



GRF MEDIA & COMMUNICATIONS MEETING OF THE GOLDEN RAIN FOUNDATION

**Wednesday, February 19, 2020 - 9:30 AM
Laguna Woods Village Community Center Board Room 24351 El Toro Road**

NOTICE OF MEETING AND AGENDA

- 1. Call to Order**
- 2. Acknowledgement of Media**
- 3. Approval of the Agenda**
- 4. Approval of Meeting Report - Date**
- 5. Chair's Remarks**
- 6. Member Comments (Items Not on the Agenda)**
- 7. Director's and Staff Forum**

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 the Chair of the Committee, such item(s) shall be the subject of further discussion and action by the Committee.*

REPORTS:

- 8. Broadband & Contracts Report - Eileen Paulin**
- 9. Marketing and Communications Report - Eileen Paulin**

ITEMS FOR DISCUSSION AND CONSIDERATION:

- 10. Voting - Chair Annette Sabol Soule**
- 11. Mobility & Vehicles Committee Charter - Chair Annette Sabol Soule**

ITEMS FOR FUTURE AGENDAS:

CONCLUDING BUSINESS:

- 12. Committee Member Comments**
- 13. Date of Next Meeting - Monday, March 16 at 1:30 p.m.**
- 14. Adjournment**



OPEN MEETING

THE GOLDEN RAIN FOUNDATION MEDIA AND COMMUNICATIONS COMMITTEE

Wednesday, January 22 at 9:30 a.m.

Laguna Woods Village Community Center, Board Room
24351 El Toro Road, Laguna Woods, CA 92637

REPORT

MEMBERS PRESENT: Chair Annette Sabol Soule, Directors Pat English, Beth Perak, Annie McCary, Elsie Addington, Lynn Jarrett, Juanita Skillman, and Advisers Carmen Pacella and Frank Tybor.

MEMBERS ABSENT: Director Ryna Rothberg and Advisor Tom Nash.

OTHERS PRESENT: Richard Rader – VMS, Jon Pearlstone – Third and Bunny Carpenter – GRF

STAFF PRESENT: Eileen Paulin, Chuck Holland, Paul Ortiz and Becky Jackson

1. Call to Order

Chair Annette Sabol Soule called the meeting to order at 9:33 a.m.

2. Acknowledgement of Media

Paul Ortiz from Village Television arrived after acknowledgement of media.

3. Approval of the Agenda

Agenda was approved with changes in Items for Discussion and Consideration, Marketing in the Village with Richard Rader and Pat English.

4. Approval of Meeting Report from December 16, 2019

Report was approved with below changes:

Richard Rader—VMS

Bunny Carpenter—GRF

5. Chair's Remarks

The Laguna Woods Globe Letters to the editor dated Thursday, January 16, contained two letters: one from Gary Draper and one from Karen Macrorie, each protesting the loss of channels 428 and 429. Since August 2019, MACC has been reporting that Laguna Woods Village is part of a programming consortium that saves 50 percent on all bundled programming costs. The consortium does not allow any of its members to make any particular channels premium or pay per view. The 2020 alternative for residents is to discontinue use of Broadband services entirely and subscribe to YouTube TV for \$50 per month which does not carry Channel 5 but does include both

discontinued 428 and 429 Fox channels, allowing them to view Angels Baseball, Clippers Basketball and Ducks and Kings Hockey teams. Approximately \$5 million will be saved by GRF by eliminating these two channels and their staggered programming contract increases from 2020 through 2022. GRF voted to eliminate these two overweighed channels, which comprised of more than 40 percent of the programming budget. Please note that Sling TV and Dish also discontinued these two channels.

Out-of-pocket costs in 2019 were \$19.32 per month per manor for cable. In 2020, the cable price per month per manor is \$10.96, an \$8 per month per manor decrease by removing these two channels. Currently basic cable is \$10.96 and basic internet is \$23.75. This translates to paying \$34.71 for basic cable and internet services, which provide "White glove service to seniors, which must be factored into the above costs; for example, sending a service truck to come to a resident's home to find their remote or assist in changing out batteries. The elimination of just these two channels kept GRF assessment creep from happening. An additional \$20 to \$22 per manor per month assessment will not occur over the 3 year period of 2020-2022. In 2020, GRF increased its assessments \$2.77, which included an extra \$1 going into reserves, allowing GRF to absorb the additional unexpected insurance expenses which began in January.

The first goal in 2020 is to switch the remaining 400 SD TV users to HD boxes. The \$7.95 per month set top box is recommended; alternatively, residents may plug directly into the wall to access over 70+ channels at no additional cost. Broadband's second priority is to remap the channel guide program categories, which means elimination of the 400 series. For example, channel 2 and 402 becomes channel 2 under all HDTV. This message will be repeated again at the February GRF board meeting. There have been continued efforts by Chuck Holland to appear repeatedly on Village TV's This Day from November 2019 through January 2020, along with the crawl and other advertisements carrying this message. The Media and Communications Committee will continue efforts to get the word out to everyone.

6. Member Comments (Items not on the Agenda)

Philip Grossman (887-B) was called to speak. He explained he has been having difficulty with Broadband services and repairs.

Jerry Jones (142-B) was called to speak. He expressed he was unhappy with the cancellation of 428 and 429, Fox Sports channels.

7. Director's and Staff Forum

Chuck Holland will make sure to talk to his staff about the issues Mr. Grossman experienced. He had also addressed Mr. Jones, stating the cost of renewing the contracts was reviewed and it was decided renewal would not be in the best interest for the community.

Chair Soule stated that Sling TV and Dish have dropped these channels due to the cost of renewal.

Eileen Paulin suggested a cheat sheet for alternatives for viewing these channels.

REPORTS:

8. Marketing and Communications—Eileen Paulin

Ms. Paulin presented Village Management Services Mission: To ensure Laguna Woods Village residents receive unparalleled opportunities to enjoy the utmost in active living. She then presented the Media and Communications Department Mission: To promote a well-informed community that optimizes the resources and amenities available to all residents of Laguna Woods Village, the West's premier private community for active 55+ adults.

Ms. Paulin presented the new layout and designs that have been implemented since February of 2018. She provided data on those residents not being reached by the Media and Communications Department and presented the Village Breeze magazine launch, scheduled for February 2020. The Village Breeze will reach the 6,900 residents who are not subscribed to digital communications. Ms. Paulin shared mockups, key information and benefits, which include:

- Single-sponsor concept covers hard costs; partnership with MemorialCare makes this possible
- Key information under one cover, delivered to every residence
- Creates strong sense of community; creates a reliable resource for vital Village information
- Reduces cost of communication, less in-house printing
- Reaches all residents via a common platform
- Electronic format with live links to all referenced items
- Bonus distribution to 22 medical sites throughout Orange County – potential new residents

Ms. Paulin proposed an editorial advisory board comprised of GRF Media and Communications Committee members and its advisors; presidents of Third, United, GRF and VMS; and Media and Communications Department staff. She also suggested placing financials on the website the day after they are presented in lieu of printing them in the magazine.

Featured content would include:

- General Services (including Transportation), Landscaping, Resident Services, Finance, Recreation, Security, Social Services, Maintenance & Construction, Media & Communications and the Office of the CEO
- Updates from boards of directors of housing mutuals, GRF, Mutual No. 50 and VMS
- Class schedules and Recreation event notices
- Village map
- Feature stories of interest to residents
- City and community news when appropriate (2020 Census, new voting procedures)

Content not included:

- Opinions, letters to the editor
- Club news
- Special interest group information that is not vetted by the editorial advisory board

9. Broadband and Contracts—Eileen Paulin

Ms. Paulin reported that Fox increased other channels over budget in 2020, which was not anticipated. Negotiations through NCTC ensued; a contract is in place for the next three years. She also reported that she will provide reports going forward, while Mr. Holland operates the Broadband back end.

ITEMS FOR DISCUSSION AND CONSIDERATION:

10. Approval for Broadband Consultant—Chuck Holland

Mr. Holland presented a recommendation for a supplemental appropriation from the Contingency Fund in the amount of \$50,000 to engage a consulting firm to conduct a review of Broadband Services operations and provide alternate options for providing cable TV and internet to the community. A motion was made by Juanita Skillman to use a supplemental appropriation in the amount of \$50,000 from the Contingency Fund to engage The Broadband Group (TBG) to seek alternate options for providing cable TV and internet. The motion was seconded by Lynn Jarrett. Discussion ensued. After discussion, the motion passed 6-1.

ITEMS FOR FUTURE AGENDAS:

Marketing the Village – Pat English and Richard Rader.

CONCLUDING BUSINESS:

11. Committee Member Comments

Director Jarrett stated it was a great meeting and complimented Ms. Paulin on her work. She requested a bulky-item pickup flyer for the Garden Villas. Becky Jackson will provide this for her.

Annie McCary thanked Ms. Paulin and stated the meeting was very informative and she took a lot of notes.

Beth Perak thanked Ms. Paulin for a fabulous meeting and demonstration of the magazine.

Director English congratulated Ms. Paulin for the great accomplishment.

Elsie Addington congratulated Ms. Paulin with her work on the magazine and would like some of the bulky-item pickup flyers.

Director Skillman stated she has never taken more notes and felt it was a good meeting.

Carmen Pacella stated Ms. Paulin is doing a great job and likes the positive message. He would like to see a column on DwellingLive and Broadband in the magazine.

Chair Soule stated she believes the magazine will solve the problem of reaching the unreachables. She would like a feature on the Resident Portal.

Ms. Paulin presented some of the features for February 2020: Transportation, an article on the Pacella's, MemorialCare, Kindness, Organization and Committees.

11. Date of Next Meeting—February 19, 2020 at 9:30 a.m.

12. Adjournment

Meeting was adjourned at 11:30 a.m.



Annette Sabol Soule, Chair
Media and Communications Committee

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STAFF REPORT

DATE: February 19, 2020
FOR: GRF Media and Communications Committee
SUBJECT: Marketing and Communications Activities Report – December 2020

RECOMMENDATION

Review Marketing and Communications Report.

BACKGROUND

Media & Communications staff prepare a monthly report for MACC. This report includes, but is not limited to, Media & Communications activities, communications projects, website management, analytics, docent tours, new resident orientations, CodeRED enrollment and more.

DISCUSSION

The website is an ever-evolving information hub updated daily via input from all departments, residents and clubs. Media & Communications maintains webmaster duties by writing, editing and posting content, which includes, but is not limited to, governance, news, club news, club updates, training, activities and calendars.

Media & Communications staff also continues to proactively engage, inform and share vital information with residents. The attached report presents engagement efforts in January through the iContact direct email service, through which flyers, newsletters and other tools are used to disseminate news and information. The average open and click rates illustrate interest and engagement in the content disseminated.

Workflow continues to be managed through the online project management system, Trello, which tracks work performed by staff and a freelance graphic artist, including deadlines, content, artwork, editing, fact checking, graphic design and distribution. In the month of January, tracked **46** projects through Trello. Aside from the workflow on Trello Media & Communications also entered **42** emails into iContact, posted **114** items on the website, posted **12** club events on the website and entered **63** CodeRED forms.

Regular publications completed by the Media & Communications team in December include:

- Easy Rider Transportation Newsletter (print and eblast)
- Recreation Events and Activities Calendar (print and website)
- Recreation Events Calendar (eblast)
- What's Up in the Village (Friday eblast): Four editions
- Employee Newsletter (eblast)

Media & Communications staff also maintains specific email lists for select recipients to allow for more targeted communication while reducing communication fatigue. Current specialized lists include pool users, golf cart owners, Garden Center plot holders and real estate professionals. When the financial packet was distributed, residents were encouraged to sign up for the email distribution list. A new feature was provided allowing residents to choose specific communications and opt out of others they preferred not to receive. Media & Communications also can send email communications to VMS employees and directors on each of the boards.

Current key messages that Media & Communications delivered in January include:

- Celebrate Lunar New Year at the PAC
- 2020 General Waste Disposal
- Enhanced 2020 Transportation Starts January 20
- Social Services Division Expands Team
- City of Laguna Woods Now on Channel 3
- Emergency Preparedness Secures New Office
- 2020 Census Update
- Join the 2020 Lap Challenge
- Third Mutual Seeks Board Candidate
- AARP Smart Driver Class for New Students
- Prevent Golf Cart Theft
- First 2020 Bulky Item Pickup
- Improve Quality of Life for You—and Someone Else (Friendly Visitor Program)
- Monday Night Movie at the PAC
- GRF to Auction Obsolete Items
- 2020 Dog Licensing and Vaccination Day
- Save the Date for the 2020 Health and Wellness Expo
- 2020 Primary Election Voting Is a Snap
- Join Us for Village Visits
- How Demolition Could Decommission Your Bathroom
- Meet Newest Member of Third Board (Doug Gibson)
- GRF Board Wants You for the VMS Board
- GRF Seeks Select Audit Task Force Member
- Street Closure Monday on Avenida Majorca
- Help Keep Colds, Flu at Bay
- Transportation FAQs Answered
- Timeless Melodies: African Americans and Popular Music
- Experience the 2020 Oscars at the PAC
- Join the Good Neighbor Captain Program

Additionally, Media & Communications assisted other departments, staff, directors and outside agencies with the following projects in December:

- Notified staff and residents about planned power outages in the community;
- Passed vital information to Resident Services so they can be prepared with answers when residents call with questions; and

- Press relations, including disseminating press releases to the Laguna Woods Globe.
- New Transportation brochure, updating the Transportation website as well as ancillary supporting documents regarding the upcoming new bus services.
- Various letters and correspondence for Maintenance and Construction.

The Village Docent Tour Program is offered as marketing outreach to prospective residents looking to learn more about the community. Tours are available to new residents who wish to become familiar with the community, amenities and history. In January, 97 guests as well as 25 residents attended Village docent tours.

New resident orientations occur once a month for each mutual and are presented by one staff member and one board member. To welcome new residents, staff continues to write letters and contacting new residents via email. In January, 18 Third Mutual residents and 20 United residents attended new resident orientation.

FINANCIAL ANALYSIS

None

Prepared By: Eileen Paulin, Director of Media and Communications
Becky Jackson, Public Relations Specialist

Reviewed By: Siobhan Foster, COO

Workflow Report, January 2020

Recreation	Marketing and Communications
Save the Date 2020 Band Lineup	1-31-20 Friday Eblast
Feb Pour and Paint REC	1-30-20 Globe press releases
Feb Movie Night REC	1-24-20 Village Eblast
Create Your Life flyer REC	1-23-20 Globe Press Releases
Various and random signage for REC	1-17-20 Friday Blast
Equestrian Center Promo Piece	1-16-20 Globe Press Releases
AARP Safe Driver Class	Feb/Mar Village Breeze
Parisian Dinner	House Ad for 0102 Village Breeze
Timeless Melodies Feb. REC	Globe Press 1-2-20
PPT edit CAC presentation REC	Globe Press 1-9
New Year to Garden Centers folk REC	What's Up Friday Blast 1-10
Blue Tuesday flyer updates REC	Transportation
Exec Club Officer form edit REC	Feb 2020 Transportation NL
Club Edits to Website	Redesign Website
Chi Kung Flyer Update REC	Bus routes brochure TRANS
Health and Wellness ExpoREC	Phone tree script edit TRANS
Feb Saturday Night Dance REC	Transportation PPT presentation edit 1-8-20
Dog Licensing Event 2020 REC	Webmaster
Monthly Dinners Feb REC	Posted 114 Items to the website
iContact Emails	Village Television
Entered 42 emails	Village Television guide
Security & Social Services	Maintenance/Construction
Found Property Log	GRF Project Log
Hearing/Memory Seminar Flyer	United Project Log
Good Neighbor Capitan Flyer Update	Correspondence edits M&C
EOP Employee Version Update SECURITY	Third Project Log
Security Director headhunt brochure edits	Club Events to Website
CodeRED	Posted 12 Events
Entered 63 Emergency Contact Forms	Human Resources
	Jan employee newsletter

iContact Report, January 2020

Date	Title	Contacts	Open	Bounce	No Info.	Clicks	Smartphone	Tablet	Computer	Unsubscribe	Complained
1/7/2020	Garden Center	337	57.6%	0.0%	42.7%	2.0%	30.0%	8.0%	61.0%	0	0
1/10/2020	Employee NL	301	47.5%	0.0%	52.8%	36.0%	31.0%	0.0%	69.0%	0	0
1/10/2020	What's Up	11,905	44.0%	0.6%	55.6%	21.0%	40.0%	10.0%	50.0%	10	0
1/13/2020	Pool 5 Closure	226	58.0%	0.0%	42.5%	10.0%	37.0%	9.0%	54.0%	0	0
1/15/2020	Pool 5 Opens	229	59.0%	0.4%	40.6%	10.0%	44.0%	11.0%	45.0%	0	0
1/17/2020	What's Up	11,895	44.2%	0.6%	55.3%	24.0%	41.0%	10.0%	49.0%	3	0
1/21/2020	Recreation Events	11,631	41.1%	0.6%	58.4%	17.0%	43.0%	9.0%	48.0%	5	0
1/24/2020	What's Up	11,887	43.1%	0.6%	56.4%	18.0%	41.0%	9.0%	51.0%	8	1
1/28/2020	Easy Rider	11,610	36.9%	0.6%	62.5%	11.0%	44.0%	10.0%	46.0%	3	1
1/29/2020	Pool Schedule	229	77.7%	0.0%	22.3%	22.0%	44.0%	7.0%	48.0%	1	0
1/31/2020	What's Up	11,885	43.0%	0.6%	56.3%	20.0%	44.0%	10.0%	46.0%	7	0
			Averages								Totals
			50.2%	0.4%	49.6%	17.4%	39.9%	8.5%	51.5%	37	2

Docent Tours January 2020

Date	Guests	Residents	Visitors	Web	Friend	Agent	Other
Buyer Tour							
1/2/2020	18	3	15	5	4	0	4
1/9/2020	18	0	18	9	7	0	2
1/23/2020	19		19	3	3	5	8
1/25/2020	20		20	4	7	0	9
Resident Tour							
1/16/2020	22	22					
Totals							
	97	25	72	21	21	5	23

New Resident Orientations Year to Date

United Mutual		
Date	Attendance	Director
Wednesday, January 08, 2020	20	Achrekar
Friday, February 07, 2020	16	Addington
Wednesday, March 11, 2020		Armendariz
Friday, April 03, 2020		Ardani
Wednesday, May 13, 2020		Bastani
Friday, June 05, 2020		Gilmore
Wednesday, July 08, 2020		Liberatore
Friday, August 07, 2020		Margolis
Wednesday, September 09, 2020		Randazzo
Friday, October 02, 2020		Skillman
Wednesday, November 11, 2020		Torng
Friday, December 04, 2020		
	36	
Third Mutual		
Date	Attendance	Director
Friday, January 17, 2020	18	Frankel
Wednesday, February 19, 2020		Parsons
Friday, March 20, 2020		Pearlstone
Wednesday, April 15, 2020		Karimi
Friday, May 15, 2020		McCary
Wednesday, June 17, 2020		Jarrett
Friday, July 17, 2020		Engdahl
Wednesday, August 19, 2020		Wayne
Friday, September 18, 2020		Mutchnick
Wednesday, October 21, 2020		Parsons
Friday, November 20, 2020		Jarrett
Wednesday, December 16, 2020		Gibson
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STAFF REPORT

DATE: February 19, 2020
FOR: GRF Media and Communications Committee
SUBJECT: Broadband Services Update

RECOMMENDATION

Receive and file report.

BACKGROUND

Regular montly reports are submitted to the Media & Communications Committee (MACC) for review. Included in this staff report are the contract renewals, subscriber counts and proforma operating statements.

DISCUSSION

The Broadband Services Division, including TV Operations, TV studio, media services, high-speed internet and digital services, are a part of the Media and Communications Department. Eileen Paulin, Director of Media and Communications, will be providing Broadband Services updates on an ongoing basis.

- 1) Contract Renewals
- 2) Subscriber Counts
- 3) Proforma Operating Statements

FINANCIAL ANALYSIS

None

Prepared By: Becky Jackson, Public Relations Specialist

Reviewed By: Eileen Paulin, Director of Media and Communications

ATTTACMENTS(S)

- i. Subscriber Counts
- ii. Proforma Operating Statements

Subscriber Counts

	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN
Subscriber Counts												
Digital Subscribers	6,634	6,657	6,627	6,622	6,692	6,726	6,773	6,793	6,811	6,833	6,850	6,848
Set-Top Boxes												
DVR's	6,076	6,060	6,017	5,616	5,889	5,829	5,832	5,821	5,816	5,822	5,829	5,812
Standard	711	697	687	674	653	642	624	603	530	412	372	333
HD Standard	2,068	2,068	2,069	2,086	2,069	2,067	2,052	2,030	2,036	2,034	2,032	2,025
TiVo MG2	191	218	228	277	299	336	360	369	383	397	404	415
TiVo Qi3	194	224	236	277	298	346	369	381	399	415	427	440
DTA	380	371	370	368	363	363	363	360	355	350	343	339
HD Converter's	764	796	828	843	882	941	1,028	1,089	1,171	1,299	1,348	1,391
Pay-TV												
HBO	914	912	940	932	920	915	913	904	892	889	877	871
Cinemax	124	124	122	118	119	117	116	115	115	112	115	114
Showtime	448	450	441	437	441	436	437	439	427	424	428	424
Starz/Encore	306	301	297	292	291	289	289	284	281	271	275	271
PBC	18	18	18	18	18	17	18	18	17	16	16	16
International Ch.												
TV Asia	2	2	2	2	2	2	2	1	1	1	1	1
CTI-Zhong Tian	14	14	13	14	14	15	15	15	15	15	15	14
The Filipino Channel	46	46	43	43	42	44	43	43	43	43	43	42
CCTV4	10	10	9	9	9	10	9	9	8	8	8	8
Channel One Russia	12	12	12	12	12	12	12	12	12	11	11	10
tvK	10	10	10	9	10	11	11	11	12	12	12	11
TV5Monde	27	27	26	26	27	27	26	25	24	24	24	23
RAI Italia	9	8	7	7	8	8	8	8	8	8	8	8
TV Japan	50	49	49	48	50	51	51	51	50	51	51	51
Total International	180	178	171	170	174	180	177	175	173	173	173	168
High Speed Data												
High Speed Data	9,934	9,934	9,944	9,966	9,899	9,920	9,950	9,966	9,981	10,031	10,087	10,116

**Golden Rain Foundation of Laguna Woods
Operating Statement
12/31/2019**
SUMMARY: DEPARTMENT OF BROADBAND SERVICES

	Actual	Budget	YEAR TO DATE VAR\$ B/(W)	VAR% B/(W)	ANNUAL BUDGET
Revenues:					
Non-Assessment Revenues:					
Merchandise Sales					
41503500 - Merchandise Sales - Broadband	\$28,196	\$25,000	\$3,196	12.78%	\$25,000
Total Merchandise Sales	28,196	25,000	3,196	12.78%	25,000
Clubhouse Rentals and Event Fees					
42502500 - Clubhouse Event Fees - Non Residents	942	0	942	0.00%	0
Total Clubhouse Rentals and Event Fees	942	0	942	0.00%	0
Broadband Services					
45001000 - Ad Insertion	676,513	650,000	26,513	4.08%	650,000
45001500 - Premium Channel	367,466	500,000	(132,534)	(26.51%)	500,000
45002000 - Cable Service Call	111,778	150,000	(38,222)	(25.48%)	150,000
45002500 - Cable Commission	87,038	50,000	37,038	74.08%	50,000
45003000 - High Speed Internet	1,599,058	1,600,000	(942)	(0.06%)	1,600,000
45003500 - Equipment Rental	1,833,463	1,721,000	112,463	6.53%	1,721,000
45004000 - Video Production	44,033	55,000	(10,968)	(19.94%)	55,000
45004500 - Video Re-Production	2,956	2,500	456	18.24%	2,500
45005000 - Message Board	21,350	19,000	2,350	12.37%	19,000
45005500 - Advertising	53,699	42,500	11,199	26.35%	42,500
Total Broadband Services	4,797,353	4,790,000	7,353	0.15%	4,790,000
Miscellaneous					
47001500 - Late Fee Revenue	7,161	10,000	(2,839)	(28.39%)	10,000
49009000 - Miscellaneous Revenue	1,898	0	1,898	0.00%	0
Total Miscellaneous	9,058	10,000	(942)	(9.42%)	10,000
Total Non-Assessment Revenue	4,835,550	4,825,000	10,550	0.22%	4,825,000
Total Revenue	4,835,550	4,825,000	10,550	0.22%	4,825,000
Expenses:					
Employee Compensation					
51011000 - Salaries & Wages - Regular	1,176,265	1,323,571	147,305	11.13%	1,323,571
51041000 - Wages - Overtime	16,695	5,715	(10,980)	(192.13%)	5,715
51061000 - Holiday & Vacation	106,986	99,299	(7,687)	(7.74%)	99,299
51071000 - Sick	32,704	40,504	7,800	19.26%	40,504
51091000 - Missed Meal Penalty	3,121	1,750	(1,371)	(78.31%)	1,750
51101000 - Temporary Help	0	1,000	1,000	100.00%	1,000
51981000 - Compensation Accrual	10,327	3,500	(6,827)	(195.06%)	3,500
Total Employee Compensation	1,346,098	1,475,339	129,241	8.76%	1,475,339
Compensation Related					
52411000 - F.I.C.A.	94,538	111,948	17,410	15.55%	111,948
52421000 - F.U.I.	897	2,049	1,153	56.25%	2,049
52431000 - S.U.I.	6,873	8,089	1,216	15.03%	8,089
52451000 - Workers' Compensation Insurance	63,868	41,268	(22,600)	(54.76%)	41,268
52461000 - Non Union Medical & Life Insurance	121,238	144,990	23,752	16.38%	144,990
52481000 - Non-Union Retirement Plan	36,462	56,739	20,276	35.74%	56,739
52981000 - Compensation Related Accrual	(8,128)	1,600	9,728	608.01%	1,600
Total Compensation Related	315,748	366,683	50,935	13.89%	366,683
Materials and Supplies					
53001000 - Materials & Supplies	41,166	47,090	5,924	12.58%	47,090
53004000 - Freight	1,103	1,500	397	26.46%	1,500
Total Materials and Supplies	42,269	48,590	6,321	13.01%	48,590
Utilities and Telephone					
53301000 - Electricity	149,130	130,500	(18,630)	(14.28%)	130,500
Total Utilities and Telephone	149,130	130,500	(18,630)	(14.28%)	130,500
Legal Fees					
53401500 - Legal Fees	0	2,500	2,500	100.00%	2,500
Total Legal Fees	0	2,500	2,500	100.00%	2,500

**Golden Rain Foundation of Laguna Woods
Operating Statement
12/31/2019**
SUMMARY: DEPARTMENT OF BROADBAND SERVICES

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	ANNUAL BUDGET
Outside Services					
53601500 - Credit Card Transaction Fees	81,701	59,000	(22,701)	(38.48%)	59,000
53602500 - Licensing Fees	8,300	5,900	(2,400)	(40.68%)	5,900
53704000 - Outside Services	583,510	518,500	(65,010)	(12.54%)	518,500
Total Outside Services	673,511	583,400	(90,111)	(15.45%)	583,400
Repairs and Maintenance					
53701000 - Equipment Repair & Maint	7,986	44,756	36,769	82.16%	44,756
Total Repairs and Maintenance	7,986	44,756	36,769	82.16%	44,756
Other Operating Expense					
53801000 - Mileage & Meal Allowance	3,818	4,125	307	7.44%	4,125
53801500 - Travel & Lodging	2,362	5,750	3,388	58.91%	5,750
53802000 - Uniforms	1,893	2,000	107	5.35%	2,000
53802500 - Dues & Memberships	3,220	3,050	(170)	(5.57%)	3,050
53803000 - Subscriptions & Books	58	100	42	42.00%	100
53803500 - Training & Education	1,206	1,000	(206)	(20.57%)	1,000
53901500 - Volunteer Support	0	100	100	100.00%	100
54502500 - Cable Promotions	4,094	3,500	(594)	(16.98%)	3,500
Total Other Operating Expense	16,651	19,625	2,974	15.15%	19,625
Property and Sales Tax					
54301500 - State & Local Taxes	2,241	200	(2,041)	(1020.32%)	200
54302000 - Property Taxes	37	0	(37)	0.00%	0
Total Property and Sales Tax	2,278	200	(2,078)	(1039.01%)	200
Cable Programming/Copyright/Franchise					
54501000 - Cable - Programming Fees	4,828,389	4,600,000	(228,389)	(4.96%)	4,600,000
54501500 - Cable - Copyright Fees	0	55,000	55,000	100.00%	55,000
54502000 - Cable - City of Laguna Woods Franchise Fees	299,516	267,500	(32,016)	(11.97%)	267,500
Total Cable Programming/Copyright/Franchise	5,127,905	4,922,500	(205,405)	(4.17%)	4,922,500
Net Allocation to Mutuals					
48501000 - Allocated To Grf Departments	(161,421)	(156,220)	5,201	3.33%	(156,220)
54602500 - Allocated Expenses	314,480	314,967	487	0.15%	314,967
Total Net Allocation To Mutuals	153,059	158,747	5,688	3.58%	158,747
Uncollectible Accounts					
54602000 - Bad Debt Expense	8,723	25,250	16,527	65.45%	25,250
Total Uncollectible Accounts	8,723	25,250	16,527	65.45%	25,250
Depreciation and Amortization					
55001000 - Depreciation And Amortization	327,885	327,885	0	0.00%	327,885
Total Depreciation and Amortization	327,885	327,885	0	0.00%	327,885
Total Expenses	8,171,243	8,105,973	(65,270)	(0.81%)	8,105,973
Excess of Revenues Over Expenses	(\$3,335,693)	(\$3,280,973)	(\$54,720)	(1.67%)	(\$3,280,973)

Golden Rain Foundation of Laguna Woods
Operating Statement
12/31/2019
010 - BROADBAND ADMIN

	Actual	Budget	YEAR TO DATE VAR\$ B/(W)	VAR% B/(W)	ANNUAL BUDGET
Revenues:					
Non-Assessment Revenues:					
Expenses:					
Employee Compensation					
51011000 - Salaries & Wages - Regular	\$116,578	\$115,781	(\$797)	(0.69%)	\$115,781
51041000 - Wages - Overtime	265	0	(265)	0.00%	0
51061000 - Holiday & Vacation	9,109	9,854	745	7.56%	9,854
51071000 - Sick	2,757	4,019	1,262	31.40%	4,019
51091000 - Missed Meal Penalty	194	0	(194)	0.00%	0
51981000 - Compensation Accrual	860	0	(860)	0.00%	0
Total Employee Compensation	129,762	129,654	(108)	(0.08%)	129,654
Compensation Related					
52411000 - F.I.C.A.	8,585	9,919	1,333	13.44%	9,919
52421000 - F.U.I.	63	84	21	25.01%	84
52431000 - S.U.I.	483	420	(63)	(15.00%)	420
52451000 - Workers' Compensation Insurance	5,614	1,291	(4,323)	(334.77%)	1,291
52461000 - Non Union Medical & Life Insurance	15,616	9,666	(5,950)	(61.56%)	9,666
52481000 - Non-Union Retirement Plan	0	5,186	5,186	100.00%	5,186
52981000 - Compensation Related Accrual	(1,200)	0	1,200	0.00%	0
Total Compensation Related	29,162	26,566	(2,596)	(9.77%)	26,566
Materials and Supplies					
53001000 - Materials & Supplies	61	0	(61)	0.00%	0
Total Materials and Supplies	61	0	(61)	0.00%	0
Other Operating Expense					
53801500 - Travel & Lodging	449	0	(449)	0.00%	0
Total Other Operating Expense	449	0	(449)	0.00%	0
Property and Sales Tax					
54302000 - Property Taxes	37	0	(37)	0.00%	0
Total Property and Sales Tax	37	0	(37)	0.00%	0
Net Allocation to Mutuals					
48501000 - Allocated To Grf Departments	(161,421)	(156,220)	5,201	3.33%	(156,220)
54602500 - Allocated Expenses	131,490	137,920	6,429	4.66%	137,920
Total Net Allocation To Mutuals	(29,931)	(18,301)	11,630	63.55%	(18,301)
Depreciation and Amortization					
55001000 - Depreciation And Amortization	46,919	46,919	0	0.00%	46,919
Total Depreciation and Amortization	46,919	46,919	0	0.00%	46,919
Total Expenses	176,459	184,838	8,379	4.53%	184,838
Excess of Revenues Over Expenses	(\$176,459)	(\$184,838)	\$8,379	4.53%	(\$184,838)

Golden Rain Foundation of Laguna Woods
Operating Statement
12/31/2019
020 - TV OPERATIONS

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	ANNUAL BUDGET
Revenues:					
Non-Assessment Revenues:					
Merchandise Sales					
41503500 - Merchandise Sales - Broadband	\$28,196	\$25,000	\$3,196	12.78%	\$25,000
Total Merchandise Sales	28,196	25,000	3,196	12.78%	25,000
Clubhouse Rentals and Event Fees					
42502500 - Clubhouse Event Fees - Non Residents	942	0	942	0.00%	0
Total Clubhouse Rentals and Event Fees	942	0	942	0.00%	0
Broadband Services					
45001500 - Premium Channel	367,466	500,000	(132,534)	(26.51%)	500,000
45002000 - Cable Service Call	111,778	150,000	(38,222)	(25.48%)	150,000
45002500 - Cable Commission	87,038	50,000	37,038	74.08%	50,000
45003500 - Equipment Rental	1,816,663	1,700,000	116,663	6.86%	1,700,000
Total Broadband Services	2,382,945	2,400,000	(17,055)	(0.71%)	2,400,000
Miscellaneous					
47001500 - Late Fee Revenue	7,161	10,000	(2,839)	(28.39%)	10,000
49009000 - Miscellaneous Revenue	1,501	0	1,501	0.00%	0
Total Miscellaneous	8,662	10,000	(1,338)	(13.38%)	10,000
Total Non-Assessment Revenue	2,420,745	2,435,000	(14,255)	(0.59%)	2,435,000
Total Revenue	2,420,745	2,435,000	(14,255)	(0.59%)	2,435,000
Expenses:					
Employee Compensation					
51011000 - Salaries & Wages - Regular	512,697	556,266	43,569	7.83%	556,266
51041000 - Wages - Overtime	11,223	0	(11,223)	0.00%	0
51061000 - Holiday & Vacation	52,295	43,520	(8,775)	(20.16%)	43,520
51071000 - Sick	15,324	17,752	2,428	13.68%	17,752
51091000 - Missed Meal Penalty	1,274	0	(1,274)	0.00%	0
51981000 - Compensation Accrual	4,417	0	(4,417)	0.00%	0
Total Employee Compensation	597,230	617,538	20,308	3.29%	617,538
Compensation Related					
52411000 - F.I.C.A.	43,528	47,242	3,714	7.86%	47,242
52421000 - F.U.I.	462	644	182	28.26%	644
52431000 - S.U.I.	3,542	3,220	(322)	(10.00%)	3,220
52451000 - Workers' Compensation Insurance	31,535	29,150	(2,385)	(8.18%)	29,150
52461000 - Non Union Medical & Life Insurance	56,702	70,884	14,182	20.01%	70,884
52481000 - Non-Union Retirement Plan	14,199	22,905	8,706	38.01%	22,905
52981000 - Compensation Related Accrual	(4,025)	0	4,025	0.00%	0
Total Compensation Related	145,942	174,045	28,103	16.15%	174,045
Materials and Supplies					
53001000 - Materials & Supplies	29,643	33,490	3,847	11.49%	33,490
53004000 - Freight	1,037	1,500	463	30.87%	1,500
Total Materials and Supplies	30,680	34,990	4,310	12.32%	34,990
Utilities and Telephone					
53301000 - Electricity	149,130	130,500	(18,630)	(14.28%)	130,500
Total Utilities and Telephone	149,130	130,500	(18,630)	(14.28%)	130,500
Legal Fees					
53401500 - Legal Fees	0	2,500	2,500	100.00%	2,500
Total Legal Fees	0	2,500	2,500	100.00%	2,500
Outside Services					
53601500 - Credit Card Transaction Fees	76,086	50,000	(26,086)	(52.17%)	50,000
53704000 - Outside Services	504,359	420,000	(84,359)	(20.09%)	420,000
Total Outside Services	580,444	470,000	(110,444)	(23.50%)	470,000
Repairs and Maintenance					

Golden Rain Foundation of Laguna Woods
Operating Statement
12/31/2019
020 - TV OPERATIONS

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	ANNUAL BUDGET
53701000 - Equipment Repair & Maint	7,927	43,506	35,578	81.78%	43,506
Total Repairs and Maintenance	7,927	43,506	35,578	81.78%	43,506
Other Operating Expense					
53801000 - Mileage & Meal Allowance	14	500	486	97.12%	500
53802000 - Uniforms	1,893	2,000	107	5.35%	2,000
53802500 - Dues & Memberships	3,220	2,800	(420)	(15.00%)	2,800
Total Other Operating Expense	5,127	5,300	173	3.26%	5,300
Property and Sales Tax					
54301500 - State & Local Taxes	2,028	0	(2,028)	0.00%	0
Total Property and Sales Tax	2,028	0	(2,028)	0.00%	0
Cable Programming/Copyright/Franchise					
54501000 - Cable - Programming Fees	4,828,389	4,600,000	(228,389)	(4.96%)	4,600,000
54501500 - Cable - Copyright Fees	0	55,000	55,000	100.00%	55,000
54502000 - Cable - City of Laguna Woods Franchise Fees	252,336	225,000	(27,336)	(12.15%)	225,000
Total Cable Programming/Copyright/Franchise	5,080,725	4,880,000	(200,725)	(4.11%)	4,880,000
Net Allocation to Mutuals					
54602500 - Allocated Expenses	101,683	98,356	(3,328)	(3.38%)	98,356
Total Net Allocation To Mutuals	101,683	98,356	(3,328)	(3.38%)	98,356
Uncollectible Accounts					
54602000 - Bad Debt Expense	6,417	15,000	8,583	57.22%	15,000
Total Uncollectible Accounts	6,417	15,000	8,583	57.22%	15,000
Depreciation and Amortization					
55001000 - Depreciation And Amortization	255,155	255,155	0	0.00%	255,155
Total Depreciation and Amortization	255,155	255,155	0	0.00%	255,155
Total Expenses	6,962,489	6,726,888	(235,601)	(3.50%)	6,726,888
Excess of Revenues Over Expenses	(\$4,541,744)	(\$4,291,888)	(\$249,856)	(5.82%)	(\$4,291,888)

Golden Rain Foundation of Laguna Woods
Operating Statement
12/31/2019
030 - TV STUDIO

	Actual	Budget	YEAR TO DATE VAR\$ B/(W)	VAR% B/(W)	ANNUAL BUDGET
Revenues:					
Non-Assessment Revenues:					
Broadband Services					
45004000 - Video Production	\$44,033	\$55,000	(\$10,968)	(19.94%)	\$55,000
45004500 - Video Re-Production	2,956	2,500	456	18.24%	2,500
45005000 - Message Board	21,350	19,000	2,350	12.37%	19,000
45005500 - Advertising	53,699	42,500	11,199	26.35%	42,500
Total Broadband Services	122,038	119,000	3,038	2.55%	119,000
Total Non-Assessment Revenue	122,038	119,000	3,038	2.55%	119,000
Total Revenue	122,038	119,000	3,038	2.55%	119,000
Expenses:					
Employee Compensation					
51011000 - Salaries & Wages - Regular	330,858	427,687	96,829	22.64%	427,687
51041000 - Wages - Overtime	3,042	5,515	2,473	44.85%	5,515
51061000 - Holiday & Vacation	33,847	35,173	1,326	3.77%	35,173
51071000 - Sick	11,770	14,347	2,577	17.96%	14,347
51091000 - Missed Meal Penalty	1,553	1,750	197	11.23%	1,750
51101000 - Temporary Help	0	1,000	1,000	100.00%	1,000
51981000 - Compensation Accrual	4,497	3,500	(997)	(28.48%)	3,500
Total Employee Compensation	385,567	488,973	103,406	21.15%	488,973
Compensation Related					
52411000 - F.I.C.A.	27,723	36,506	8,784	24.06%	36,506
52421000 - F.U.I.	288	983	695	70.75%	983
52431000 - S.U.I.	2,204	3,273	1,069	32.65%	3,273
52451000 - Workers' Compensation Insurance	24,615	4,753	(19,862)	(417.88%)	4,753
52461000 - Non Union Medical & Life Insurance	37,985	45,108	7,123	15.79%	45,108
52481000 - Non-Union Retirement Plan	13,068	19,088	6,020	31.54%	19,088
52981000 - Compensation Related Accrual	(2,105)	1,500	3,605	240.36%	1,500
Total Compensation Related	103,777	111,212	7,434	6.68%	111,212
Materials and Supplies					
53001000 - Materials & Supplies	8,688	11,150	2,462	22.08%	11,150
53004000 - Freight	33	0	(33)	0.00%	0
Total Materials and Supplies	8,720	11,150	2,430	21.79%	11,150
Outside Services					
53704000 - Outside Services	75,333	94,000	18,667	19.86%	94,000
Total Outside Services	75,333	94,000	18,667	19.86%	94,000
Repairs and Maintenance					
53701000 - Equipment Repair & Maint	0	750	750	100.00%	750
Total Repairs and Maintenance	0	750	750	100.00%	750
Other Operating Expense					
53801000 - Mileage & Meal Allowance	0	125	125	100.00%	125
53801500 - Travel & Lodging	1,495	1,750	255	14.59%	1,750
53803500 - Training & Education	1,175	1,000	(175)	(17.47%)	1,000
53901500 - Volunteer Support	0	100	100	100.00%	100
Total Other Operating Expense	2,669	2,975	306	10.27%	2,975
Property and Sales Tax					
54301500 - State & Local Taxes	213	200	(13)	(6.31%)	200
Total Property and Sales Tax	213	200	(13)	(6.31%)	200
Cable Programming/Copyright/Franchise					
54502000 - Cable - City of Laguna Woods Franchise Fees	5,928	6,500	572	8.80%	6,500
Total Cable Programming/Copyright/Franchise	5,928	6,500	572	8.80%	6,500
Net Allocation to Mutuals					
54602500 - Allocated Expenses	65,165	63,070	(2,095)	(3.32%)	63,070
Total Net Allocation To Mutuals	65,165	63,070	(2,095)	(3.32%)	63,070

Golden Rain Foundation of Laguna Woods
Operating Statement
12/31/2019
030 - TV STUDIO

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	ANNUAL BUDGET
Uncollectible Accounts					
54602000 - Bad Debt Expense	0	250	250	100.00%	250
Total Uncollectible Accounts	0	250	250	100.00%	250
Depreciation and Amortization					
55001000 - Depreciation And Amortization	25,812	25,812	0	0.00%	25,812
Total Depreciation and Amortization	25,812	25,812	0	0.00%	25,812
Total Expenses	673,185	804,891	131,706	16.36%	804,891
Excess of Revenues Over Expenses	<u>(\$551,147)</u>	<u>(\$685,891)</u>	<u>\$134,744</u>	<u>19.65%</u>	<u>(\$685,891)</u>

Golden Rain Foundation of Laguna Woods
Operating Statement
12/31/2019
040 - MEDIA SERVICES

	Actual	Budget	YEAR TO DATE VAR\$ B/(W)	VAR% B/(W)	ANNUAL BUDGET
Revenues:					
Non-Assessment Revenues:					
Broadband Services					
45001000 - Ad Insertion	\$676,513	\$650,000	\$26,513	4.08%	\$650,000
Total Broadband Services	676,513	650,000	26,513	4.08%	650,000
Miscellaneous					
49009000 - Miscellaneous Revenue	396	0	396	0.00%	0
Total Miscellaneous	396	0	396	0.00%	0
Total Non-Assessment Revenue	676,909	650,000	26,909	4.14%	650,000
Total Revenue	676,909	650,000	26,909	4.14%	650,000
Expenses:					
Employee Compensation					
51011000 - Salaries & Wages - Regular	216,132	187,085	(29,048)	(15.53%)	187,085
51041000 - Wages - Overtime	2,166	200	(1,966)	(92.85%)	200
51061000 - Holiday & Vacation	11,735	7,624	(4,111)	(53.92%)	7,624
51071000 - Sick	2,853	3,110	257	8.26%	3,110
51091000 - Missed Meal Penalty	99	0	(99)	0.00%	0
51981000 - Compensation Accrual	553	0	(553)	0.00%	0
Total Employee Compensation	233,539	198,019	(35,520)	(17.94%)	198,019
Compensation Related					
52411000 - F.I.C.A.	14,701	15,133	432	2.85%	15,133
52421000 - F.U.I.	84	282	198	70.21%	282
52431000 - S.U.I.	644	896	252	28.13%	896
52451000 - Workers' Compensation Insurance	2,104	2,392	288	12.06%	2,392
52461000 - Non Union Medical & Life Insurance	10,935	12,888	1,953	15.15%	12,888
52481000 - Non-Union Retirement Plan	9,196	7,913	(1,283)	(16.21%)	7,913
52981000 - Compensation Related Accrual	(798)	100	898	897.52%	100
Total Compensation Related	36,866	39,604	2,738	6.91%	39,604
Materials and Supplies					
53001000 - Materials & Supplies	2,774	2,450	(324)	(13.24%)	2,450
53004000 - Freight	34	0	(34)	0.00%	0
Total Materials and Supplies	2,808	2,450	(358)	(14.61%)	2,450
Outside Services					
53601500 - Credit Card Transaction Fees	5,615	9,000	3,385	37.61%	9,000
53602500 - Licensing Fees	8,300	5,900	(2,400)	(40.68%)	5,900
53704000 - Outside Services	3,818	4,500	682	15.16%	4,500
Total Outside Services	17,733	19,400	1,667	8.59%	19,400
Repairs and Maintenance					
53701000 - Equipment Repair & Maint	59	500	441	88.20%	500
Total Repairs and Maintenance	59	500	441	88.20%	500
Other Operating Expense					
53801000 - Mileage & Meal Allowance	3,804	3,500	(304)	(8.67%)	3,500
53801500 - Travel & Lodging	419	4,000	3,581	89.53%	4,000
53802500 - Dues & Memberships	0	250	250	100.00%	250
53803000 - Subscriptions & Books	58	100	42	42.00%	100
53803500 - Training & Education	31	0	(31)	0.00%	0
54502500 - Cable Promotions	4,094	3,500	(594)	(16.98%)	3,500
Total Other Operating Expense	8,406	11,350	2,944	25.94%	11,350
Cable Programming/Copyright/Franchise					
54502000 - Cable - City of Laguna Woods Franchise Fees	41,251	36,000	(5,251)	(14.59%)	36,000
Total Cable Programming/Copyright/Franchise	41,251	36,000	(5,251)	(14.59%)	36,000
Uncollectible Accounts					
54602000 - Bad Debt Expense	2,306	10,000	7,694	76.94%	10,000
Total Uncollectible Accounts	2,306	10,000	7,694	76.94%	10,000

Golden Rain Foundation of Laguna Woods
Operating Statement
12/31/2019
040 - MEDIA SERVICES

	<u>Actual</u>	<u>Budget</u>	<u>YEAR TO DATE VAR\$ B/(W)</u>	<u>VAR% B/(W)</u>	<u>ANNUAL BUDGET</u>
Total Expenses	<u>342,968</u>	<u>317,323</u>	<u>(25,645)</u>	<u>(8.08%)</u>	<u>317,323</u>
Excess of Revenues Over Expenses	<u>\$333,942</u>	<u>\$332,677</u>	<u>\$1,264</u>	<u>0.38%</u>	<u>\$332,677</u>

Golden Rain Foundation of Laguna Woods
Operating Statement
12/31/2019
050 - HIGH SPEED INTERNET

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	ANNUAL BUDGET
Revenues:					
Non-Assessment Revenues:					
Broadband Services					
45003000 - High Speed Internet	\$1,599,058	\$1,600,000	(\$942)	(0.06%)	\$1,600,000
45003500 - Equipment Rental	16,800	21,000	(4,200)	(20.00%)	21,000
Total Broadband Services	1,615,858	1,621,000	(5,142)	(0.32%)	1,621,000
Total Non-Assessment Revenue	1,615,858	1,621,000	(5,142)	(0.32%)	1,621,000
Total Revenue	1,615,858	1,621,000	(5,142)	(0.32%)	1,621,000
Expenses:					
Employee Compensation					
51011000 - Salaries & Wages - Regular	0	36,752	36,752	100.00%	36,752
51061000 - Holiday & Vacation	0	3,128	3,128	100.00%	3,128
51071000 - Sick	0	1,276	1,276	100.00%	1,276
Total Employee Compensation	0	41,155	41,155	100.00%	41,155
Compensation Related					
52411000 - F.I.C.A.	0	3,148	3,148	100.00%	3,148
52421000 - F.U.I.	0	56	56	100.00%	56
52431000 - S.U.I.	0	280	280	100.00%	280
52451000 - Workers' Compensation Insurance	0	3,681	3,681	100.00%	3,681
52461000 - Non Union Medical & Life Insurance	0	6,444	6,444	100.00%	6,444
52481000 - Non-Union Retirement Plan	0	1,646	1,646	100.00%	1,646
Total Compensation Related	0	15,256	15,256	100.00%	15,256
Net Allocation to Mutuals					
54602500 - Allocated Expenses	16,142	15,622	(520)	(3.33%)	15,622
Total Net Allocation To Mutuals	16,142	15,622	(520)	(3.33%)	15,622
Total Expenses	16,142	72,033	55,891	77.59%	72,033
Excess of Revenues Over Expenses	\$1,599,715	\$1,548,967	\$50,749	3.28%	\$1,548,967

Golden Rain Foundation of Laguna Woods
Operating Statement
12/31/2019
SUMMARY: DEPARTMENT OF INFORMATION SERVICES

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	ANNUAL BUDGET
Revenues:					
Non-Assessment Revenues:					
Miscellaneous					
49009000 - Miscellaneous Revenue	\$36	\$0	\$36	0.00%	\$0
Total Miscellaneous	36	0	36	0.00%	0
Total Non-Assessment Revenue	36	0	36	0.00%	0
Total Revenue	36	0	36	0.00%	0
Expenses:					
Employee Compensation					
51011000 - Salaries & Wages - Regular	681,504	717,361	35,857	5.00%	717,361
51041000 - Wages - Overtime	10,915	0	(10,915)	0.00%	0
51061000 - Holiday & Vacation	74,179	61,052	(13,127)	(21.50%)	61,052
51071000 - Sick	20,087	24,903	4,816	19.34%	24,903
51091000 - Missed Meal Penalty	919	0	(919)	0.00%	0
51981000 - Compensation Accrual	7,738	0	(7,738)	0.00%	0
Total Employee Compensation	795,342	803,315	7,973	0.99%	803,315
Compensation Related					
52411000 - F.I.C.A.	56,385	61,454	5,069	8.25%	61,454
52421000 - F.U.I.	421	561	140	25.00%	561
52431000 - S.U.I.	3,228	2,807	(421)	(15.00%)	2,807
52451000 - Workers' Compensation Insurance	32,358	8,001	(24,357)	(304.43%)	8,001
52461000 - Non Union Medical & Life Insurance	67,429	64,590	(2,839)	(4.39%)	64,590
52481000 - Non-Union Retirement Plan	19,046	32,133	13,087	40.73%	32,133
52981000 - Compensation Related Accrual	(4,665)	0	4,665	0.00%	0
Total Compensation Related	174,201	169,545	(4,656)	(2.75%)	169,545
Materials and Supplies					
53001000 - Materials & Supplies	118,535	146,100	27,565	18.87%	146,100
53004000 - Freight	1,935	2,400	465	19.37%	2,400
Total Materials and Supplies	120,470	148,500	28,030	18.88%	148,500
Professional Fees					
53403500 - Consulting Fees	176,252	180,000	3,748	2.08%	180,000
Total Professional Fees	176,252	180,000	3,748	2.08%	180,000
Outside Services					
53704000 - Outside Services	30,974	47,850	16,876	35.27%	47,850
Total Outside Services	30,974	47,850	16,876	35.27%	47,850
Repairs and Maintenance					
53701000 - Equipment Repair & Maint	179,061	287,500	108,439	37.72%	287,500
53702500 - Building Repair & Maint	434	7,500	7,066	94.21%	7,500
Total Repairs and Maintenance	179,495	295,000	115,505	39.15%	295,000
Other Operating Expense					
53801000 - Mileage & Meal Allowance	317	0	(317)	0.00%	0
53801500 - Travel & Lodging	877	0	(877)	0.00%	0
53803500 - Training & Education	12,304	16,000	3,696	23.10%	16,000
53804000 - Staff Support	257	500	243	48.67%	500
Total Other Operating Expense	13,754	16,500	2,746	16.64%	16,500
Net Allocation to Mutuals					
48501000 - Allocated To Grf Departments	(527,623)	(553,053)	(25,430)	(4.60%)	(553,053)
Total Net Allocation To Mutuals	(527,623)	(553,053)	(25,430)	(4.60%)	(553,053)
Depreciation and Amortization					
55001000 - Depreciation And Amortization	596,977	596,977	0	0.00%	596,977
Total Depreciation and Amortization	596,977	596,977	0	0.00%	596,977
Total Expenses	1,559,844	1,704,635	144,791	8.49%	1,704,635

Golden Rain Foundation of Laguna Woods
Operating Statement
12/31/2019

SUMMARY: DEPARTMENT OF INFORMATION SERVICES

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	ANNUAL BUDGET
Excess of Revenues Over Expenses	<u>(\$1,559,808)</u>	<u>(\$1,704,635)</u>	<u>\$144,827</u>	<u>8.50%</u>	<u>(\$1,704,635)</u>

RESOLUTION 90-18-36
Mobility and Vehicles Committee Charter

WHEREAS, the Bus Services Committee was established pursuant to Article 7, Section 7.1.1 of the Bylaws of this Corporation; and

WHEREAS, November 22, 2011 the Board of Directors agreed to change the name to the Laguna Woods Village Mobility and Vehicles Committee; and

WHEREAS, December 6, 2011, the Board of Directors assigned the general duties and responsibilities of the Laguna Woods Village Mobility and Vehicles Committee; and

WHEREAS, August 7, 2018 the Board of Directors has revised the general duties and responsibilities of the Laguna Woods Village Mobility and Vehicles Committee;

NOW THEREFORE BE IT RESOLVED, that the Mobility and Vehicles Committee shall:

1. Perform the duties imposed upon all standing committees as set forth in the resolution entitled, "General Duties of Standing Committees".
2. Serve as liaison between the Golden Rain Foundation Board of Directors (GRF Board) and the Managing Agent for all transportation issues.
3. Develop policies and procedures for the GRF Transportation System that strives to meet the needs of the Laguna Woods Village Community.
4. Review long-range plans prepared by the Managing Agent to improve the efficiency and effectiveness of the GRF transportation system with an emphasis on new and emerging technology; focusing on operational and energy efficiency and make recommendations to the GRF Board for final approval.
5. Review major service modifications to the Laguna Woods Village transportation system that are proposed by the Managing Agent and present those modifications to the GRF Board for final approval.
6. Review the specifications recommended by the Managing Agent for the procurement of GRF vehicles.
7. Review requests submitted to the Committee by the Managing Agent for transportation services and vehicles that require supplemental funding and recommend appropriate action to the GRF Finance Committee.

8. Ensure that the transportation facilities, equipment, and fixtures owned or leased by the GRF Board are maintained by the Managing Agent to sustain a high level of efficient performance.
9. Review bus schedules, bus routing plans or other alternative transportation programs developed by the Managing Agent. Provide recommendations to the Managing Agent that will ensure both a high level of service to the Members and an efficient use of transportation resources. Present these modifications to the GRF Board for final approval.
10. Ensure that the Managing Agent develops and provides an effective Customer Service Program that includes educational literature, training classes, alternative transportation information and direct rider support.
11. Work together with the GRF Media and Communications Committee and the Managing Agent's Communications staff to keep residents informed of all matters related to and affecting the GRF Transportation System.

RESOLVED FURTHER; that Resolution 90-11-146, adopted December 6, 2011 is hereby superseded and cancelled.