



OPEN MEETING

REGULAR OPEN MEETING OF THE GOLDEN RAIN FOUNDATION COMMUNITY ACTIVITIES COMMITTEE*

**Thursday, December 8, 2022 – 1:30 P.M.
Board Room/Virtual Meeting**

Laguna Woods Village owners/residents are welcome to participate in all open committee meetings and submit comments or questions regarding virtual meetings using one of two options:

1. Join the Committee meeting via a Zoom link at: <https://us06web.zoom.us/j/87439575498> or by calling (669) 900-6833; Access Code: 874 3957 5498
2. Via email to meeting@vmsinc.org any time before the meeting is scheduled to begin or during the meeting. Please use the name of the committee in the subject line of the email. Name and unit number must be included.

NOTICE AND AGENDA

This Meeting May Be Recorded

1. Call to Order
2. Acknowledgement of Media
3. Approval of the Agenda
4. Approval of Meeting Report for November 10, 2022
5. Chair's Remarks
6. Department Head Update
7. Member Comments (Items not on the agenda)

At this time Members only may address the Committee regarding items not on the agenda and within the jurisdiction of this Committee. The committee reserves the right to limit the total amount of time allotted for the Member Comments to thirty minutes. A member may speak only once during the forum and each speaker is limited to three minutes. Speakers may not give their time to other people, no audio or video recording by attendees, and no rude or threatening comments.

Consent:

8. Financial Statement
9. Recreation Dashboard

Reports: (Receive and File or Provide Recommendations)

10. None

Items for Discussion and Consideration: (Entertain a Motion to)

11. Rock 'N Rollers Club Exception Request to Clubhouse Holiday Hours
12. GRF Credit Card and Transaction Fee (ActiveNet)

Items for Future Agendas:

- Poster Policy Review (Staff was directed at the CAC agenda prep meeting on November 17, 2022, to add the poster policy to the operating rules and to discuss this topic at a future CAC meeting.)
- Facility Operating Rules
- Performing Arts Center Rental Fees

Concluding Business:

- Committee Member Comments
- Date of Next Meeting: Thursday, January 12, 2023 at 1:30 p.m.
- Adjournment

*A quorum of the GRF Board or more may also be present at the meeting.

Yvonne Horton, Chair
Alison Giglio, Interim Staff Officer
Telephone: 597-4270

OPEN MEETING

REPORT OF THE REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION COMMUNITY ACTIVITIES COMMITTEE

Thursday, November 10, 2022 – 1:30 p.m.
Board Room/Virtual Meeting

MEMBERS PRESENT: Yvonne Horton, Chair, Elsie Addington, Pearl Lee, Diane Casey, Annie McCary, Mark Laws, Dennis Boudreau, Ajit Gidwani

MEMBERS ABSENT: Ryna Rothberg

OTHERS PRESENT: Bunny Carpenter, Juanita Skillman, Joan Milliman, Maggie Blackwell

STAFF PRESENT: Alison Giglio, Jennifer Murphy, Tom McCray, Jackie Chioni

Call to Order

Chair Horton called the meeting to order at 1:33 p.m.

Acknowledgement of Media

There was no press present.

Approval of Agenda

Director McCary made a motion to approve the agenda, no second.

Director Laws inquired as to the Poster Policy Review not listed on the agenda. Chair Horton stated staff was directed at a later date to leave the agenda item under Items for Future Agendas.

Motion passed unanimously.

Approval of Committee Report for October 13, 2022

Director Addington made a motion to approve the report, Director Casey seconded.

Motion passed unanimously.

Chair's Remarks

Chair Horton stated the Recreation Department is working diligently to staff all facilities.

Report of the Recreation and Special Events Director

Ms. Giglio stated the Garden Center operating rules have been approved; the next step is to identify Garden Center compliance priorities and begin a more thorough inventory to build a more accurate data base; in the planning stages for tree trimming at both centers and will be communicating with gardeners about upcoming work when scheduled; there are currently 20 Garden Centers volunteers supporting staff and gardeners with life challenges; a new Fitness membership module has been installed; there are approximately 2,500 to 3,000 cups of coffee self-served per month at the Drop-in lounge at Clubhouse 1 as it is open every day 8 a.m. to 10 p.m. with 13 to 15 room reservations a day; the Performing Arts Center billiards room has expanded hours to include Monday and Wednesday nights from 6 to 10 p.m. to accommodate men's and women's club nights; over 2,000 people attended the Bonanza at Clubhouse 4 in which over 100 resident artists sold self-created items; the lobby furniture at Clubhouse 5 has been replaced; the Thanksgiving buffet sold out in five days; pool covers have been added to maintain temperatures of the pool water; outside services have been contracted for daily pool maintenance while the pool technician is on medical leave; annual pool maintenance is underway with Pool 2 as the next pool to be closed; there are currently two lesson horses at the Equestrian Center; the Halloween Hoedown hosted approximately 350 attendees; a new Equestrian Center stable lead has been hired; Library volunteers worked 756 hours supporting 2,685 residents in October and 3,243 items circulated through the front desk in October .

Mr. McCray stated carts are restricted to cart paths after rain as protecting the greens is the priority; the driving range suffers after rain as there is no grass; the Par 3 must remain closed after rain if deemed unsafe and will be reopened tomorrow; courses are analyzed each morning after rain to ensure safety and greens protection; tee reseeding is going well; text messaging communication with golfers who opt in has been instituted to allow for alerts or special event announcements that may impede play; first session of the Silver Tees program went very well; the next Silver Tees session starts in three weeks; the fencing at the driving range is completed and the remaining project is scheduled to begin in March; holiday merchandise promotions will be held; Mr. McCray thanked the projects team for their assistance.

Director McCary inquired as to the location of merchandise sales. Mr. McCray stated a small amount of merchandise is located at the Par 3 with most at the Golf pro shop. Director Lee inquired as to the comparison of activity volume today versus pre-COVID. Mr. McCray stated it has nominally increased as there is no room to increase play. Director Lee stated those moving in are younger and they may be more active with regards to golf. Mr. McCray stated staff instructs those individuals wishing to play golf on the use of the foreUP reservation system.

Ms. Murphy stated the Veterans day event will be held at Clubhouse 2, 10 to 11 a.m. with a guest speaker, colors to be presented and light refreshments; the free Monday movie, *Spencer*, will be hosted at the Performing Arts Center on November 21 at 2 p.m.; the

Volunteer Luncheon will be hosted at Clubhouse 5 on December 2 for the 2022 volunteers; on December 3 Clubhouse 1 will host the holiday tree lighting at 6 p.m. which will include a toy drive, hot cocoa and cookies; the Christmas buffet will be hosted at Clubhouse 5 at 1 p.m. and tickets will go on sale on November 29 at the Clubhouse 5 office; the Performing Arts Center will host a variety show on New Year's Eve starting at 7:30 p.m. with tickets on sale now at the Performing Arts Center box office; Clubhouse 5 will host Rockin' New Year's Eve at 6:30 p.m. with dinner, live music and a champagne toast.

Chair Horton stated Mr. McCray has done a great job. Director Addington inquired as to distributing Garden Center operating rules to all gardeners. Ms. Giglio stated new gardeners receive a copy when securing a garden or tree plot and the rules may be viewed online. Ms. Giglio stated staff will send a message to all gardeners instructing them how to locate the rules online and anyone may request a hard copy from staff.

Member Comments (Items Not on the Agenda)

Members were called to speak regarding the following: use of the GRF mobile stage, Laguna Woods Village buses and cocktail tables for a club event; extension of Veterans Day holiday hours to allow for a club dance in 2023.

Discussion ensued.

Staff was directed to follow up with the VMS Risk Manager in regards to insurance carrier response to club use of the GRF mobile stage.

Staff was directed to create a staff report regarding the Veterans Day exception and present at CAC next month.

CONSENT

Director Addington made a motion to approve the consent calendar, Director Casey seconded.

Motion passed 5-1 (Director Laws abstained).

REPORTS

Clubhouse Expanded Hours - Ms. Giglio stated Recreation is in the process of hiring more Recreation Leaders to assist with all clubhouse operations during open hours. She stated the top priority is opening more hours at Clubhouse 7, then Clubhouse 2.

Members were called to speak regarding the following: exception of use of Clubhouse 2 outside of current operating hours in April for a wedding; exception of use of Clubhouse 7 outside of current operating hours; staff training of AV equipment.

Discussion ensued.

ITEMS FOR DISCUSSION AND CONSIDERATION

2023 Aquadettes Billing – Ms. Murphy stated the staff report regarding the Aquadettes proposed payment of \$1,250 to GRF for the 2023 Aqua Follies show.

Director Addington made a motion to have the Aquadettes pay GRF the amount of \$2,250 for the 2023 Aqua Follies show, Director Casey seconded.

Members were called to speak regarding the following: Aquadettes thanked CAC and GRF for supporting the 2022 Aqua Follies show; costs for Aqua Follies show; ticket sales; club working with VCF for donations; sponsorship for this event; club to club donations.

Discussion ensued.

Motion passed 4-1 (Director Laws voted against).

ITEMS FOR FUTURE AGENDAS

GRF Credit Card and Transaction Fee (ActiveNet) – Staff was directed to bring this item to the Community Activities Committee on December 8, 2022.

Poster Policy Review – Staff was directed to bring this item to the Community Activities Committee on December 8, 2022.

Facility Operating Rules – Staff was directed to keep this item under Items for Future Agendas.

Performing Arts Center Rental Fees – Staff was directed to keep this item under Items for Future Agendas.

CONCLUDING BUSINESS

Committee Member Comments

Advisor Gidwani stated the Recreation Department makes every effort to assist the community and stated the Aqua Follies show is great.

Director Lee stated she is looking forward to next year's Aqua Follies show.

Director Addington stated she is looking forward to discussing the GRF Credit Card and Transaction Fee through ActiveNet agenda item in the future.

Director McCary stated she loves the Aqua Follies show.

Advisor Boudreau stated the golfers pay the credit card fee at Golf.

Date of Next Meeting

The next regular meeting of the GRF Community Activities Committee will be held both in the board room and virtually via the Zoom platform at 1:30 p.m. on Thursday, December 8, 2022.

Adjournment

There being no further business, the Chair adjourned the meeting at 3:17 p.m.

Yvonne Horton

Yvonne Horton, Chair

**Golden Rain Foundation of Laguna Woods
Proforma Recreation Services Summary of Operations
10/31/2022**

	Admin	Aquatics/Fitness	Bar Services	Clubhouses	Equestrian	Garden Centers	Golf	PAC	YTD ACTUAL	YTD BUDGET	VAR\$ B/(W)
Non-Assessment Revenues:											
Golf Green Fees	\$0	\$0	\$0	\$0	\$0	\$0	\$1,522,493	\$0	\$1,522,493	\$1,334,980	\$187,513
Golf Operations	0	0	0	0	0	0	308,341	0	308,341	297,200	11,141
Merchandise Sales	0	156	45,947	0	0	0	272,743	0	318,846	242,430	76,416
Clubhouse Rentals and Event Fees	10,297	695	0	164,199	25,004	790	12,081	242,139	455,204	516,889	(61,685)
Rentals	0	0	0	(25)	0	48,480	45,430	0	93,885	92,830	1,055
Fees and Charges for Services to Residents	0	0	0	0	0	0	0	298	298	0	298
Miscellaneous	57,605	92,695	90	73,497	139,391	0	55	9,191	372,524	334,856	37,668
Total Non-Assessment Revenue	67,902	93,546	46,037	237,671	164,394	49,270	2,161,144	251,628	3,071,591	2,819,185	252,406
Expenses:											
Employee Compensation	554,947	335,368	10,952	523,590	238,363	59,473	1,314,732	222,713	3,260,140	3,350,757	90,617
Expenses Related to Employee Compensation	154,060	114,083	3,342	153,438	48,146	23,283	501,931	55,538	1,053,819	1,152,913	99,094
Materials and Supplies	5,072	112,679	0	96,695	159,695	18,190	197,291	11,282	600,904	507,342	(93,562)
Cost of Goods Sold	0	0	18,609	0	0	0	192,372	0	210,981	139,820	(71,161)
Community Events	16,269	5,884	0	88,274	7,180	967	255	167,287	286,115	354,859	68,744
Utilities and Telephone	611	176,981	0	557,284	20,067	65,370	612,357	107,388	1,540,057	1,240,381	(299,676)
Equipment Rental	0	21,291	0	0	0	0	48,030	0	69,322	61,130	(8,192)
Outside Services	51,290	512,321	114	32,874	18,390	1,062	206,859	21,298	844,207	694,360	(149,847)
Repairs and Maintenance	0	9,083	0	19,520	12,666	0	19,224	2,607	63,100	78,906	15,806
Other Operating Expense	26,765	3,694	0	15,743	1,046	491	15,815	2,507	66,061	91,786	25,725
Property and Sales Tax	43	11	3,305	212	28	102	20,421	25	24,147	15,561	(8,586)
Total Expenses	809,057	1,291,394	36,322	1,487,628	505,582	168,938	3,129,287	590,644	8,018,853	7,687,815	(331,037)
Net Cost (before allocations)	\$741,156	\$1,197,848	(\$9,715)	\$1,249,957	\$341,188	\$119,668	\$968,143	\$339,016	\$4,947,262	\$4,868,630	(\$78,632)
Allocated To Departments	(529,317)	0	0	(33,652)	0	0	0	0	(562,969)	(521,828)	41,140
Allocated From Departments	227,549	133,842	9,452	508,167	46,543	6,452	110,500	86,816	1,129,321	1,207,377	78,055
Net Cost	\$439,388	\$1,331,691	(\$262)	\$1,724,472	\$387,730	\$126,121	\$1,078,643	\$425,833	\$5,513,615	\$5,554,179	\$40,564



UPCOMING EVENTS

- Dec 25:** Christmas Buffet, Clubhouse 5, 1 p.m.
- Dec 31:** New Year's Eve Concert, PAC, 7:30 p.m.
- Dec 31:** Rockin' New Year's Eve, Clubhouse 5, 6:30 p.m.
- Jan 9:** College Football National Championship, Clubhouse 5, 5 p.m.
- Jan 16:** Monday Movie, *TBD*, PAC, 2 p.m.
- Jan 23:** Monthly Dinner, Clubhouse 5, 5 p.m.
- Jan 28:** Village Bazaar, Clubhouse 5, 10 a.m.
- Feb 12:** The Big Game, Clubhouse 5, 2:30 p.m.
- Feb 14:** Valentine's Day Dinner and Dance, Clubhouse 5, 5:30 p.m.
- Feb 20:** Monday Movie, *TBD*, PAC, 2 p.m.
- Feb 25:** Saturday Night Dance, Clubhouse 5, 6:30 p.m.



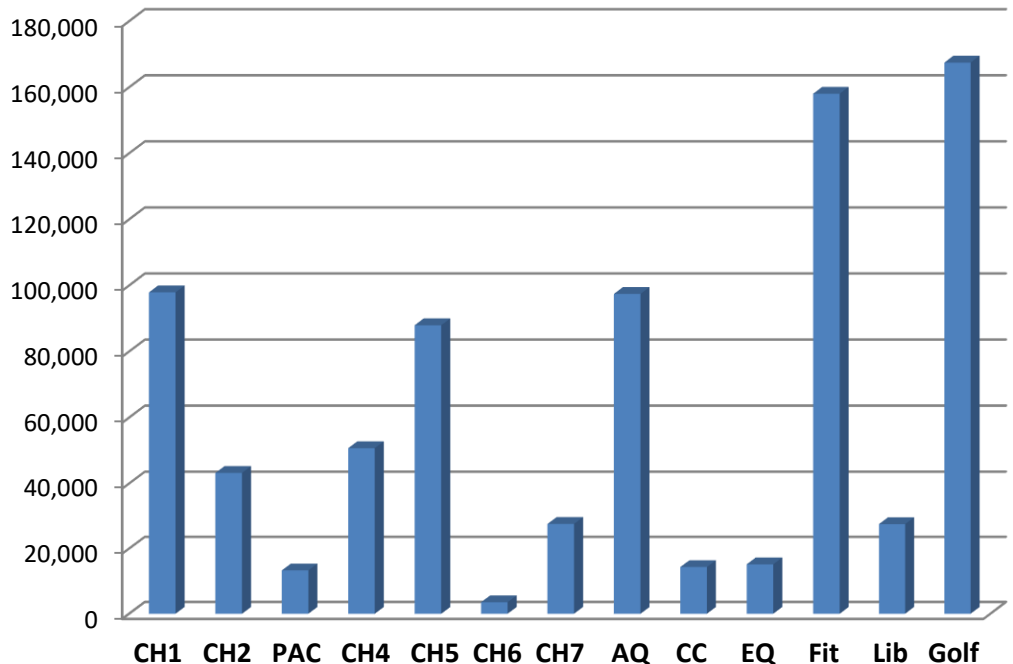
The Performing Arts Center will host New Year's Eve on December 31 at 7:30 p.m. with five incredible acts in one festive night including live music, comedy pianist, magician and impressionist.

EXCITING NEWS

The annual Volunteer Luncheon was held on December 2 with over 400 volunteers recognized for their service to the community-THANK YOU!!

New hours for Clubhouse 7 will begin the week December 5: Sunday through Friday, 8 a.m. to 10 p.m. (excluding Saturday).

Facility Usage (2022 YTD)



FEATURED PROGRAM

Come dance the night away with Stone Soul at Clubhouse 5 Rockin' New Year's Eve on December 31 with dinner served at 7:15 p.m. Complimentary champagne will be served from 9 p.m. to midnight.

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STAFF REPORT

DATE: December 8, 2022
FOR: Community Activities Committee
SUBJECT: Rock 'N Rollers Club Exception Request to Clubhouse Holiday Hours

RECOMMENDATION

Review and make a recommendation regarding the Rock 'N Rollers Club request for an exception (Attachment 1) to Clubhouse Holiday Hours, resolution 90-20-19 (Attachment 2).

BACKGROUND

The Recreation and Special Events Department oversees all recreation facilities. On May 5, 2020 GRF approved and adopted Clubhouse Holiday Hours allowing all clubhouses to limit hours on Veteran's Day from 9 a.m. to 2 p.m. beginning January 2021.

DISCUSSION

Rock 'N Rollers Club is requesting to meet in Clubhouse 5 on Saturday, November 11, 2023 from 3 p.m. to 10 p.m. Currently, Clubhouse 5 is scheduled to be closed at 2 p.m.

Full time and part time hourly staff who are scheduled to work on one of the designated VMS holidays receive holiday pay equal to 1.5 times base pay.

FINANCIAL ANALYSIS

The Rock 'N Rollers Club reservation is for seven hours. Setup and breakdown of the main lounge takes a total of four hours. The cost to staff Rock 'N Rollers Club on November 11, 2023 is approximately \$477; total includes wage rate (plus holiday pay), burden rate and overhead rate. The labor (\$477) and room rental (\$170) total \$647.

Prepared By: Jennifer Murphy, Recreation Manager

Reviewed By: Alison Giglio, Interim Recreation and Special Events Director
Jose Campos, Assistant Director of Financial Services
Catherine Laster, Services Manager

ATTACHMENT(S)

ATT 1: Recreation Request Form-Rock 'N Rollers Club
ATT 2: Resolution 90-20-19

Attachment 1

Laguna Woods Village

Recreation Committee Request Form

PLEASE NOTE: THIS FORM IS NOT FOR ROUTINE RECREATION REQUESTS

Your request is important to us and will be handled accordingly. Per the policy of the Golden Rain Foundation (GRF), if your request falls outside the scope of the Recreation Department's authority, it will be forwarded to the Community Activities Committee (CAC) for review. If you are unsure whether your request falls into this category, please contact the on-site facility Supervisor or the Recreation Manager at 597-4482 in order to make that determination. CAC will then review the request and determine the proper course of action. If necessary, CAC will make a recommendation to the GRF Board of Directors for action. You will then be notified of the Committee or Board's decision. Please be patient as this process may take several months.

Print Requestor Name: _____ Date: 11/1/22

Print Individual, Club or Organization Name: Rock 'N Rollers

Manor: _____ Phone: _____ E-mail: _____

Request (please check one):

- Change/Exception to Policy Donation Staff Time Request
 Equipment Request Facility Request Other: _____

Explanation:

Please explain the circumstances of your request. Include approximate cost, dates, times and locations when necessary. Please use reverse side or attach a separate sheet if necessary.

(Please see ATTACHED)
It is noted that the LW Recreation department has cancelled our 2023 scheduled Thanksgiving Clubhouse due to closing early on Veterans Day. Please also note that the tables & chairs needed are customarily set up by 3:00 pm.
Recreation has already cancelled our September 2023 event due to celebrating Grandparents Day.
It is imperative that our November 2023 date is not cancelled, as it is particularly important.

Requestor Signature: _____

Signatures of All Other Individuals/Club Presidents Affected by this Request:

Signature	Manor #.	For	Undecided	Against
_____	_____	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Please attach a separate sheet if more signatures are necessary)

PLEASE FORWARD COMPLETED REQUEST FORM TO:

Laguna Woods Village Recreation Department
 P.O. Box 2220, Laguna Woods, CA 92637

to our long-time Veteran Members. At this event all our Veterans are honored at the stage, for all members to recite the Pledge of Allegiance, followed by a parade of each Vet marching to "I'm proud to be an American." This is something we most appreciate and is always appreciated by our Vet's.

We kindly ask that you extend the hours of Clubhouse's for our Club days for November 2023, Veteran's Day, to celebrate our most attended event of the year.

Respectfully,

Recreation Committee Request Form Guidelines

- **Change/Exception to Policy:** The GRF Board of Directors has established policies and practices governing the use of the Community's recreational facilities. Recreation Department staff do not have the authority to grant exceptions or make changes to these policies. However, special circumstances, as determined by GRF, may warrant a change or exception to these policies.
- **Donation:** From time to time, individuals and clubs/organizations have offered monetary, materials, and equipment donations to enhance various facilities and activities. The proposed donations are reviewed by CAC to determine the associated short- or long-term impact of the donation. Upon approval by GRF, the donation will be accepted with thanks.
- **Staff Time Request:** Requests for staff time will be reviewed by the affected facility Supervisor and the Recreation Manager. If the request falls outside the scope of the GRF approved service level, it will be addressed by CAC with their recommendation forwarded to the GRF Board for final approval.
- **Equipment/Facility Request:** Equipment within Laguna Woods Village facilities and the facilities themselves are updated and maintained in some cases as needed and in other cases on a schedule with the Maintenance Division. The need for a piece of equipment or facility to be fixed, replaced or added must be addressed by CAC and approved by GRF.

OFFICE USE ONLY

WORK CENTER	#	HANDLED BY STAFF		COMMENTS/COMPLETED DATE
		YES	NO	

If No: *Check Below*

REFERRED TO	DATE	COMMENTS/COMPLETED DATE
CAC M&C SECURITY GRF FINANCE GRF OTHER		

Attachment 2

RESOLUTION 90-20-19
CLUBHOUSE HOLIDAY HOURS

WHEREAS at the March 12, 2020 Community Activities Committee (CAC) meeting, staff recommended to authorize the Recreation and Special Events Department to adjust clubhouse holiday operating hours on certain holidays beginning January 2021;

WHEREAS New Year's Day bookings are nonexistent with few reservations taking place on President's Day, Memorial Day, Independence Day, Labor Day, Veterans Day and the Friday after Thanksgiving. Saddleback Emeritus classes are not in session on VMS holidays and clubhouse facilities are vacant and underutilized. With ample notice of limited hours (9 a.m. to 2 p.m.) on said holidays residents will still have the ability to fulfill any needs they may have at the facility. Limit Clubhouse 1 to the hours of 9 a.m. to 6 p.m. for the first year;

WHEREAS clubhouses will remain open on Thanksgiving Day, Christmas Eve and Christmas Day from 8 a.m. to 10 p.m. to accommodate the needs of resident events;

WHEREAS Proposed Clubhouse Holiday Hours will be as follows:

Close All Clubhouses	New Year's Day
Limit Hours 9 a.m. to 2 p.m.	President's Day, Memorial Day, Independence Day, Labor Day, Veterans Day and Friday after Thanksgiving
No Modifications	Thanksgiving, Christmas Eve and Christmas Day

WHEREAS fulltime and part time hourly staff who are scheduled to work on one of the 10 designated VMS holidays receive holiday pay equal to 1.5 times base pay;

WHEREAS the cost to staff six facilities from 8 a.m. to 10 p.m. on a designated holiday with a part time Recreation Leader is approximately \$2,772. The proposed closure of New Year's Day and limited hours of 9 a.m. to 2 p.m. on six elected holidays would have a cost savings of \$13,464 annually;

NOW THEREFORE BE IT RESOLVED, May 5, 2020, that the Board of Directors of this Corporation hereby adopts approval of staff recommendation to authorize the Recreation and Special Events Department to adjust clubhouse holiday operating hours on certain holidays beginning January 2021;

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

April Initial Notification

28-day notification for member review and comment to comply with Civil Code §4360 has been satisfied

Director Garthoffner made a motion to approve a resolution for clubhouse holiday hours. The motion was seconded by Director Soule.

Discussion ensued among the directors.

Director Soule made an amendment to make holiday hours affect all clubhouses except Clubhouse 7. The motion was seconded by Director Moldow. The amendment passed without objection.

Director Horton made an amendment to change clubhouse holiday hours from 9 a.m. to 6 p.m. for the first year for Clubhouse 1. The motion was seconded by Director Fitzekam. The amendment passed without objection.

President Carpenter called for the vote on the motion as amended and the motion passed without objection.

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STAFF REPORT

DATE: December 8, 2022
FOR: Community Activities Committee
SUBJECT: GRF Credit Card and Transaction Fee (ActiveNet)

RECOMMENDATION

Review and make a recommendation regarding the ActiveNet credit card and transaction fees incurred by GRF.

BACKGROUND

GRF upgraded the Recreation Department software from Safari to ActiveNet in 2010; resolution 90-10-25 (Attachment 1). ActiveNet is an internet-based application used for managing facility rentals, event and class registration and fee-based services.

DISCUSSION

The Recreation and Special Events Department oversees the use of facilities such as Clubhouses, Pools, Fitness Centers, Garden Centers, Golf Facilities and the Equestrian Center. Staff responsibilities include, but are not limited to, room reservations, ticket sales, classes, protect facilities and equipment, and enforce policy.

GRF currently pays all transaction and credit card fees for in-person transactions. In 2020 staff initiated online registration for classes and events; GRF has not paid any fees for online transactions. In-person ActiveNet fees can be paid entirely by GRF, partially by GRF or entirely by purchaser (resident).

FINANCIAL ANALYSIS

The current transaction fee is 2.93% for in-person transactions when processing a fee. When a credit card is used an additional fee of 3.5093% is applied.

Registration for programs without fees do not incur transaction fees; only payments trigger transaction fees. There are no transaction fees associated with transferring funds from one activity to another or when processing check refunds. There is a flat \$0.10 refund fee for credit card refunds.

The online processing fee is 6.4393% (transaction and credit card fees combined). The online processing fee is paid for by the purchaser (resident). Online revenue in 2020 was \$2,404; users paid a total of \$191.47 in processing fees. Online revenue in 2021 was \$7,010; users paid a total of \$435.10 in processing fees.

	In-Person Transaction Fees	In-person Credit Card Processing Fees	Total Annual Fees Paid by GRF
2019	\$19,610	\$16,882	\$36,492
2020	\$3,597	\$3,425	\$7,022
2021	\$7,487	\$5,146	\$12,633

The annual minimum fee for GRF to use the ActiveNet software is \$3,000 however, all transaction fees are used as credit towards the minimum yearly fee for using ActiveNet software. Thus, if transaction fees met or exceeded \$3,000 per year all ongoing costs for the software are incurred by purchasers (residents) and none would be incurred by GRF.

Prepared By: Jennifer Murphy, Recreation Manager

Reviewed By: Alison Giglio, Interim Recreation and Special Events Director
Jose Campos, Assistant Director of Financial Services
Catherine Laster, Services Manager

Committee Routing: Finance Committee

ATTACHMENT(S)

ATT1: Resolution 90-10-25

Attachment 1

GOLDEN RAIN
Foundation
of LAGUNA WOODS

Internet Ticket Purchasing for Recreation Events

DATE: March 4, 2010

FOR: Golden Rain Foundation
Board of Directors

SUMMARY / RECOMMENDATION

The Community Activities Committee requested Staff investigate methods to allow members to purchase tickets for recreation events through the Internet or the Community website with a credit card. Staff recommends *Alternative One: Upgrade Recreation Software to ActiveNet at a cost of \$8,200, to be funded from the Equipment Fund.* The minimum annual fee, if required, will be paid from the existing operating budget.

BACKGROUND

Last year, residents paid a total of \$74,000 for tickets to events at Golden Rain Foundation (GRF) facilities. Currently residents can only pay for recreation events with cash or checks, either at the facility where the event is held or at the Recreation office in the Community Center. GRF uses event scheduling and tracking software called Safari, but the version of this software that GRF is currently using does not support online ticket purchases. The Safari software runs on GRF computers and has an annual licensing and maintenance cost of approximately \$2,700. The Golden Rain Foundation has been using a version of this software for approximately 10 years.

The 30 Year Reserves Plan includes an expenditure of \$10,000 every 10 years to replace the Recreation Reservation System. The next replacement is scheduled for 2013.

ANALYSIS / ALTERNATIVES

Active Network, the company that produces the Safari software used by GRF for event ticket sales, has developed two subsequent generations of software for managing recreation facilities. The most recent generation of event scheduling and tracking software, ActiveNet, would allow members to pay for events with credit cards, either through the Internet or in person at recreation facilities. It can also require that purchasers enter member ID numbers to prevent non-members from purchasing tickets through the Internet.

ActiveNet does not currently support the selection of specific seats for venues like Clubhouse 3, but the company expects to add this feature soon. Unlike the current Safari software which runs locally on GRF equipment and requires periodic upgrades, this new software runs on Active Network's computers and is accessed through the Internet. An Internet-based application eliminates the need for onsite maintenance and makes future updates to the software instantly available. The initial cost to upgrade would be \$8,200, but this would be offset because it would eliminate the need for the 30 Year Reserves Plan's \$10,000 expenditure on Recreation Reservation System replacement in 2013. The annual minimum fee for GRF to use the ActiveNet software for event scheduling would be \$3,000. Although this is more than the annual \$2,700 licensing and maintenance cost for Safari, the annual minimum

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Golden Rain Foundation Board of Directors
Internet Ticket Purchasing for Recreation Events
March 8, 2010
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fee for ActiveNet may be partially or entirely borne by the purchasers through transaction fees. Although some members may be displeased with the new transaction fees, this is more equitable to all members because primarily the members who are attending recreation events, and therefore creating the need for a scheduling software, will be paying for the maintenance of ActiveNet. This stands in contrast to the current arrangement where all members pay equally for the maintenance of Safari even if they never benefit from its use. See Attachment A for a table of online and in-person transaction fees.

Staff ran a comparison of the maintenance and licensing fees of Safari with the initial and ongoing costs of ActiveNet and future replacement costs. This comparison revealed that switching to ActiveNet would be less costly than the existing system within in approximately 3 years of its implementation.

In addition to offering online credit card purchases and long-term cost savings for GRF, the new ActiveNet software would also allow for better tracking and analysis of GRF facility usage. Using ActiveNet would be more effective than the current software in scheduling future events and determining the need for modifications or additions to GRF facilities and will reduce the amount of Staff time needed to carry out these activities.

Alternative One: Upgrade Recreation Software to ActiveNet at a cost of \$8,200 from the Equipment Fund

Under this alternative, GRF would implement the new ActiveNet recreation software with the initial costs of \$8,200 to be funded as a supplemental appropriation from the GRF Equipment Fund. The minimum annual fee, if required, would be paid from the existing operating budget. The initial costs include an estimate of up to \$6,000 for training to use the new software, up to \$1,600 for the transfer of data from the old Safari software to the new ActiveNet software platform, and a \$600 flat fee for system architecture. Staff believes the quotes for training and data transfer represent very conservative estimates, and the actual costs could be much lower, though it is not possible to predict how much lower. Further, these initial costs will be offset by saving the \$10,000 budgeted to replace the Recreation Reservation System in 2013.

Purchases of event tickets through the new ActiveNet software would incur transaction fees whether the purchase is made in-person at GRF facilities or online; however, all transaction fees would be used as a credit toward the \$3,000 minimum yearly fee for using the ActiveNet software. Thus, if transaction fees met or exceeded \$3,000 per year, all ongoing costs for the system would be borne by ticket purchasers and none would be borne by GRF. At current transaction levels, Staff estimates that in its first year online purchases would generate \$1,600 of transaction fees, in-person purchases at Recreation facilities would generate \$1,000 of transaction fees, and the remaining \$400 in costs would be borne by GRF. The final portion borne by GRF would likely disappear in subsequent years as members gain familiarity with the new system and online orders increase as a proportion of all transactions.

Staff recommends implementation of the new ActiveNet software because it will allow for credit card transactions both online and at GRF facilities, will eliminate the cost of replacing and maintaining the current Safari software, and will increase the service level by increasing the convenience and user friendliness of the reservation system; add further capabilities for

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scheduling, improve the analysis of facility usage, and should pay for itself within in approximately 3 years of its implementation.

Alternative One: Implement ActiveNet Software for Recreation	Costs
Training	\$6,000
Data Conversion	\$1,600
System Architecture	\$600
Total	\$8,200

Alternative Two: Status Quo

Under this alternative, credit card and Internet transactions for recreation events will not be implemented at this time. The existing maintenance fee for Safari will continue, currently \$2,700 per year, with replacement of the software with a similar version planned in 2013. Staff does not recommend this alternative because it is more costly and will not satisfy the requests for credit card and online ticket transactions.

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Attachment A – Online Transaction Fees

Payment Method	Online Transaction Fee	In-Person Transaction Fee
Credit Card	6.5% + \$0.50	3.75%
Cash or Check	N/A	1.5%

RESOLUTION 90-10-25

WHEREAS, the current procedure for residents to purchase tickets to events at GRF facilities is by way of check or cash; and such transactions are scheduled and tracked through software called Safari which does not support on-line ticketing;

NOW THEREFORE BE IT RESOLVED, April 6, 2010, that the Board of Directors of this Corporation hereby authorizes a supplemental appropriation in the amount of \$8,200 to be funded from the Equipment Fund; and

RESOLVED FURTHER, that such funds shall be used to upgrade the Recreation Division's reservation system software to ActiveNet to allow members to pay for events with credit cards, either through the Internet or at GRF recreation facilities; 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.