misalignment, uneven TV screen wear, stuck pixels, phosphor burn, files or software damage, regardless of cause. Nor shall GRF be responsible for damages for failure to transmit or errors in the transmission of two-way interactive transactional data, regardless of cause.
3. GRF shall not be liable for damage to property or for injury to any person arising from the installation, maintenance, or removal of equipment, software, wiring or the provision of services. Nor shall GRF be liable for failure to provide service if the cause is due to the act of an unaffiliated third party.

The Customer hereby indemnifies and holds harmless GRF from any claims, actions, proceedings, damages, and liabilities, including attorney's fees, arising out of (I) such damage or injury resulting from any claim that your use of the service infringes on the patent, copyright, trademark or other intellectual property right of any third party, (II) any breach or alleged breach by you of this agreement; or injury to person or property resulting from your gross negligence.

4. Under no circumstances will GRF be liable for special or consequential damages. GRF maximum total liability to you arising under this agreement shall be limited to the amount actually paid by you for the prior month of service.

F. Breach of Agreement:

In the event a Customer fails to abide by the terms of this agreement or the rules of GRF, GRF shall have the right to terminate this agreement and enter the Customer's premise to remove its equipment. The failure of GRF to require Customer's strict performance of any term or condition of this agreement shall not be a waiver of GRF's right to require strict performance of any other term or condition herein.

G. Entire Agreement:

This agreement, any applicable tariffs and other agreements specifically referenced herein constitutes the entire agreement between GRF and the Customer for the services and equipment. The invalidity or unenforceability of any term of this agreement shall not affect the validity of enforceability of any other provision. No statement, representation or warranty made by any agent or representative of GRF regarding the service or equipment to be provided or the rates therefore shall be binding upon GRF unless expressly included herein.

H. Theft of Service:

Theft of cable and/or telecommunications service is a violation of Federal and California Law and is punishable by fines and/or imprisonment.

I. Chargeable Service:

Items requiring repair or replacement that are chargeable to the Customer:

Digital Installation (first device):	\$40.00
Digital Installation (each additional device):	\$20.00
Service Call:	\$30.00
TiVo Single Device Install:	\$50.00 (including CableCARD's)
TiVo Whole Home Installation:	\$100.00
New Outlet Installation:	\$50.00 and up
6 Ft HDMI Cable:	\$10.00
Component Cable:	\$10.00

Bills are due and payable upon presentation. Late payments will be subject to a finance charge of \$10.00 per month.

J. Pay-TV Services:

Set-top Box Rentals (includes over 295 digital channels):	
HD Set-top Box:	\$13.25 *
HD/DVR Set-top Box:	\$19.25 for the first box *
	\$13.25 for each additional HD/DVR box *
*HDTV's with HD compatible boxes receive additional HD channels	
Whole Home TiVo DVR Service *:	
6 Tuner TiVo Digital Set-top Box:	\$24.95 per month
TiVo Mini Box:	\$7.95 each
TiVo MoCA Bridge Adapter:	\$50.00 each
Polaris Remote:	\$12.00 each
TiVo Remote:	\$15.00 each
CableCARD's (2 way) (available for pickup):	\$95.00 each
CableCARD Programming Access Fee:	\$4.95 per month
HD Converter: (available for pickup)	\$7.95 per month
Cinemax (11 channels includes 5 HD Channels):	\$14.25 per month
HBO (15 channels includes 7 HD channels):	\$17.25 per month
Showtime (21 channels includes 9 HD channels):	\$14.25 per month
Starz/Encore (22 channels includes 9 HD channels):	\$14.25 per month
Adult Programming/Pay Per View:	\$9.00 per event
Adult Programming/Subscription:	\$15.00 per month
Foreign Language Channels/Subscription:	\$10.00 and up
Pay-TV services may be switched at a \$7.50 change over fee	

K. Payment Method Options:

Subscribers may pay their account via:

- Check made payable to: GRF Broadband Service
- Credit Card for one-time payment

Automatic Payment (Auto Pay) via:

- Credit Card with a valid email address for paperless billing
- ACH Payment from your checking account for paperless or no statement option.
- *Automatic payment is required for TiVo DVR service subscribers.

L. High Speed Internet:

West Coast Internet, an Internet Service Provider (ISP), delivers High Speed Internet service through the GRF cable system. To obtain the various levels of service, rates and to request High Speed Internet services, please call West Coast Internet at: (949) 487-3302.

You may provide and install your own cable modem and or router or contact West Coast Internet to complete the installation at a cost. The monthly service fee is applied each month by credit card only. For Billing questions, please call (949) 487-3033. Existing customers may call (949) 487-3307 for technical support.

Please contact West Coast Internet for system requirements and additional details. High Speed Internet service is for entertainment purposes only.

STAFF REPORT

DATE: July 2, 2019
FOR: Board of Directors
SUBJECT: Contract Award for Clubhouse 4 Pool Deck Rebuild

RECOMMENDATION

1. Award a contract to B. Foster Construction in the amount of \$243,102 to replace and resurface the Clubhouse 4 upper pool deck and waterproof the exterior wall adjacent to the pool in order to prevent further moisture intrusion damage to the interior of the enclosed space below the pool deck.
2. Approve a supplemental appropriation from the Facilities Fund in the amount of \$187,342 to fully fund this project.

BACKGROUND

The 2018 Capital Plan included a \$62,000 appropriation to replace and recoat the upper pool deck surface, located above the old bridge room at Clubhouse 4. During an initial site visit to inspect the upper pool deck, staff discovered signs of a significant moisture intrusion next to structural roof beams. Staff had the beams inspected by a professional engineer. The engineer's report indicated no water damage was present and provided an engineered set of drawings to remediate further moisture intrusion.

The source of the water intrusion is run-off from the roof/pool deck, combined with water entering into the building at the concrete pool deck's intersection with the CMU wall. In addition, water is seeping through the CMU wall below the pool deck. Previous measures taken to control the water intrusion included the installation of an interior floor swale adjacent to the CMU wall to capture and direct the water to a drywell.

DISCUSSION

The pool deck consists of a two inch concrete layer over the existing wood structure with a Dex-o-tex water-proof walk deck surface. However, the water-proofing surface has failed and is allowing water to leak into the building below. Additionally, the building's CMU walls adjacent to the pool were originally water-proofed with an asphalt emulsion to prevent water intrusion through the walls along with another application of Dex-o-tex. Staff has concluded the asphalt emulsion on the CMU wall, adjacent to the pool deck, has most likely failed, causing water intrusion through the CMU wall as well, leaving mineral deposits on the interior of the wall and allowing water to collect inside the building along the base of the wall.

The project scope of work addresses the roof deck and water intrusion from the outside of the building by installing exterior concrete drainage structures, roof and wall flashings, and new deck coating systems. In addition, staff researched products used on the interior of CMU walls

for waterproofing, which was added to the contractor's scope of work. The solution prepared by the engineering consultant provides Laguna Woods Village a cost effective way to mitigate the moisture intrusion problem at this facility. An alternate solution would include a major excavation project to expose the CMU wall and footing, replacing the old water proofing asphalt emulsion with a new waterproofing system. Construction of this magnitude would significantly raise the costs into the millions of dollars and disrupt pool and clubhouse activities for an extended period of time. Therefore, staff does not recommend that option at this time.

Staff received three contractor bids. B. Foster Construction, Inc. was the lowest qualified bid, in the amount of \$243,102, including a 10 percent contingency. B. Foster Construction was not the lowest bid received; however, they are the most qualified bidder. B. Foster Construction included a subcontracted deck coating manufacturer to install the specified deck coating product. The contractor with the slightly lower bid included self-performing the installation with their own crews having little experience using the specified product.

FINANCIAL ANALYSIS

Partial funding for recoating of the pool deck is allocated in the 2018 GRF Capital Plan in the amount of \$62,000 from the Facilities Fund, of which a balance of \$55,760 remains after destructive testing and engineering services. A supplemental appropriation in the amount of \$187,342 is required to fully fund this project as presented in its entirety.

Prepared By: Steven Warmbier, Project Manager

Reviewed By: Guy West, Projects Division Manager
Ernesto Munoz, P.E., Maintenance and Construction Director
Betty Parker, CFO

ATTACHMENTS

Attachment 1 – Bid spreadsheet
Attachment 2 – Drawings

ENDORSEMENTS (to GRF Board)

Discuss & Consider a Contract Award & a Supplemental Appropriation for the for the Clubhouse 4 Pool Deck Rebuild

During an initial site visit to inspect the upper pool deck, staff discovered signs of a significant moisture intrusion next to structural roof beams. Staff had the beams inspected by a professional engineer. The engineer's report indicated no water damage was present and provided an engineered set of drawings to remediate further moisture intrusion.

The source of the water intrusion is run-off from the roof/pool deck, combined with water entering into the building at the concrete pool deck's intersection with the CMU wall. In addition, water is seeping through the CMU wall below the pool deck. Previous measures taken to control the water intrusion included the installation of an interior floor swale adjacent to the CMU wall to capture and direct the water to a drywell.

Currently, there are two options to discuss & consider in regard to the Clubhouse 4 Pool Deck Rebuild. The first option was recommended at the GRF M&C Committee meeting on June 12, 2019. The second option was recommended at the GRF Finance Meeting on June 19, 2019. Below the two recommendations are titled and listed for consideration.

Option 1:

Award a contract to B. Foster Construction in the amount of \$243,102, to replace and resurface the Clubhouse 4 upper pool deck and to waterproof the exterior wall adjacent to the pool to prevent further moisture intrusion damage to the enclosed space below the pool deck and approve a supplemental appropriation in the amount of \$187,342 to fully fund the project for completion in 2019.

Option 2:

Allocate \$200,000 in the 2020 Capital program to fully fund the replacement and resurface of the Clubhouse 4 upper pool deck and to waterproof the exterior wall adjacent to the pool to prevent further moisture intrusion damage to the enclosed space below the pool deck. Project will be completed during the 2020 fiscal year.

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ATTACHMENT 1 - BID SPREADSHEET

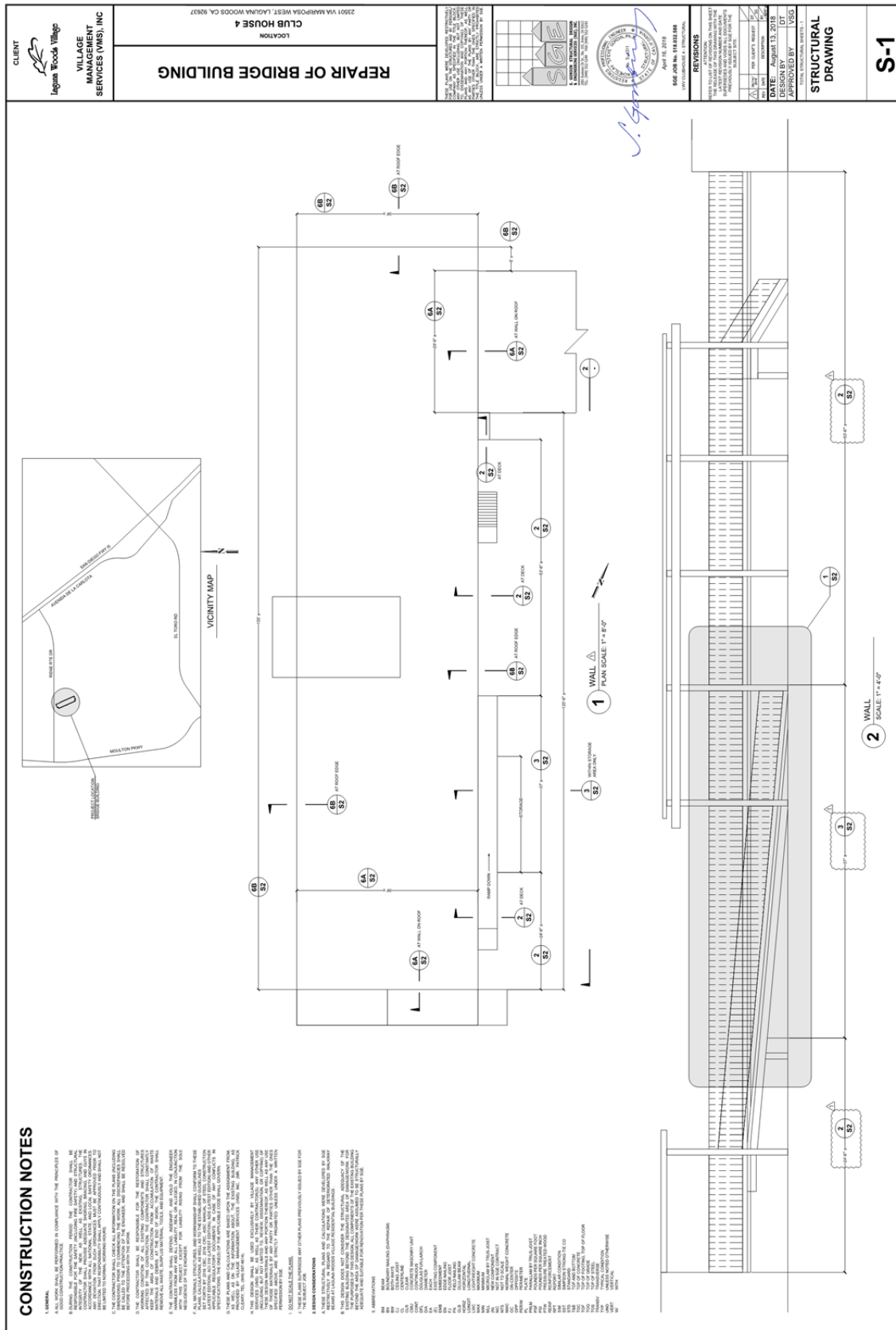
VILLAGE MANAGEMENT SERVICES, INC. BID SPREADSHEET

GOLDEN RAIN FOUNDATION
 CLUBHOUSE 4 ROOF DECK REPAIRS
 TRADE: GENERAL CONTRACTORS

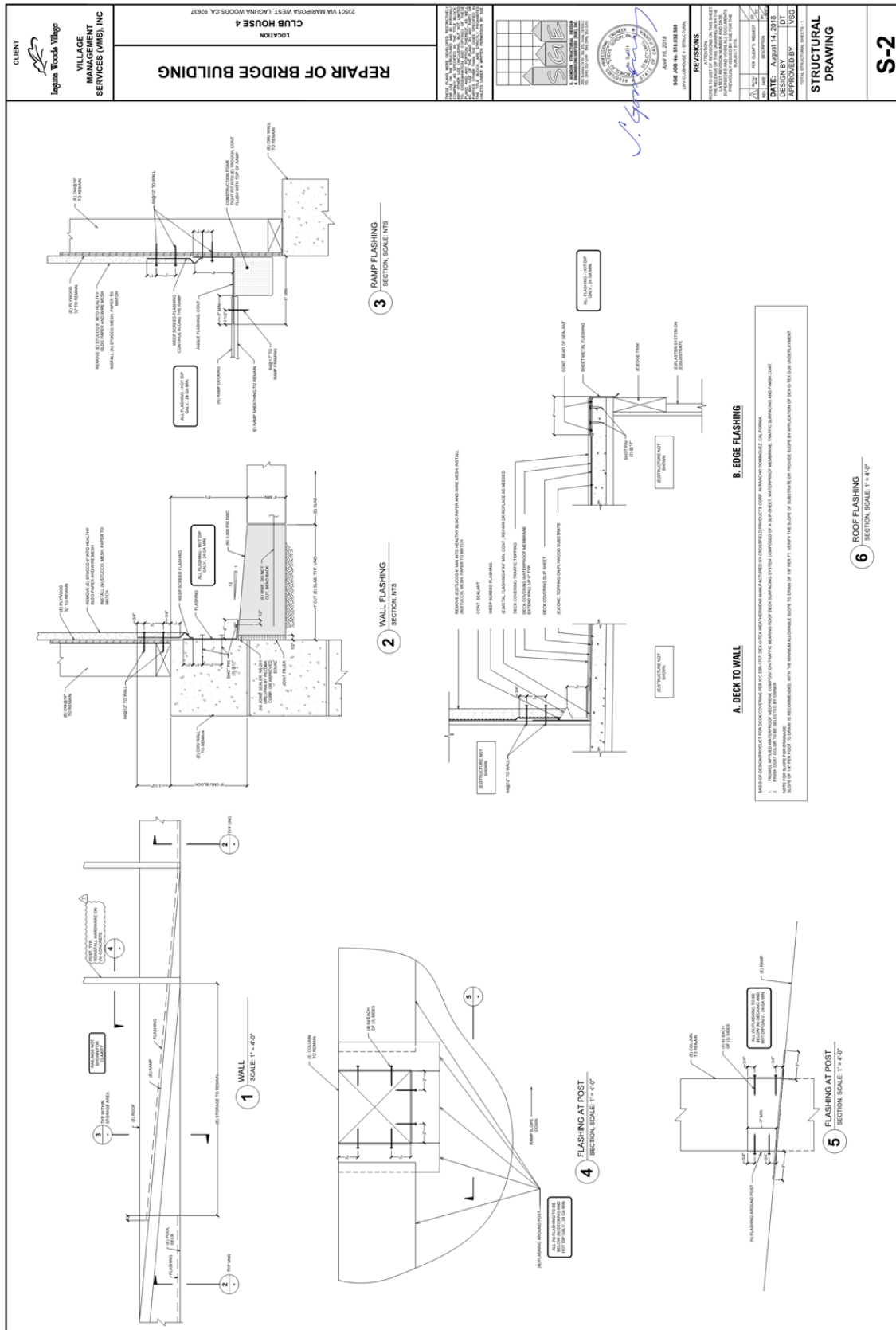
ITEM	UOM	Vendor: B. Foster Construction, Inc. Contact: Brian Foster Phone: (760) 518-8389			Vendor: South Coast Restoration Contact: Charles Monroe Phone: (714) 357-1584			Vendor: Laubach Construction, Inc. Contact: John Laubach Phone: (949) 466-5105		
		UNITS	AMOUNT	TOTAL	UNITS	AMOUNT	TOTAL	UNITS	AMOUNT	TOTAL
Roof										
1 Protection/Barricades	LS	1	\$2,000.00	\$2,000.00	1	\$5,000.00	\$5,000.00	1	\$1,200.00	\$1,200.00
2 Demolition Bead-Blasting	LS	1	\$10,000.00	\$10,000.00	1	\$45,000.00	\$45,000.00	1	\$45,000.00	\$45,000.00
4 Flashing/Water-Stop/Downspouts	LS	1	\$7,750.00	\$7,750.00	1	\$6,750.00	\$6,750.00	1	\$6,350.00	\$6,350.00
5 Framing/Wood Repairs	LS	1	\$2,675.00	\$2,675.00	1	\$10,000.00	\$10,000.00	1	\$3,000.00	\$3,000.00
6 Deck Coating, Roofing	LS	1	\$142,750.00	\$142,750.00	1	\$50,000.00	\$50,000.00	1	\$94,860.00	\$94,860.00
7 Stucco/Wall Repairs	LS	1	\$1,000.00	\$1,000.00	1	\$4,000.00	\$4,000.00	1	\$3,000.00	\$3,000.00
8 Miscellaneous	LS	1	\$1,000.00	\$1,000.00	1	\$0.00	\$0.00	1	\$11,000.00	\$11,000.00
CMU Wall										
11 Contents Moving /Protection	LS	1	\$750.00	\$750.00	1	\$13,500.00	\$13,500.00	1	\$3,500.00	\$3,500.00
12 Demolition/Wall Cleaning	LS	1	\$7,275.00	\$7,275.00	1	\$6,500.00	\$6,500.00	1	\$18,250.00	\$18,250.00
13 Concrete	LS	1	\$6,500.00	\$6,500.00	1	\$13,500.00	\$13,500.00	1	\$14,700.00	\$14,700.00
14 Flashing/Water-Stop/Downspouts	LS	1	\$3,000.00	\$3,000.00	1	\$2,750.00	\$2,750.00	1	\$2,000.00	\$2,000.00
15 Stucco/Wall Repairs	LS	1	\$1,475.00	\$1,475.00	1	\$7,500.00	\$7,500.00	1	\$6,780.00	\$6,780.00
16 Wall Coating	LS	1	\$2,575.00	\$2,575.00	1	\$15,000.00	\$15,000.00	1	\$6,200.00	\$6,200.00
17 Wall/Ceiling Repairs	LS	1	\$2,675.00	\$2,675.00	1	\$5,500.00	\$5,500.00	1	\$2,500.00	\$2,500.00
18 Miscellaneous	LS	1	\$750.00	\$750.00	1	\$0.00	\$0.00	1	\$1,200.00	\$1,200.00
SUBTOTAL				\$192,175.00			\$185,000.00			\$219,540.00
Overhead				\$19,217.50			\$18,500.00			\$36,332.24
Profit				\$9,607.75			\$18,500.00			\$31,575.45
BASE TOTAL				\$221,000.25			\$222,000.00			\$287,447.69
Contingency	10%			\$22,100.13			\$22,200.00			\$28,744.77
GRAND TOTAL				\$243,100.38			\$244,200.00			\$316,192.46

No	Contractor	Contact Person	Phone No.	SENT RFP	AT MTG	Bid Recvd
1	B. Foster Construction, Inc.	Brian Foster	(760) 518-8389	✓	✓	✓
2	South Coast Restoration, Inc.	Charles Monroe	(714) 357-1584	✓	✓	✓
3	Laubach Construction, Inc.	John Laubach	(949) 466-5105	✓	✓	✓
4						
5						
6						
7						

ATTACHMENT 2 (Page 1 of 2) – DRAWINGS



ATTACHMENT 2 (Page 2 of 2) – DRAWINGS



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RESOLUTION 90-19-XX

Contract Award & Supplemental Funding for Clubhouse 4 Upper Deck Rebuild

WHEREAS, the 2018 Capital Plan included a \$62,000 appropriation to replace and recoat the upper pool deck surface, located above the old bridge room at Clubhouse 4;

WHEREAS, during an initial site visit to inspect the upper pool deck, staff discovered signs of significant moisture intrusion next to structural roof beams;

WHEREAS, the source of the water intrusion is run-off from the roof/pool deck, combined with water entering into the building at the concrete pool deck's intersection with the CMU wall; in addition, water is seeping through the CMU wall below the pool deck; and

WHEREAS, the current capital improvement allocation of \$62,000 will not sufficiently fund the proposed scope of work to replace and recoat the Clubhouse 4 upper pool deck surface as well as the remediation of seeping water through the CMU wall below the pool deck and requires a supplemental appropriation to fully fund the increased scope of work for this capital improvement project.

NOW THEREFORE BE IT RESOLVED, on July 2, 2019, the Board of Directors of this Corporation hereby awards a contract to B. Foster Construction in the amount of \$243,102, to replace and resurface the Clubhouse 4 upper pool deck and to waterproof the exterior wall adjacent to the pool to prevent further moisture intrusion damage to the enclosed space below the pool deck and approve a supplemental appropriation in the amount of \$187,342 to fully fund the project for completion in 2019; and

RESOLVED FURTHER, that the officers and against of this Corporation are hereby authorized on behalf of the Golden Rain Foundation Corporation to carry out this Resolution.

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Financial Report

As of May 31, 2019



INCOME STATEMENT

Assessment Revenue	\$12,916
Non-assessment Revenue	\$5,307
Total Revenue	\$18,223
Total Expense	\$17,079
Net Revenue/(Expense)	\$1,144

1

Financial Report

As of May 31, 2019



INCOME STATEMENT

OPERATING FUND w/o Depreciation (in Thousands)

Assessment Revenue	\$11,706
Non-assessment Revenue	\$3,533
Total Revenue	\$15,239
Total Expense	\$15,128
Operating Deficit	(\$111)

2

Financial Report

As of May 31, 2019

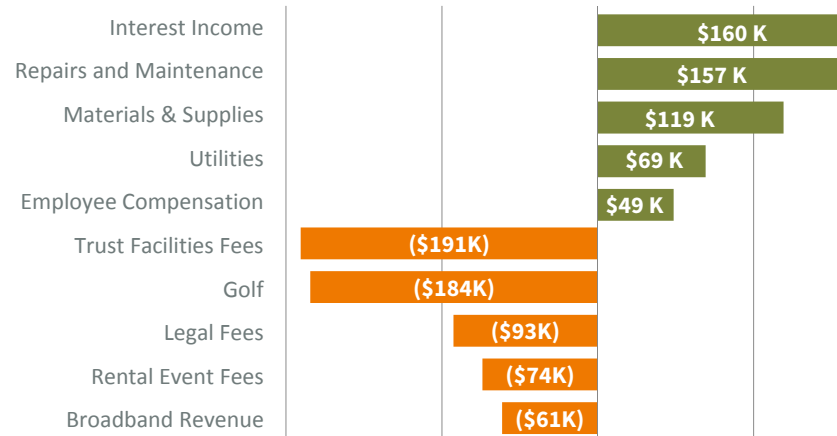


INCOME STATEMENT	ACTUAL	BUDGET	VARIANCE
Assessment Revenue	\$12,916	\$12,916	\$0
Non-assessment Revenue	\$5,307	\$5,675	(\$368)
Total Revenue	\$18,223	\$18,591	(\$368)
Total Expense	\$17,079	\$17,358	\$279
Net Revenue/(Expense)	\$1,144	\$1,233	(\$89)

3

Financial Report

As of May 31, 2019



Unfavorable Favorable

4

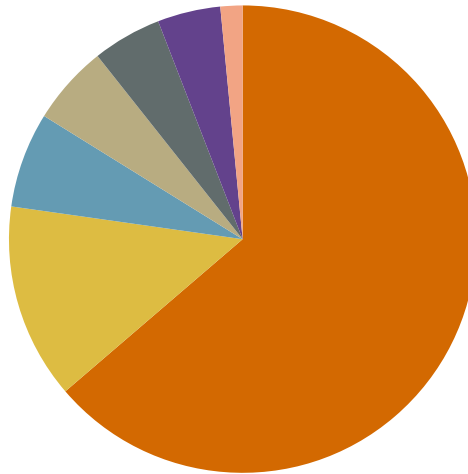
Financial Report

As of May 31, 2019



Total Expenses excluding depreciation

- 62% Employee Compensation & Related
- 14% Cable/Franchise/Copyright
- 7% Utilities, Fuel & Oil
- 6% Insurance, Professional & Legal
- 5% Outside Services
- 4% Materials & Supplies
- 2% Repairs & Maintenance



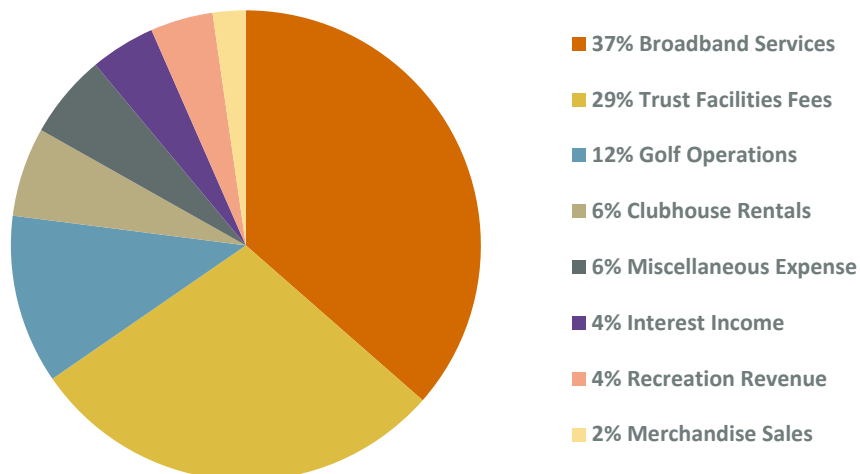
5

Financial Report

As of May 31, 2019



Total Non Assessment Revenues \$5,306,592



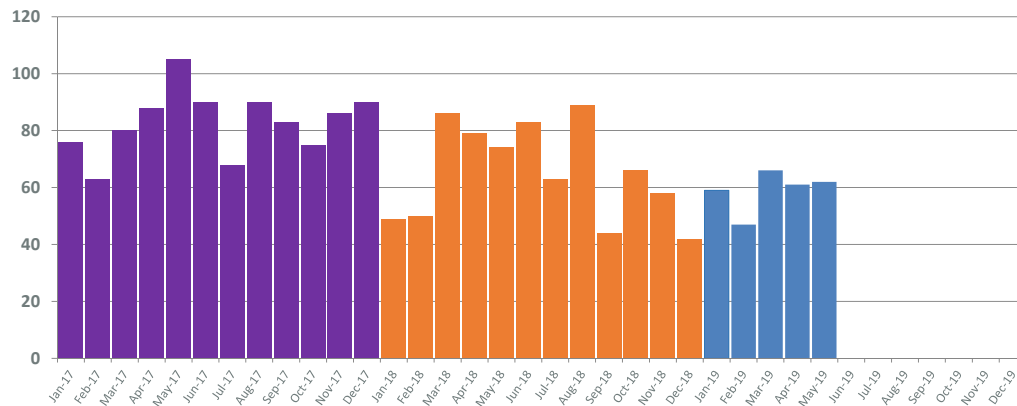
6

Financial Report

As of May 31, 2019



RESALE HISTORY Community Wide # Units



7

Financial Report

As of May 31, 2019



FUND BALANCES (in Thousands)	ENDING BALANCES	WORK IN PROGRESS	ADJUSTED BALANCES
Equipment	\$5,381	\$1,987	\$3,394
Facilities	18,463	3,440	15,023
Contingency	573	15	558
Trust Facilities Fee	4,771	0	4,771
TOTAL	\$29,188	\$5,442	\$23,746

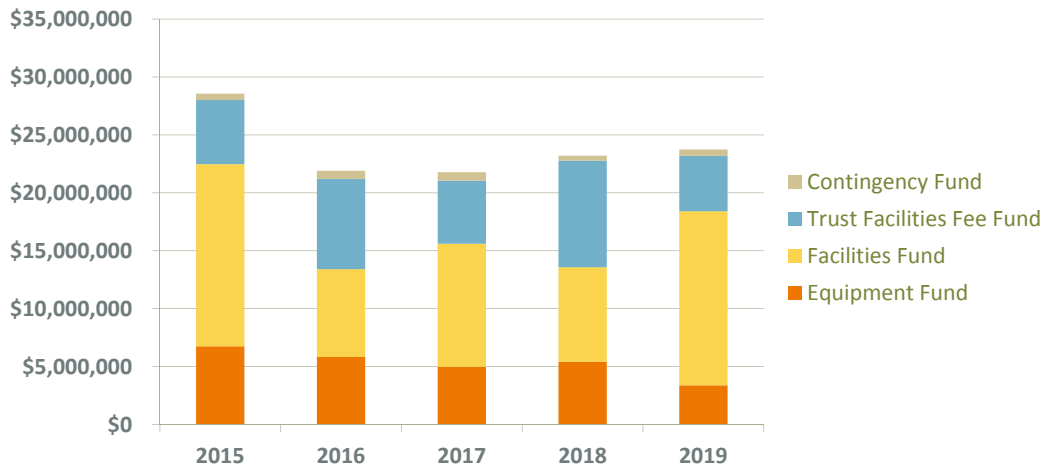
8

Financial Report

As of May 31, 2019



FUND BALANCES



9

Financial Report

As of May 31, 2019



FUND ENCUMBRANCES

(in Thousands)

	TOTAL APPROPRIATIONS	REMAINING ENCUMBRANCE
Aquatics & Fitness	\$636	\$491
Broadband Services	1,075	328
Clubhouses	5,188	4,439
Computers	1,605	701
Community Center	2,606	1,993
Energy Projects	978	488
Garden Centers	400	79
Golf Facilities	1,299	797
Other Equipment	390	219
Other GRF Facilities	1,154	811
Paving	1,995	1,043
Pickleball	850	47
Security	2,727	2,061
Vehicles	1,879	1,674
TOTAL	\$22,782	\$15,171

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FINANCE COMMITTEE MEETING
REPORT OF THE REGULAR OPEN SESSION

Wednesday, June 19, 2019 – 1:30 p.m.
Laguna Woods Village Community Center Board Room, 24351 El Toro Road

MEMBERS PRESENT: Diane Phelps, Chair; Annette Soule (for Beth Perak), Pat English, Rosemarie diLorenzo, Jon Pearlstone, Juanita Skillman, Gary Morrison, Alfred Amado; Advisors: Greg Corigliano, Shaun Tumpane

MEMBERS ABSENT: Beth Perak

STAFF PRESENT: Betty Parker, Steve Hormuth, Christopher Swanson, Chuck Holland

OTHERS: GRF – Bert Moldow, Joan Milliman, Jim Matson, Don Tibbetts, Dick Palmer; UNITED – Carl Randazzo, Elsie Addington, Manuel Armendariz, Cash Achrekar, Maggie Blackwell, Andre Torng, Sue Margolis; THIRD – Lynn Jarrett, Bunny Carpenter, Steve Parsons; VMS – Dick Rader, Lucy Shimon

Call to Order

Director Phelps chaired the meeting and called it to order at 1:32 p.m.

Approval of Meeting Agenda

A motion was made and carried unanimously to approve the agenda as presented.

Approval of the Regular Meeting Report of April 24, 2019

A motion was made and carried unanimously to approve the report as written.

Chair Remarks

Chair Phelps commented on the recent meetings held to review proposed 2020 Fees and Capital Plan items. She also noted that a task force being formed to study shared costs and potential sources of new revenue, the results of which will be reported back to the GRF Finance Committee.

Member Comments (Items Not on the Agenda)

Director Moldow commented on lighting at the Tennis Courts and the option of financing to complete projects.

Director Torng commented on the need for reduced assessments in 2020 from GRF.

Director Armendariz spoke in opposition to borrowing money.

Department Head Update

Betty Parker, Chief Financial Officer, provided an overview of the upcoming 2020 Business Planning Meetings.

Review Preliminary Financial Statements dated May 31, 2019

The Committee reviewed and commented on the financial statements dated May 31, 2019 and questions were addressed.

Collection Policy for Broadband Services

Staff reported that the Media and Communications Committee reviewed and agreed with the Finance Committee recommendations for improving the Broadband Services Collection Policy. The proposed policy changes will be placed on the July 2, 2019 GRF Board Agenda in Open Session for 28 day review.

Tennis Center Building Renovations

The Committee reviewed a staff report requesting supplemental funding for Tennis Center Building Renovations.

A motion was made and carried by a vote of 4-2 (Directors Soule and Pearlstone apposed), recommending the Board approve supplemental funding of \$72,638 from the Facilities Fund to complete the additional proposed scope of work for the Tennis Center Building Renovations.

Committee Member Comments

Director English commented on leasing vs. buying security vehicles.

Date of Next Meeting

Wednesday, August 21, 2019 at 1:30 p.m.

Adjournment

The meeting recessed to closed session at 2:49 p.m.



Diane Phelps, Chair

**REPORT OF REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION
MAINTENANCE AND CONSTRUCTION COMMITTEE**

Wednesday, June 12, 2019 – 9:30 A.M.
Laguna Woods Village Community Center, Board Room
24351 El Toro Road

MEMBERS PRESENT: Jim Matson - Chair, Don Tibbetts, Richard Palmer, John Frankel (left at 10:41 a.m.), Cush Bahada (for Bunny Carpenter), Gary Morrison, Carl Randazzo, Ryna Rothberg

ADVISORS PRESENT: John Luebbe

MEMBERS ABSENT: Bunny Carpenter

OTHERS PRESENT: Juanita Skillman, Elsie Addington, Beth Perak, Burt Moldow, Diane Phelps (left at 9:50 a.m.), Joan Milliman, Annette Sabol Soule, Steve Parsons (left at 10:30), Pat English, Maggie Blackwell (entered at 11:08),

STAFF PRESENT: Ernesto Munoz – Staff Officer, Leslie Cameron, Guy West

1. Call to Order

Chair Matson called the meeting to order at 9:30 a.m.

2. Acknowledgement of Media

Chair Matson noted no members of the media were present.

3. Approval of the Agenda

The agenda was approved as written.

4. Approval of Meeting Report for April 10, 2019

The meeting report for April 10, 2019, was approved as written.

5. Chair's Remarks

Chair Matson gave a brief summary of the day's agenda.

6. Member Comments (Items Not on the Agenda)

- Annette Sabol Sole (3428-C) – commented on the Garden Center 2 electric gate where the land needs to be reconfigured with plot 395, there is no pedestrian path or golf cart path exit. Annette asked to have this item put on an agenda.
- Martin Rosecrans (4010-3B) – commented in favor of having outside heaters for the pools.
- Juanita Skillman (2154-N) – commented on partnering with Emeritus and the Goldfish Swimming School.

Various Committee Members and Staff Officer Ernesto Munoz responded to the comments.

7. Department Head Update

Staff Officer Ernesto Munoz gave an update on the intersection of Calle Aragon and Avenida Majorca. The area with the bump is not Laguna Woods Village property so the bump can't be removed; however, the trees and bushes that were impeding visibility in the area have been trimmed.

Consent:

All matters listed under the Consent Calendar are considered routine and will be enacted by the Committee by one motion. In the event that an item is removed from the Consent Calendar by members of the Committee, such item(s) shall be the subject of further discussion and action by the Committee.

The Project Log was pulled from the Consent Calendar for discussion.

8. Project Log

In an interest from the Committee to find available funding the project log was pulled and each project was reviewed to discuss an unencumbered \$6,200,000 dollars. Discussion ensued and Staff Officer Ernesto Munoz briefly responded to questions and comments.

The following residents commented on various project log items: Beth Perak (3321-C); Diane Phelps (3293-A); Joan Milliman (969-3E); Annette Sabol Soule (3428-C); Pat English (2022-E)

By consensus, the Committee agreed to hold a special GRF M&C Committee Meeting in September for the Clubhouse 1 assessment presentation report.

Reports:

9. Tennis Center Building Renovation Costs

Staff Officer Ernesto Munoz summarized the report and answered questions from the Committee.

Director Bahada made a motion, seconded by Director Tibbetts, to approve the original and optional scope of work, as outlined in the staff report, for the Tennis Center Building Renovation project and approved supplemental funding of \$72,638 for a project total cost of \$147,638. Discussion ensued regarding funding, the scope of work and phasing the project work.

Director Rothberg amended the motion, seconded by Director Randazzo, to do only the interior work at the Tennis center Building, at a cost of \$84,375, to bring the building into ADA compliance and approve a \$10,000 supplemental appropriation. The vote failed 3-3-0 (Directors Rothberg, Randazzo and Morrison were for).

The original motion passed by a vote of 4-2-0 (Directors Rothberg and Randazzo opposed)

Items for Future Agendas:

- Clubhouse 1 Assessment Report & Presentation (Special Meeting to be scheduled for September)
- Pool Maintenance
- EV Charging Stations at GRF Facilities

Concluding Business:

Committee Member Comments

There were no committee member comments.

Date of Next Meeting: August 14, 2019

Adjournment:

The meeting was recessed at 11:45 am.

DRAFT

Jim Matson, Chair

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OPEN MEETING
THE GOLDEN RAIN FOUNDATION
MEDIA AND COMMUNICATIONS COMMITTEE
Monday, June 17, 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 Annie McCary, Pat English, Annette Sabol Soule, Maggie Blackwell, Lynn Jarrett, Elsie Addington, Ryna Rothberg, Advisers Steve Carman Lucy Parker and Sheila Bialka

MEMBERS ABSENT: None

OTHERS PRESENT: Juanita Skillman—United, Roy Bruninghaus—Third, Richard Rader—VMS and Diane Phelps—GRF

STAFF PRESENT: Eileen Paulin, Chuck Holland, Ellyce Rothrock and Becky Jackson

1. **Call to Order**
Chair Joan Milliman called the meeting to order at 1:32 p.m.
2. **Acknowledgement of Media**
No media present.
3. **Approval of the Agenda**
Agenda was approved.
4. **Approval of Meeting Report from May 17, 2019**
Chair Joan Milliman noted changes for the Report dated May 17, 2019:
 - Page 2, item # 8, paragraph 2, line 5 insert "Prime Ticket" after Fox Sports Net
 - Page 2, item # 8, paragraph 2, line 1 insert "GRF Board" after Staff Report for the June

With the above changes, the Report from May 17, 2019 was approved.

5. **Chair's Remarks**
Chair Milliman stated that next month GRF will vote on the elimination of Fox Sports Net Prime Ticket and Fox Sports Net West. Comments can be submitted to Catherine.laster@vmsinc.org.

Chair Milliman commented on rumors in the Globe and internet and recommended that

Page 1 of 5

Residents check the facts first. She suggested obtaining facts through the YouTube channel, resolutions, agenda packets and the LWV website. She reminded everyone about the candidate information receptions in the Board Room: United Laguna Woods Mutual, on Tuesday, June 18 from 5 to 6:30 p.m. and Third Laguna Hills Mutual, Thursday, June 27 at 4 to 5:30 p.m. For questions contact Becky Jackson at 949-597-4678.

6. Member Comments (Items not on the Agenda)

Andy Triplett 852-N was called to speak and asked about the cable cards and the reason for the monthly fee.

Mary Wall 239-D was called to speak and asked about removal of the Channel 3 guide. She wanted a more thorough breakdown of equipment replacement and advertisers from the Staff Report.

Nancy Platka 5061 was called to speak and she asked that the elimination of Fox Sports Net Prime Ticket and Fox Sports Net West be reconsidered.

Dr. Lois Rubin 5509-B was called to speak and she asked that the removal of the Channel 3 guide be reconsidered.

Maxine McIntosh 68-C was called to speak and asked if you can use the adapter with a set top box and how is the payment process made?

7. Director's and Staff Forum

Chuck Holland addressed the question about cable cards and explained that the monthly fee is to be in compliance with encrypting content for broadcast. The benefit of a cable card is that it makes more than 300 channels available. Pricing is per manor. Mr. Holland gave a background of the decision of the monthly charges of cable card fees stating the numbers were brought to committee and approved.

Mr. Holland addressed the members with a presentation that included:

- Facts about Broadband Services
- The cost comparison of cable services in the Village versus the nearest competitor
- The Channel 3 analog television guide and how it was no longer supported by the television industry
- Benefits of high definition which included the increase in channels and a simpler experience
- Describing analog
- The federal law to cease analog broadcasts
- The digital interactive guide
- Set-top devices

Mr. Holland answered Ms. McIntosh stating that equipment is billed monthly.

REPORTS:

8. Broadband and Contracts Report—Chuck Holland

Mr. Holland presented contract renewals describing NCTC contracts. He told members to send comments to GM@vmsinc.org. He reviewed subscriber counts, set-top boxes, Pay-TV, international channels and high speed data. He also gave an overview of the Proforma Broadband Services Summary of Operations which includes: Revenues, Broadband Services, Employee Compensation, Materials and Supplies, Utilities, Legal Fees, Outside Services, Repairs and Maintenance, Taxes, Copyright/Franchise Fees and uncollectible accounts.

Jon Pearlstone presented a report titled Broadband Services Financial Highlights 2019. He suggested acquiring more revenue from advertisement in lieu of using assessment funds.

8a. Collection Policy for Broadband Services

Mr. Holland discussed the Collection Policy for Broadband Services. The new policy incorporates a suspension of premium channels with no need for further Board approval after sixty (60) instead of the original ninety (90) days of delinquency. A \$10 late fee for each subsequent thirty (30) days of delinquency will also be added. This Collection Policy includes when Members are delinquent in payment of their premium channel and/or equipment rental charges.

Chair Milliman entertained a motion to shorten the time to suspend premium channel services from 90 to 60 days after delinquency and to approve the revised Collection Policy for Broadband Services. Director Ryna Rothberg made a motion to suspend premium channel services from 90 to 60 days after delinquency and to approve the revised Collection Policy for Broadband Services; Director Lynn Jarrett seconded the motion. Motion to suspend premium channel services from 90 to 60 days after delinquency passed unanimously and will be taken before the GRF Board Meeting Tuesday, July 2, 2019.

8b. Proposed 2020 Fees for Broadband Services

Mr. Holland reported on the proposed fees noting changes in installation fees, remote controls and equipment replacement. Tivo Box line item was not present in the report.

Chair Milliman entertained a motion to pass the changes in the Proposed 2020 Fee Structure. Director Jarrett made a motion to pass the Proposed 2020 Fee Structure; Director Annie McCary seconded the motion. Motion to pass the Proposed 2020 Fee Structure was passed unanimously and will be taken before the GRF Board Meeting Tuesday, July 2, 2019.

9. Marketing and Communications Report-Eileen Paulin

Eileen Paulin updated committee on highlights:

- Animal control
- Centenarian Project
- Community Center closure

- Crisis management
- Docent tours and Realtor tours
- Elections and meet and greets
- Email lists
- Events
- Gate construction
- iContact
- Maintenance and construction
- New Resident Orientations
- Newsletters
- Notifications
- OC Registrar of Voters presentation
- Real estate conformity
- Resident Portal
- Upcoming census
- Waste management

Dick Radar 270-P stated he had received a complaint of notices going out without dates and asked to have a date on all publications.

Ms. Paulin responded that dates are on all MarComm correspondence and asked Mr. Rader to specify what publications he was talking about so she can assist.

ITEMS FOR DISCUSSION AND CONSIDERATION:

ITEMS FOR FUTURE AGENDAS:

CONCLUDING BUSINESS:

10. Committee Member Comments

Advisor Sheila Bialka asked that we give out the Village TV guide on the Docent Tour.

Advisor Steve Carman commented on Sling TV.

Adviser Lucy Parker complimented the MarComm Staff on the restructuring of What's Up in the Village.

Director Elsie Addington commented on the third Saturday of the month bulky item pickup, by 9 a.m.

Director Pat English applauded Mr. Holland for his knowledge and patience.

Director Annette Sabol Soule talked about the \$7.95 equipment rental fee.

Director McCary reminded everyone about the June 27 candidate information reception for Third Mutual.

Director Jarrett expressed concern in regards to communication about the removal of the two channels.

Director Rothberg also commented on the \$7.95 equipment rental fee.

Mr. Holland commented on the share cost portion of cable, stating it will go from 19 to 13 per month. This does not mean the assessments will go down.

Ms. Paulin let the committee know there is a marketing and communications plan already underway for the elimination of Fox Sports Net Prime Ticket and Fox Sports Net West.

Chair Milliman thanked everyone for a great meeting.

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

12. Adjournment

Meeting was adjourned at 3:32 p.m.


Joan Milliman, Chair
Media and Communications Committee

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OPEN MEETING

**REPORT OF REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION
MOBILITY AND VEHICLES COMMITTEE**

**Wednesday, June 5, 2019 – 1:30 p.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road, Laguna Woods, CA 92637**

MEMBERS PRESENT: Ray Gros-Chair, Don Tibbets, Jim Matson, Jon Pearlstone, John Frankel, Elsie Addington, Andre Tornig, John Dalis

ADVISORS: None present

MEMBERS ABSENT: Vashti Williams (Non-voting Advisor)

OTHERS PRESENT: Cash Achrekar, Diane Phelps, Juanita Skillman, Bert Moldow

STAFF PRESENT: Chris Laugenour, Francisco Perez, Tiffany Rivas, Elizabeth Cortez, Siobhan Foster, Tim Moy, Ellyce Rothrock

1. Call to Order

Chair Gros called the meeting to order at 1:32 p.m.

2. Acknowledgment of Media

No press was present.

3. Approval of the Agenda

Item #10 was removed from the agenda at staff's request. The revised agenda was approved by consensus.

4. Approval of Meeting Report for April 3, 2019

The Regular Meeting Report of April 3, 2019 was approved by consensus.

5. Chair's Remarks

Chair Gros notified the audience that the M & V committee is working towards the benefit of the Community as well as staff. He asked the audience to be open to the preliminary recommendations made by consultants. Also reiterated the Committee is working to benefit the Community as a whole.

6. Member Comments (Items Not on the Agenda)

Shelva Lenzkes (401): Spoke about how the bus system has declined in excellence within her experience of six years. Stated the fixed routes are unclear, and asked the committee to have a better transportation system especially during the weekend.

Pauline Shusko (1053): Spoke about her dependency of the transportation system to get to her medical appointments. Emphasized to the Committee how important it is for her to have an accessible transportation system.

Marilynn Handelman (3451-C): Thanked the Committee for all they are doing. Also, explained to the Committee some of her challenges with calling the Transportation phone line and attaining transportation to Clubhouse 5.

Suellen Zima (823-D): Addressed to the consultants that she has used Plan-A-Ride as little as possible because of the difficulty in scheduling an appointment. She addressed the challenges in calling Transportation and also with the Plan-A-Ride scheduling software.

Gary Serbeniuk (9-A): Spoke about riding bicycles in the Village. Asked the Committee to explore options on making the Village a safer community to ride bicycles.

Shirley Niederkorn (184-A): Spoke about the Bus Information meetings and asked the Committee to have the meetings reinstated. Also mentioned due to language barriers, it's challenging to educate some residents about the Bus rules. Stated she is thrilled about the proposed recommendations. Thanked the board for their service.

Harry Rockey (753-T): Spoke about Plan-A-Ride and its inefficiency. Also mentioned, bus system should be charged for the use of the gates.

Cash Achrekar (201-E): Asked the audience to identify problems while not being negative towards Committee Members or Staff.

Jeff Noynaert (781-D): Spoke about the current bus transportation system. He stated the current system is not designed for residents because it takes too long to get to a destination. He also mentioned that he is not satisfied with the Plan-A-Ride system.

7. Response to Member Comments

Director Tornig addressed Ms. Niederkorn's comment regarding language barriers. He suggested getting involved with Chinese and Korean communities to help in addressing language barriers.

Director Addington addressed Marilyn's comment regarding Plan-A-Ride challenges.

Director Dalis addressed the audience and stated the importance to maintain an adequate bus system. He suggested going back to the previous transportation system.

Chair Gros generally addressed members by stating the challenge with Plan-A-Ride is that more people use it instead of route system. He also mentioned that the consultants spoke with residents and bus drivers in efforts to create the best Transportation system. He asked members of the audience to give the consultants a chance.

Mr. Laugenour addressed members by stating the issues with the Transportation phone system are not acceptable. He also affirmed he is working with Chuck Holland to better the Transportation computer system. He explained to members the Transportation department is working with consultants to improve the Transportation system. He stated the goal is to make the system best for the Community as a whole. He is excited about the preliminary recommendations and informed members these recommendations are draft in nature. He informed members the focus for today's recommendations are primarily on the fixed route system. He also affirmed that he is confident the preliminary recommendations will make the system better for everybody.

Consent:

None

Reports:

8. Transportation & Maintenance Manager's Reports

Mr. Laugenour thanked everyone. Ridership has been relatively steady between Plan-A-Ride and Fixed Route for the first quarter of the year. Fixed Route Ridership may increase due to assigning (RFID) chips, used to track ridership, to residents who have not had one. He stated that we received the new wheelchair accessible transit minivan for Plan-A-Ride under our 2019 Capital budget. Also stated that we have also ordered three large buses under our 2019 Capital budget; first bus is to be delivered in 2-3 weeks. Regarding the Bus Grant status, stated we now only have three buses left that are under contract. Lastly, Mr. Laugenour asked M&V committee for feedback regarding selling fuel to Age Well, Senior Transportation agency. Mr. Laugenour's long term goal is collaborate with other transportation agencies in order to gain better transportation services for the Community.

9. Transit Study Update – Fehr & Peers

Jeremiah LaRose provided a brief overview of the Study's progress, and presented a DRAFT concept for changes to the Fixed-route bus system. The draft concept includes a 9-

bus system incorporating 7 neighborhood routes and 1 commercial route (which would utilize 2 buses). Each Residential route would loop between the designated neighborhood and Clubhouse 1 every 30 minutes. The Commercial routes would begin at Clubhouse 1 and loop around the various commercial and medical offices every 30 minutes. By using such a strategy, a trip from a resident's home to any destination should take no more than 40 minutes. Additionally there would not be a need to transfer buses within a neighborhood area. Mr. LaRose mentioned that this is a draft concept, and if approved he would work with staff to finalize the routes to ensure the proper timing

After discussion between the consultant and Committee Members, and listening to preliminary resident comments, there was general consensus from the Committee to move forward with the Draft plan for the Fixed Routes changes. Staff will be working to develop the cost detail for this routing change, and make recommendations for its implementation.

10. ADA Policy – Francisco Perez, Transportation Supervisor (postponed)

Items for Future Agendas:

11. Bus Policy Updates – Use by Non-Profit Agencies

Concluding Business:

12. Committee Member Comments

Trong addressed member's comments to contact consultants directly, suggesting residents should contact VMS before contacting consultant.

13. Date of Next Meeting – Wednesday, August 7, 2019

14. Adjournment

The meeting was adjourned at 3:21 p.m.



Ray Gros, Chair
GRF Mobility & Vehicles Committee



REPORT OF THE REGULAR MEETING OF THE
GOLDEN RAIN FOUNDATION OF LAGUNA WOODS
SECURITY AND COMMUNITY ACCESS COMMITTEE

The Regular Meeting of the Security and Community Access Committee was held on Monday, June 24, 2019 at 1:30 p.m. 24351 El Toro Road, Laguna Woods, California.

MEMBERS PRESENT: Don Tibbetts – Chair, Pat English, Ray Gros, Elsie Addington, Cash Achrekar, Steve Parsons, Annie McCary, and John Dalis

MEMBERS ABSENT: None

ADVISORS PRESENT: Larry Cunningham and Frank Tybor

ADVISORS ABSENT: None

OTHERS PRESENT: Beth Perak, Diane Phelps, Annette Sabol Soule, and Bert Moldow

STAFF PRESENT: Tim Moy and Debbie Ballesteros

CALL TO ORDER

Don Tibbetts, Chair, called the meeting to order at 1:32 p.m.

ACKNOWLEDGEMENT OF PRESS

The Media was not present.

APPROVAL OF AGENDA

By way of consensus, the Committee approved the agenda as presented.

APPROVAL OF MEETING REPORT

By way of consensus, the Committee approved the April 22, 2018 meeting report as presented.

CHAIRMAN'S REMARKS

Chair Tibbetts explained that there was nothing to report since things are running smoothly as usual. He stated that the Gates are on schedule and are doing their job of slowing down the gate runners.

MEMBER COMMENTS ON NON-AGENDA ITEMS

Roberta Berk (933-B) asked about Gate 4 wanting to know what the plan is for Gate Access.

Diane Phelps (5587-A) wants to know about an electric scooter not being allowed to park in the golf cart parking area for the Pickleball court. She also had a question about a commercial truck.

Nancy Deming (29-E) wanted to know the status of the Calle Aragon traffic study regarding the speeding.

RESPONSE TO MEMBER COMMENTS

Tim Moy, Chief of Security, responded to Ms. Berk and explained that Gate 4 is an exit only gate. It would not be safe to allow golf carts a lane to enter. However, Chief Moy is going to speak to the Maintenance Division to determine the width of the roadway and if there are any other options available.

Chief Moy responded to Ms. Phelps and stated that he would look into both her questions.

Chief Moy responded to Ms. Deming and explained to her that due to the Gate 1 closure, the decision was made to postpone the study until it reopened. The traffic calming project on Calle Aragon is now underway.

REPORTS

Gate Access Update

Chief Moy updated the Committee on the Gate Access Project. He stated that Gates 1 and 9 have re-opened. He explained that since Gate 1 has a short driveway, an RFID reader has been installed on both lanes (guests and resident) to help with the traffic flow.

Chief Moy informed the Committee that Gates 4, 10, and 14 were beginning construction today. He also stated that Security will keep a close eye on Gate 14 since the gate is the only entrance and exit for that area.

Chief Moy updated the Committee on Gate 3's third lane, which can also be a Resident lane. He asked the United Directors to encourage the Residents to use the third lane at Gate 3 so that the traffic does not build up.

Disaster Preparedness Task Force Report

Chief Moy informed the Committee that on June 5th, there were about 50 people that attended a CPR /AED training free of charge. He stated that this has been the biggest class to date and that Residents are getting more involved.

Chief Moy mentioned that the next Good Neighbor Captain Training will be on Saturday, July 13th at 10:00 a.m. at the Performing Arts Center, Dining Room 1.

Chief Moy explained that at the last Disaster Preparedness Task Force meeting, the Task Force decided to look into buying Meals Ready to Eat (MRE's) to sell at the store.

RV Update

Chief Moy stated that there are RV spaces available for Residents. He explained that there is not much to report as all has been running smoothly.

Noteworthy Incidents

Chief Moy explained that with the new gate arms, there are not as many gate runners as before. However, there are still transients that occasionally trespass into the Community.

Chief Moy informed the Committee that on June 4th, Security Patrol Officer, Iman Movassaghi, found a male subject hiding behind a mailroom. Officer Movassaghi alerted Dispatch and requested a backup unit to assist. The subject was uncooperative and Officer Movassaghi used his command presence and a professional demeanor to keep the subject calm and compliant. The Orange County Sheriff's Department responded and arrested the subject for trespassing, possession of a controlled substance, and providing false information to a Law Enforcement Officer.

Chief Moy stated that there is a dedicated Commendation Wall inside the Security Office which has a picture of each Officer that receives a commendation. The goal is to completely cover the wall with well-deserved commendations.

Security Statistics

Chief Moy reported on the statistics for the Security Department that includes foot patrols, notice of violations, crimes, traffic collisions, RV lots, Social Services and the Compliance Division. Reports are attached to the official minutes of this meeting.

Chief Moy went over the Notice of Violations stats and explained that the increase of OPP and decals is due to the fact that the night crew has been very active through their patrol and by walking the cul-de-sacs.

Chief Moy explained that summer is coming so the amount of petty thefts will most likely increase. He reiterated that Residents should remember to "Hide it, Lock it, or Lose it".

ITEMS FOR DISCUSSION AND CONSIDERATION

Nuisance and Harassment Policy

Chief Moy presented the Nuisance and Harassment Policy. The Committee commented and asked questions.

Director Parsons made a motion to approve the Nuisance and Harassment Policy. Director Achrekar seconded the motion.

By unanimous vote, the motion carried

Locks for Coin Boxes

Chief Moy presented Locks for Coin Boxes. He explained that there are 175 Laundry Rooms are in United Mutual. He informed the Committee that around the Aliso Creek area, someone is breaking into the coin boxes. Chief Moy stated that a recommendation has been made to United Mutual to invest in security coin guards which are a cover that conceals the coin box lock. He also stated that this recommendation will also be presented to Third Mutual.

Surveillance Cameras

Chief Moy presented on Surveillance Cameras. He explained that the Community is not equipped with Wi-Fi so it is difficult to put cameras up as most camera systems require Wi-Fi to connect. For right now, non-Wi-Fi cameras are being used and placed in different areas of the Community.

ITEMS FOR FUTURE AGENDAS

- To be determined

CONCLUDING BUSINESS

Committee Member Comments

Director Cunningham, Achrekar, and English commend Chief Moy for doing a great job with Security.

Director Addington stated that Dispatchers should have a distinguished shirt to stand out.

Director Parsons asked Chief Moy to look into the entrance to the Community from Gate 8. If the driver wants to turn left, that can potentially lead to accident as there is no stop sign anywhere close by.

DATE OF THE NEXT MEETING

The next meeting is scheduled for Monday, August 26, 2019, at 1:30 p.m. in the Laguna Woods Village Community Center, Board Room.

ADJOURNMENT

There being no further business to come before the Committee, Chair Tibbetts adjourned the meeting at 3:04 p.m.

DRAFT

Don Tibbetts, Chair