



OPEN MEETING

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

Tuesday, April 3, 2018 - 9:30 A.M.

Laguna Woods Village Community Center Board Room 24351 El Toro Road

NOTICE AND AGENDA

- 1. Call Meeting to Order / Establish Quorum—Thomas Sirkel, President**
- 2. Pledge of Allegiance – Director Milliman**
- 3. Acknowledge Media**
- 4. Approval of Agenda**
- 5. Approval of Minutes of Meeting**
 - (a) March 6, 2018 – Regular Open Session Meeting
- 6. Report of Chair**
- 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.*

12. Unfinished Business

- (a) Entertain a Motion to Approve Relocation of Summer Kids Swim Program **(30-day notification to comply with Civil Code §4360 has been satisfied)**
- (b) Entertain a Motion to Approve a Resolution for Care Services for Equestrian Center Boarders **(30-day notification to comply with Civil Code §4360 has been satisfied)**

13. New Business

- (a) Entertain a Motion to Introduce Redevelopment of Existing Paddle Tennis/ Pickleball Courts at Gate 12 **(April Initial Notification – must postpone 30-days to comply with Civil Code §4360)**
- (b) Entertain a Motion to Approve the Designation of Western Bluebird Club (WB Club) of Laguna Woods Village to Maintain all Bluebird Boxes within GRF Common Area

14. Committee Reports

- (a) Report of the Finance Committee/Financial Reports – Director Phelps. Next meeting April 18, 2018, at 1:30 p.m. in the Board Room.
- (b) Report of the Community Activities Committee – Director Perak. Next meeting May 10, 2018, at 2:00 p.m. in the Board Room.
- (c) Report of the Maintenance & Construction Committee – Director Matson. Next meeting April 11, 2018, 9:30 a.m. in the Board Room.
 - Report of the Performing Arts Center (PAC) Renovation Ad Hoc Committee - Director Perak. Next meeting TBA
- (d) Report of the Media & Communications Committee – Director Milliman. Next meeting April 16, 2018, at 1:30 p.m. in the Board Room. Thrive Meeting April 18, 2018, at 9:30 am in the Cypress Room
- (e) Report of the Mobility & Vehicles Committee – Director Troutman. Next meeting April 4, 2018, at 1:30 p.m. in the Board Room.
- (f) Report of the Security & Community Access Committee – Director Sabol Soule. Next meeting April 26, 2018, at 1:30 p.m. in the Board Room
 - Report of the Traffic Hearings – Director Gros. Next meeting April 18, 2018, 9:00 a.m. in the Board Room & 1:00 p.m. in the Cypress Room.

- Report of the Disaster Preparedness Task Force- Director Troutman. Next meeting April 24, 2018, 9:30 a.m. in the Cypress 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) Entertain a Motion to Approve a Resolution for Amendments to the Golf Cart Policies and Procedures **(MARCH Initial Notification-must postpone to May (30-Days) to comply with Civil Code §4360)**
- (b) Entertain a Motion to Approve a Resolution Ratifying EV Charge Station Fees **(MARCH Initial Notification-must postpone to May (30-Days) to comply with Civil Code §4360)**
- (c) Entertain a Motion to Approve a Resolution for Electronic Payment Policy **(MARCH Initial Notification-must postpone to May (30-Days) to comply with Civil Code §4360)**
- (d) Entertain a Motion to Approve the Design and Creation of a Decorative Art Wall at Clubhouse 4
- (e) Entertain a Motion to Approve Policies for Capital Improvement Projects (CIP) to be Reviewed by Corporate Members; and Procedures for Corporate Members Meetings

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) March 6, 2018 – Regular Executive Session

(b) March 22, 2018 – Special 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

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Minutes of the Regular Meeting of the Golden Rain Foundation
Tuesday, March 6, 2018, 9:30 a.m.
24351 El Toro Road, Laguna Woods, California.

Directors Present: Thomas Sirkel, Beth Perak, Ray Gros, Joan Milliman,
Diane Phelps, Jim Matson, Richard Palmer, Annette Sabol Soule
and Judith Troutman

Directors Absent: JoAnn diLorenzo and Jim Juhan

Staff Present: Brad Hudson, Chris Spahr, Brian Gruner and Cheryl Silva

Others Present: United Mutual: Juanita Skillman
Third Mutual: John Frankel
VMS: Dan Kenney, Mary Stone and Dick Rader
Mutual Fifty: Ryna Rothberg

1. Call to Order

President Sirkel called the meeting to order at 9:34 a.m., and acknowledged a quorum was present.

2. Pledge of Allegiance to the Flag

Director Gros led the membership in the Pledge of Allegiance to the Flag.

3. Acknowledgement of Media

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

4. Approval of Agenda

President Sirkel requested to add 13h, Bluebird Box Replacement, to the agenda. Director Perak made a motion to approve the Agenda as amended. Director Sabol Soule seconded the motion and it passed by unanimous consent.

5. Approval of Minutes

Director Milliman made corrections to the minutes of February 6, 2018. Director Milliman made a motion to approve the minutes as corrected. The motion was seconded by Director Gros and passed by unanimous consent.

6. Report of the Chair

President Sirkel announced that Friday, March 9, 2018, the lawn bowling facility will open. They have a tournament scheduled for March. A drone video of the new facility was shown.

7. Update from VMS

Director Kenney gave an update of the VMS meetings in the month of February. He mentioned that Lori Moss, the Community Manager recently retired. He talked about the Division Directors and their responsibilities and backgrounds. He commented that the CEO is doing a great job for the Community.

8. CEO Report

Brad Hudson, CEO, gave a report on the new technology initiatives and digital television conversion program. Chuck Holland will give an IT Department update at the next VMS Board meeting tomorrow. The new technology will improve customer service and improve work efficiency.

- (a) The CEO introduced Eileen Paulin the new Director of Marketing and Communications

9. Open Forum (Three Minutes per Speaker)

Members spoke on Laguna Woods Village Foundation, bus schedules, replacement of the old pianos and upcoming major projects during open forum.

10. Response to Open Forum Speakers

Director Milliman gave an update on the health of Director Juhan. Several Directors and the CEO responded to member comments.

11. Consent Calendar

- (a) Entertain a Motion to Approve the Election Schedule for 2018
- (b) Entertain a Motion to Approve a Resolution to comply with Civil Code Section §4515

RESOLUTION 90-18-11 **Civil Code Section §4515**

WHEREAS, California Civil Code Section §4515 went into effect as of January 1, 2018; and

WHEREAS, Civil Code Section §4515 expresses the legislative intent that members and residents of common interest developments have the ability to exercise their rights under law to peacefully assemble and freely communicate with respect to common interest development living or for social, political or educational purposes; and

WHEREAS, Civil Code Section §4515 precludes the governing documents of common interest developments from prohibiting members or residents from those activities prescribed in Section §4515 (b)(1)-(5).

NOW THEREFORE, BE IT RESOLVED, March 6, 2018, that to the extent the

provision of any prior resolution violates Civil Code Section §4515, that Section §4515 supersedes the provision and the provision shall not be enforced; and

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

(c) Laguna Hills Memorial Day Half-Marathon, 10K and 5K

Director Matson made a motion to approve the Consent Calendar. Director Perak seconded the motion. The motion passed by unanimous consent.

12. Unfinished Business -- None

13. New Business

(a) Entertain a Motion to Approve a Resolution for Amendments to the Golf Cart Policies and Procedures

The Secretary of the Board read the following resolution:

RESOLUTION 90-18-XX
GOLF CART POLICIES AND PROCEDURES

WHEREAS, the Golden Rain Foundation of Laguna Woods Village (GRF) desires to set standardized golf cart policies and procedures related to Community safety and access control, including decals, RFIDs and fees; and

WHEREAS, electric golf carts plugged into common area electricity must pay the current annual golf cart charging fee as determined by Mutual policy; and

WHEREAS, the golf cart decals and RFID's remain the property of GRF; and,

WHEREAS, GRF has concerns about properly maintained golf carts, unattended extension cords and golf cart chargers that are not positioned at least six inches above the floor.

NOW THEREFORE BE IT RESOLVED, on March 6, 2018, that the following amendments are introduced to the Laguna Woods Village Vehicle, Traffic, and Parking Rules, Section X, Golf Carts and Golf Cars:

GOLF CART REGISTRATION

Residents are required to register all golf carts;

Registration includes the application of a permanent seven-digit serial number on a reflective tamper-resistant white background with black numbers. This GRF decal will be placed by Staff on the front windshield, driver side, lower corner and shall be visible at all times.

GOLF CART PLUG IN VEHICLES IN COMMON AREA

Resident Golf Carts that are allowed to connect to Mutual common area electricity will be issued a reflective tamper-resistant Mutual decal for registration purposes, yellow for United Laguna Woods Mutual (ULWM) and green for Third Laguna Hills Mutual (TLHM).

The ability to charge using common area electricity is included in the annual Electric Golf Cart fee for carts registered to any manor that does not have a private garage/carport. In order to have access to common area electricity, golf carts will be issued a ULWM or TLHM Decal that Staff will place on exterior rear fender on the lower corner furthest from the driver.

All Golf Cart charging equipment must be certified and maintained to UL standards. Golf Cart charging may not be utilized within storage cabinets.

The Mutual decal may be revoked upon expiration, withdrawal, or termination from the program; or non-compliance with these rules.

Any golf cart connected to a common area outlet without authorization will be disconnected and receive a Notice of Violation (NOV), and will be charged the annual charging cost as determined by TLHM/ULWM Golf Cart Policy as a fee and be required to obtain a current Mutual decal; in addition to the other enforcement actions allowed in these rules. Non-residents and guests are prohibited from connecting to common area outlets.

UNATTENDED GOLF CART EXTENSION CORDS, BATTERY CHARGERS

Unattended extension cords may not be used in GRF, ULWM, or TLHM for any purpose. All golf cart battery chargers must be elevated a minimum of six inches from the floor. Residents found with unattended extension cords and/or golf cart chargers that are not a minimum of six inches above the floor will be subject to fines.

FEES AND FINES

Refer to the applicable Fee Schedules for GRF, United, and Third.

RESOLVED FURTHER, residents found with unattended extension cords and/or golf cart chargers that are not a minimum of six inches above the floor will be subject to fines; and

RESOLVED FURTHER, if golf cart ownership change occurs, the current owner must notify and register the change with VMS Administration; and

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

MARCH 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 30-days from the postponement to comply with Civil Code §4360.

Director Matson made a motion to introduce a resolution for amendments to the Golf Cart Policies and Procedures. Director Sabol Soule seconded the motion and it passed unanimously.

President Sirkel asked to move agenda item 13h up on the agenda because several members were present to speak on this item. This item was added to the agenda by the Board.

13(h) Bluebird Boxes Replacement Resolution

Director Milliman made a motion to rescind the approval of the Bluebird Boxes Replacement resolution. The motion was seconded by Director Troutman and passed by unanimous consent.

Director Milliman made a motion to place the Bluebird Boxes Replacement discussion on the Community Activities Committee agenda of 3-6-18. The motion was seconded by Director Perak and passed by unanimous consent.

Discussion ensued among the Directors.

Several members commented about the bluebird boxes.

President Sirkel encouraged members to attend the Community Activities Committee meeting on Thursday, March 8, 2018, at 2:00 p.m. in the Board Room.

13(b) Entertain a Motion to Approve a Resolution for a Supplemental Appropriation for Fumigation of Termites at GRF Facilities

The Secretary of the Board read the following resolution:

Resolution 90-18-12
Fumigation for Termites at GRF Facilities

WHEREAS, in December 2017, staff, along with the GRF contracted vendor, Newport Exterminating, conducted visual interior and exterior inspections of the structures at Clubhouses 1, 2, 3, 5, 6, and Gatehouse 8;

WHEREAS, Clubhouse 7 had been previously inspected and found clear of termites. Clubhouse 4 was fumigated for termites in August 2017;

WHEREAS; no evidence of termite infestations was found at Clubhouses 1, 4, 5 and 6.

However, evidence of termite infestations and recommendations were received from Newport Exterminating for various areas at Clubhouse 2, the Lawn Bowling Clubhouse and Storage Room, the PAC (Clubhouse 3) and Gatehouse 8; and,

WHEREAS, both a full structure treatment and localized treatments are required to eradicate the termite infestation at these facilities; and,

WHEREAS, the work will be coordinated with the Recreation Department to facilitate any closures during fumigation; and,

WHEREAS, this unbudgeted service would require a supplemental appropriation in the amount of \$33,000, to be funded from the Contingency Fund to complete the treatments in 2018.

NOW THEREFORE BE IT RESOLVED, on March 6, 2018, the Board of Directors of this Corporation hereby authorizes a Supplemental Appropriation in the amount of \$33,000, to be funded from the Contingency Fund, for termite fumigation at GRF Facilities by the Mutual's contractor, Newport Exterminating, during the 2018 Fumigation Program; 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 approve the resolution for fumigation of termites at GRF facilities. Director Perak seconded the motion.

Discussion ensued among the Directors.

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

13(c) Entertain a Motion to Approve a Resolution for a Supplemental Appropriation and Contract Award for Refurbishment of the 19 Restaurant & Lounge.

The Secretary of the Board read the following resolution:

Resolution 90-18-13
Refurbishment of the 19 Restaurant and Lounge

WHEREAS, in July 2017, the Board approved a Supplemental Appropriation in the amount of \$75,000 from the Facilities Fund to remodel the 19 Restaurant and Lounge. In addition, the 2017 Capital Plan included \$25,000 for the replacement of the carpet at Restaurant 19; and,

WHEREAS, a bid was sent out to three contractors and one was received from B. Foster Construction, Inc. in the amount of \$91,053, for refurbishing the indoor and outdoor dining and bar areas at the 19 Restaurant; and,

WHEREAS, expenditures for the interior design and procurement of the dining and patio

furnishings have been made in the amount of \$39,324 which leaves a remaining balance of \$60,676. The total refurbishment cost of \$91,053 requires a Supplemental Appropriation in the amount of \$30,377.

NOW THEREFORE BE IT RESOLVED, on March 6, 2018, the Board of Directors of this Corporation hereby authorizes a Supplemental Appropriation in the amount of \$30,377, to be funded from the Facilities Fund, and awards a contract to B. Foster Construction, Inc. in the amount of \$91,053, including a 10 percent contingency, to provide labor and materials to fully fund the contract required to complete the refurbishment at the 19 Restaurant and Lounge; 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 approve the resolution for supplemental appropriation and contract award for refurbishment of the 19 Restaurant & Lounge. Director Sabol Soule seconded the motion.

Discussion ensued among the Directors.

President Sirkel called for the vote and the motion passed by a vote of 8-1-0 (Director Troutman opposed).

- 13(d) Entertain a Motion to Approve a Resolution for a Supplemental Appropriation and Contract Award of Pool 5 Maintenance

The Secretary of the Board read the following resolution:

Resolution 90-18-14
Pool 5 Maintenance

WHEREAS, the GRF Board appropriated \$26,000 in the 2017 Capital Plan for repair of the waterline tile at Pool 5; and,

WHEREAS, during the job walk for the Pool 5 maintenance repairs, it was determined that the pool plaster is exhibiting significant deterioration, presenting at some locations a potential hazard to swimmers; and,

WHEREAS, the scope of work was expanded for this project to address the plaster deficiencies at the same time the tile repairs are made; and,

WHEREAS, allocating an additional \$46,000 in a supplemental funding is necessary to cover the cost of the additional work; and,

WHEREAS, the bid received from Alan Smith pools was the lesser of the two bids received at \$71,337 which includes a 10 percent contingency.

NOW THEREFORE BE IT RESOLVED, on March 6, 2018, the Board of Directors of this Corporation hereby authorizes a supplemental appropriation in the amount of \$46,000, to be funded from the Facilities Fund, and awards a contract to Alan Smith Pools in the not to exceed amount of \$71,367, to provide labor and materials for the refurbishment of Pool 5; 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.

Director Milliman made a motion to approve the resolution for supplemental appropriation and contract award of Pool 5 maintenance. Director Perak seconded the motion.

Discussion ensued among the Directors.

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

13(e) Entertain a Motion to Approve a Resolution Ratifying EV Charge Station Fees
(MARCH Initial Notification-must postpone 30-Days to comply with Civil Code §4360)

The Secretary of the Board read the following resolution:

RESOLUTION 90-18-XX
EV Charge Station Fees

WHEREAS, the Golden Rain Foundation of Laguna Woods Village (GRF) desires to adopt renewable energy initiatives in the Community; and,

WHEREAS, a dual-port EV charging station was installed at the north-west corner of the Community Center parking lot, adjacent to the trash enclosure (ATT1) and is powered by a meter billed to the Golden Rain Foundation; and,

WHEREAS, the charge station is operated under contract with ChargePoint and registration on the www.chargepoint.com website is required to use the charge station.

NOW THEREFORE BE IT RESOLVED, on March 6, 2018 that GRF introduces a fee schedule for the EV charging station located at the Community Center parking lot, designed to provide free charging to GRF fleet vehicles, to cover average cost of charging for Laguna Woods Village residents and VMS Inc. employees, and to set a rate comparable to fuel costs for all other users;

RESOLVED FURTHER, the Board ratifies the current fee schedule:

<u>User Type</u>	<u>Fee Amount</u>
GRF Fleet Vehicles	Free
Residents	\$0.17 per kWh
VMS Employees	\$0.17 per kWh

General Public \$0.30 per kWh

RESOLVED FURTHER, the Board will periodically review electricity bills to determine appropriate adjustments in the charge rates and amounts will be published on the GRF Fee 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.

MARCH 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 30-days from the postponement to comply with Civil Code §4360.

Director Milliman made a motion to introduce the resolution ratifying EV charge state fees and postpone filal vote for 30 days. Director Phelps seconded the motion.

Discussion ensued among the Directors.

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

13(f) Entertain a Motion to Approve a Resolution for Electronic Payment Policy
(MARCH Initial Notification-must postpone 30-Days to comply with Civil Code §4360)

The Secretary of the Board read the following resolution:

RESOLUTION 90-18-XX
ELECTRONIC PAYMENT POLICY

WHEREAS, Golden Rain Foundation of Laguna Woods Village (GRF) has adopted several electronic payment methods over the years; and,

WHEREAS, credit card payments are accepted at several point-of-sale locations, such as those used at the Village Greens (Resolution 90-11-102), Broadband Services (Resolution 90-12-130), and the Performing Arts Center (90-14-01), with the associated merchant processing fees absorbed into operations at these revenue-generating operations; and,

WHEREAS, GRF offers an electronic payment method for monthly assessments called EZPay and 70 percent of Laguna Woods Village members take advantage of this free auto-debit service to automatically deduct assessments from their bank account; and,

WHEREAS, GRF desires to increase electronic payment options for assessments and introduce options for chargeable services; and,

WHEREAS, GRF has initiated a service agreement with RevoPay to process electronic payments via the Community's resident portal and in person at the Community Center, which will be activated once the technology infrastructure is in place.

NOW THEREFORE BE IT RESOLVED, on March 6, 2018, that GRF introduces the acceptance of electronic payments for assessments, fines, fees, and chargeable services with the payer being charged a convenience fee equal to an amount necessary to offset all processing fees contracted with the merchant provider;

RESOLVED FURTHER, fees will start at 2.95 percent per credit card transaction and \$1.95 per eCheck/ACH transaction and will be updated as needed based on contractual agreements and passed on to the payer without further resolution updates; and,

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

MARCH 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 30-days from the postponement to comply with Civil Code §4360.

Director Milliman made a motion to introduce the resolution for electronic payment policy and postpone 30 days for final vote. Director Phelps seconded the motion.

Discussion ensued among the Directors.

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

13(g) Director Access to Corporate Books, Records and Documents

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

RESOLUTION 90-18-15

Director Access to Corporate Books, Records and Documents

WHEREAS, Golden Rain Foundation of Laguna Woods ("GRF") is a non-profit mutual benefit corporation, existing under and by virtue of the laws of the State of California, organized for the purpose of developing and maintaining facilities and services, and operating the community facilities pursuant to the provisions set forth in its Articles of Incorporation and Bylaws; and,

WHEREAS, pursuant to Corporations Code Section 8334, every director shall have the

absolute right at any reasonable time to inspect and copy all books, records and documents of every kind and to inspect the physical properties of the corporation of which such person is a director;

WHEREAS, a director's general right of inspection may be preempted by the right of privacy guaranteed under the California Constitution, may be subordinate to statutes specifically protecting confidential, private, or privileged records, and California courts have also acknowledged a constitutional right to privacy held by members of HOA's in their voting decisions; and,

WHEREAS, a director's duty of loyalty involves not only the duty to avoid conflicts of interest, but requires full disclosure of any interests potentially adverse to GRF; and,

WHEREAS, GRF desires to adopt clear guidelines and procedures for director access to GRF records, and directors' handling of those records, while protecting GRF from liability claims arising from the review, copying and dissemination of corporate records.

NOW, THEREFORE BE IT RESOLVED, March 6, 2018, that the Board of Directors of this Corporation hereby adopts a Policy Governing Director Access to Corporate Books, Records and Documents; 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 approve the resolution for Director access to corporate books, records and documents without the need for a 30-day notification. Director Phelps seconded the motion.

Discussion ensued among the Directors.

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

14. Committee Reports

(a) Report of the Finance Committee/Financial Reports

Director Phelps reported on the Finance Committee and presented the Treasurer's Report. The next meeting will be held on April 18, 2018, at 1:30 p.m. in the Board Room.

(b) Report of the Community Activities Committee

Director Perak highlighted the upcoming events and reported that the next Community Activities Committee meeting will be held on March 8, 2018, at 2:00 p.m. in the Board Room.

(c) Report of the Maintenance & Construction Committee

Director Matson reported on the Maintenance & Construction Committee. The next meeting will be held on April 11, 2018, at 9:30 a.m. in the Board

Room.

- Director Gros provided information about the Laguna Canyon Foundation
- Director Perak reported on the Performing Arts Center (PAC) Renovation Ad Hoc Committee. The next meeting will be held on March 23, 2018, at 9:00 a.m. in the Board Room.

(d) Report of the Media and Communications Committee

Director Milliman reported on the Media and Communications Committee and the Thrive Task Force. The next Media and Communications meeting will be held on March 19, 2018, at 1:30 p.m. in the Board Room. The next Thrive Task Force will meet on March 21, 2018, at 9:30 a.m. in the Cypress Room.

(e) Report of the Mobility & Vehicles Committee

Director Troutman reported from the Mobility & Vehicles Committee. The next Mobility & Vehicles Committee will meet on Wednesday, April 4, 2018, at 1:30 p.m. in the Board Room.

(f) Report of the Security & Community Access Committee

Director Sabol Soule reported from the Security & Community Access Committee. The next Security & Community Access Committee meeting will be held on April 26, 2018, at 1:30 p.m. in the Board Room.

- Director Gros reported on the Traffic Hearings. Next meeting will be held March 21, 2018, at 9:00 a.m. in the Board Room and 1:00 p.m. in the Cypress Room.
- Report of the Disaster Preparedness Task Force- Director Troutman. Residents are encouraged to volunteer to be a Good Neighbor Building Captain. Next meeting March 27, 2018, at 9:30 a.m. in the Cypress Room.

15. Future Agenda Items

- (a) Entertain a Motion to Approve new Pickleball and Paddle Tennis Courts (April)
- (b) Entertain a Motion to Approve Relocation of Summer Kids Swim Program **(FEBRUARY Initial Notification-must postpone 30-Days to comply with Civil Code §4360)**
- (c) Entertain a Motion to Approve a Resolution for Care Services for Equestrian Center Boarders **(FEBRUARY Initial Notification-must postpone 30-Days to comply with Civil Code §4360)**
- (d) Entertain a Motion to Approve Policies for Capital Improvement Projects (CIP) to be Reviewed by Corporate Members; and Procedures for Corporate Members Meetings (April)

- (e) Entertain a Motion to Approve a Resolution for Amendments to the Golf Cart Policies and Procedures **(MARCH Initial Notification-must postpone 30-Days to comply with Civil Code §4360)**
- (f) Entertain a Motion to Approve a Resolution Ratifying EV Charge Station Fees **(MARCH Initial Notification-must postpone 30-Days to comply with Civil Code §4360)**
- (g) Entertain a Motion to Approve a Resolution for Electronic Payment Policy **(MARCH Initial Notification-must postpone 30-Days to comply with Civil Code §4360)**
- (h) Director Access to Corporate Books, Records and Documents **(MARCH Initial Notification-must postpone 30-Days to comply with Civil Code §4360)**

16. Director's Comments

- Director Gros invited residents to support the Laguna Canyon
- Director Sabol Soule invited residents to attend the Committees. Times and locations are listed in the agenda. The scheduled Golf Memorial Tournament is scheduled for May 12, 2018; all money raised is donated to the Laguna Woods Foundation.
- Director Milliman announced that, as Secretary, she is accepting articles for the Breeze from all GRF Board Directors.

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

The Board recessed to Closed Session at 12:38 p.m.

Closed Executive Session Agenda

Approval of Agenda

Approval of Minutes

(a) February 6, 2018 – Closed 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

Adjournment

Adjourn

The meeting was adjourned at 3:05 p.m.



Joan Milliman, Secretary of the Board
Golden Rain Foundation

Attachment 1: Request Letter from the City of Laguna Hills



Heather Rasmussen
Senior Public Affairs Specialist
Professional Community Management – Laguna Woods Village
24351 El Toro Road
Laguna Woods, CA. 92637

Dear Ms. Rasmussen:

For the past 19 years, both avid runners and community members have enjoyed the City of Laguna Hills Memorial Day Half Marathon, 10K and 5K, Honoring the USMC Dark Horse Battalion event over the Memorial Day weekend. The community event has been successful for many reasons, primarily due to the collaboration between the hospital, the City of Laguna Hills, and the Golden Rain Foundation and Laguna Woods Village, who created the 5k event in 1994. The event is scheduled for Monday May 28, 2018, and is once again expected to draw nearly 8,000 runners and spectators.

The City of Laguna Hills is again working with Renegade Racing as the event management company. It is our hope that as in years past, the Golden Rain Foundation and Laguna Woods Village will allow the participants to run or walk through its beautiful community. The proposed course for the 5k is the same that was used for last year's event, and the half marathon and 10K will once again follow the 5k route for the first three miles of the race. The goal again is to minimize the impact on your residents by having participants enter and exit through Gate 2, which will allow complete access to Gate 3 for the duration of the event. Staff from Renegade Racing and community volunteers will be available to ensure that the road closures run smoothly.

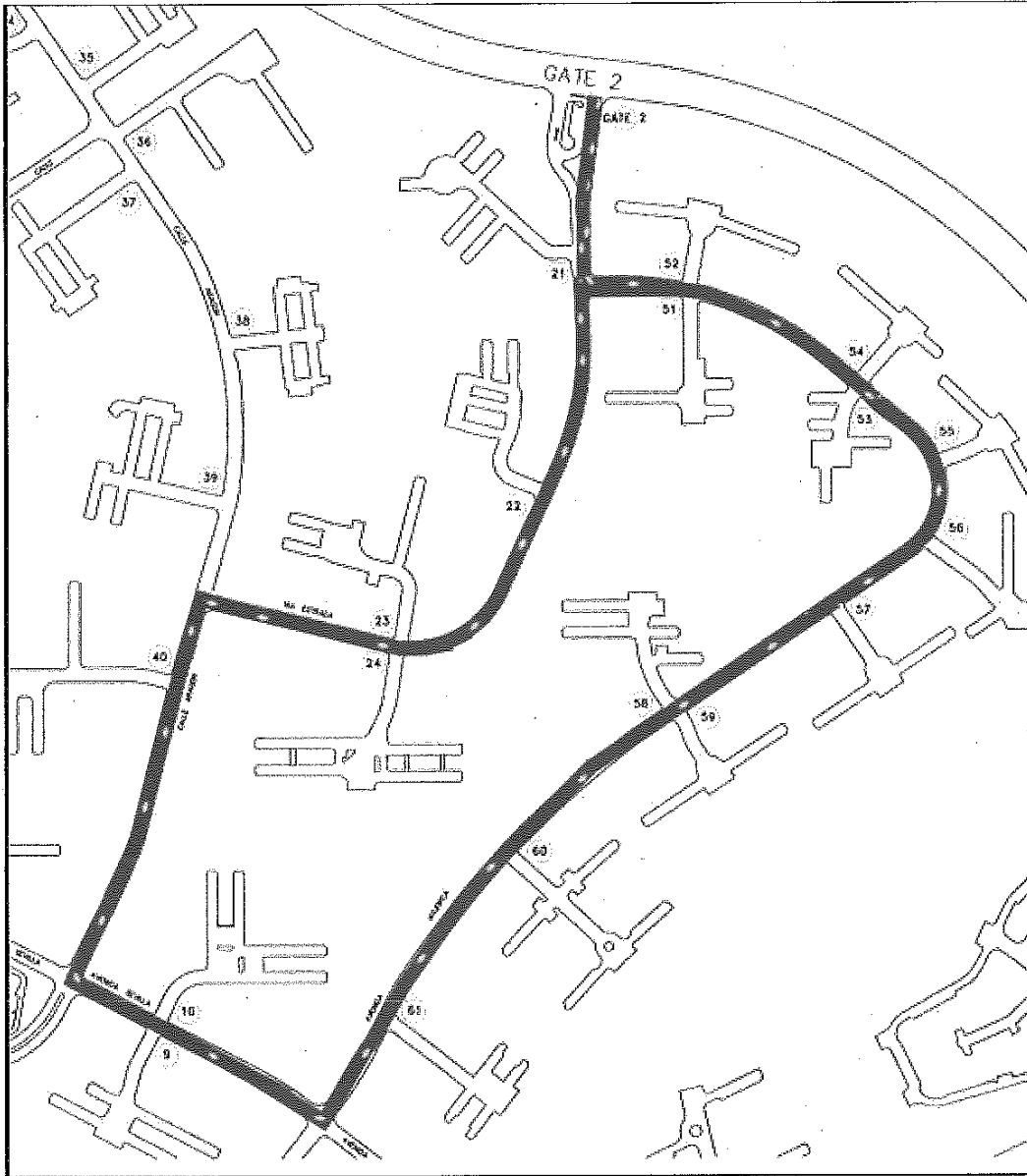
The generosity of the Golden Rain Foundation and Laguna Woods Village has contributed to the event's success for eighteen years. Many of the participants consider the loop through the village to be the highlight of the course. A booth will be provided to Laguna Woods Village in the event expo, and you will be permitted to place an insert in the goodie bags that will be distributed to expo participants and runners. We look forward to celebrating the 20 year anniversary of the event, and to working with the Golden Rain Foundation and Laguna Woods Village staff.

Thank you for your consideration of the request. If you have any questions or concerns, please feel free to contact me at (949) 707-2686.

Sincerely,

Dan Meehan
City of Laguna Hills

**Attachment 2: Laguna Hills Half Marathon, 10K and 5K Course Map
(Laguna Woods Village)**



Attachment 1

RESOLUTION 90-18-XX

GOLF CART POLICIES AND PROCEDURES

WHEREAS, the Golden Rain Foundation of Laguna Woods Village (GRF) desires to set standardized golf cart policies and procedures related to Community safety and access control, including decals, RFIDs and fees;

WHEREAS, electric golf carts plugged into common area electricity must pay the current annual golf cart charging fee as determined by Mutual policy;

WHEREAS, the golf cart decals and RFID remain the property of GRF; and,

WHEREAS, GRF has concerns about properly maintained golf carts, unattended extension cords and golf cart chargers that are not positioned at least six inches above the floor.

NOW THEREFORE BE IT RESOLVED, on March 6, 2018 that the following amendments are introduced to the Laguna Woods Village Vehicle, Traffic, and Parking Rules, Section X, Golf Carts and Golf Cars:

GOLF CART REGISTRATION

Residents are required to register all golf carts;

Registration includes the application of a permanent seven-digit serial number on a reflective tamper resistant white background with black numbers. This GRF decal will be placed by Staff on the front windshield, driver side, lower corner and shall be visible at all times.

GOLF CART PLUG IN VEHICLES IN COMMON AREA

Resident Golf Carts that are allowed to connect to Mutual common area electricity will be issued a reflective tamper-resistant Mutual decal for registration purposes, yellow for United Laguna Woods Mutual (ULWM) and green for Third Laguna Hills Mutual (TLHM).

The ability to charge using common area electricity is included in the annual Electric Golf Cart fee for carts registered to any manor that does not have a private garage/carport. In order to have access to common area electricity, golf carts will be issued a ULWM or TLHM Decal that Staff will place on exterior rear fender on the lower corner furthest from the driver.

All Golf Cart charging equipment must be certified and maintained to UL standards. Golf Cart charging may not be utilized within storage cabinets.

The Mutual decal may be revoked upon expiration, withdrawal, or termination from the program; or non-compliance with these rules.

Any golf cart connected to a common area outlet without authorization will be disconnected and receive a Notice of Violation (NOV), and will be charged the annual charging cost as determined by TLHM/ULWM Golf Cart Policy as a fee and be required to obtain a current Mutual decal; in addition to the other enforcement actions allowed in these rules. Non-residents and guests are prohibited from connecting to common area outlets.

UNATTENDED GOLF CART EXTENSION CORDS, BATTERY CHARGERS

Unattended extension cords may not be used in GRF, ULWM, or TLHM for any purpose. All golf cart battery chargers must be elevated a minimum of six inches from the floor. Residents found with unattended extension cords and/or golf cart chargers that are not a minimum of six inches above the floor will be subject to fines.

FEES AND FINES

Refer to the applicable Fee Schedules for GRF, United, and Third.

RESOLVED FURTHER, residents found with unattended extension cords and/or golf cart chargers that are not a minimum of six inches above the floor will be subject to fines;

RESOLVED FURTHER, if a golf cart ownership change occurs, the current owner must notify and register the change with VMS Administration;

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

MARCH 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 30-days from the postponement to comply with Civil Code §4360.



Director Request for Access to Corporate Books, Records And Documents

I request the following:

Review/inspect corporate books, records and documents

Copy corporate books, records and documents

Records/documents from date(s): (from) _____, 20____ (to) _____, 20____

The records/documents that I request are:

Director Name: _____

Address: _____

Mailing Address (If address is different): _____

Telephone Number: _____

I understand that the Corporation may request clarification of my request. Such clarification may require dialogue between the Staff me, which may impact the date on which my request becomes active. I understand that it is up to me to arrange for a copy service if I want copies.

I acknowledge and agree the corporate books, records and documents, and any information from them, may not be sold, used for a commercial purpose, or used for any other purpose not reasonably related to my interests as a Director of the Corporation. I agree to keep the corporate books, records and documents, and any information from them confidential and agree to return the corporate books, records and documents to the Staff at the end of my term as a director.

Signature: _____

GOLDEN RAIN FOUNDATION OF LAGUNA WOODS

POLICY GOVERNING DIRECTOR ACCESS TO CORPORATE BOOKS, RECORDS AND DOCUMENTS

The following policy has been duly adopted by the Golden Rain Foundation of Laguna Woods ("GRF") Board of Directors and is in effect as of March 6, 2018. GRF desires to provide directors clear guidelines for requesting and handling corporate records and information, including the obligation to keep privileged and sensitive documents confidential, unless disclosure is approved by the Board, compelled by law, or pursuant to the advice of legal counsel.

The following policies are intended to provide clear guidance and procedures for the access of GRF records. Current directors serving on the Board have the absolute right at any reasonable time to inspect and copy all books, records and documents of GRF of every kind and to inspect the physical properties of GRF. (*Corporations Code* § 8334.) However, a director's general right of inspection may be preempted by the right of privacy guaranteed under the California Constitution and may be subordinate to statutes specifically protecting confidential, private, or privileged records. (*Chantiles v. Lake Forest II Homeowners Association*, 37 Cal.App.4th 914, 925 (1995). California courts have also acknowledged a constitutional right to privacy held by members of HOA's in their voting decisions. *Id.* at 926. By its express language, director's absolute right of access is qualified, in that it must be exercised at a reasonable time. (*Corporations Code* § 8334.)

These policies and procedures are intended to be in full compliance with the *Corporations Code* § 8334 and serve to balance the qualified rights of directors with protected privacy interests, and at the same time limit GRF's liability arising from the review, copying and dissemination of sensitive corporate records.

I. Director Access to Books, Documents, Records or Other Information Available to Directors Pursuant to their Inspection Rights

A. Qualifications of the Director's Absolute Right of Inspection Consistent with the Strictures of Corporations Code § 8334

A director's absolute right to access corporate records is tempered in that it must be at a reasonable time, and has been preempted by constitutional protections and case law extending statutory protections respecting confidential and privileged information, as well as HOA members' right to keep ballot decisions private. The following

enumerates the law respecting director access to corporate records, serving as both a tool and a guideline for directors to follow when exercising the right to inspect corporate documents.

B. Written Request to Inspect Books, Documents, Records or Other Information

Corporate records are maintained at the Community Center and director requests to review and copy them will necessarily be administered by management. This process will be facilitated by the director's written request to inspect and/or copy corporate documents. To properly balance and allocate management time for this task, appointments will be set approximately five business days following receipt of written requests. Appointment will be held during normal business hours, Monday through Friday, from 9 am to 5 pm. The director's access will be qualified as described above, and set out in Article II below.

C. Acknowledging the Director's Duties to the Corporation and its Members

Corporations Code § 8334 acknowledges the director's need for information in making decisions on behalf of the corporation. Implicit in this grant of access, is the acknowledgement that the documents reviewed will not be used for unrelated purposes. Additionally, directors owe GRF certain fiduciary duties, including, but not limited to, the duty of confidentiality, the duty of loyalty and the duty of due care. Directors must act in good faith, in the best interests of GRF, and with such care, including reasonable inquiry, as an ordinarily prudent person in a like position would use under similar circumstances. (*Corporations Code § 7231.*) Directors will be asked to acknowledge their duties to the Corporation and its members, in writing, agreeing not to disclose the documents or information contained therein to third parties, to agree to honor the attorney-client privilege and the right of privacy guaranteed to the Corporation's members and to management. Directors shall also agree to defend, indemnify and hold harmless, GRF, its Board, management and agents from claims and harm arising from the review and copying of corporate records.

II. Qualifying the Absolute Right to Inspect and Copy Corporate Documents

A. Privacy: Books, Records, Documents and Other Information Not Subject to Inspection

There is a legally recognized privacy interest in precluding the dissemination or misuse of sensitive and confidential information ("informational privacy"). Informational privacy is the core value furthered by the California Constitution. (Cal. Const. Art. I, § 1.) A particular class of information is private when well-established social norms recognize the need to maximize individual control over its dissemination and use to prevent unjustified embarrassment or indignity.

Therefore, any and all books, records, documents or other information containing information that, if disclosed, would infringe, or has the potential to infringe, on a Member's privacy rights, shall not be subject to inspection or copying by a director, including, without limitation:

(1) Ballots or any other documents with information revealing the identity of a voter and how their cast their vote; and

(2) Personnel information, including employment records (e.g. performance evaluations, payroll records, etc.). However, personnel information is subject to review by the Board of Directors in connection with proper GRF business, but such records shall be handled by the Board and with due care.

B. Conflict of Interest: Books, Records, Documents and Other Information Not Subject to Inspection

Directors owe GRF a duty of undivided loyalty, and may not make decisions for GRF that benefit their own interests at the expense of GRF or its Members. (*Raven's Cove Townhomes, Inc. v. Knuppe Development Co.*, 114 Cal. App. 3d 783 (1981).) The duty of loyalty involves not only the duty to avoid conflicts of interest, but requires full disclosure of any interests potentially adverse to GRF. A director has the duty to serve the interests of all Members. To that end, where an actual or potential conflict of interest exists, the director shall not be entitled to inspect or copy the following books, records, documents or other information relating to, arising out of, or in connection with:

(1) Litigation or other formal action (criminal, civil, administrative, etc.) against GRF in which the director (including his/her family members, guests, tenants, agents, or invitees) is involved as an opponent. This information is protected by, among other privileges, the attorney-client and work product privileges;

(2) The personal or financial interests of the director, including his/her family members, guests, tenants, agents, or invitees;

(3) The director's stated or implied (through the director's conduct) intent to disclose (without authorization of the Board) or to otherwise violate his/her fiduciary duties; and

(4) Neighbor to neighbor disputes, including, but not limited to, sensitive records pertaining to a director's neighbor, when such director is involved in a neighbor to neighbor dispute (e.g., architectural applications, disciplinary hearing notices, violation notices, nuisance claims, or other letters to or from the neighboring Member).

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STAFF REPORT

DATE: April 3, 2018
FOR: Community Activities Committee
SUBJECT: Relocation of Summer Kids Swim

RECOMMENDATION

Approve the relocation of the kid's swim pool from Clubhouse 2 to Clubhouse 6 during the summer pool hours of operation, May 26 to October 1.

BACKGROUND

Clubhouse 2 pool is the designated kids pool and offers extended kids swim hours in the summer. The pool is shared by kids, lap swimmers and recreational adult swimmers; creating a densely populated swimming environment which can be hazardous to some older swimmers.

The pool at Clubhouse 6 is a summer pool, operating from noon to 6 p.m. seven days per week from Memorial Day weekend to the first Sunday in October. Based on utilization reports (Attachment 1), the pool is underutilized yielding very few swimmers. Staff believes this is due to the pool being an oversized back yard style pool with no option of lap swimming or other type of water activities.

DISCUSSION

Staff analyzed and compared the utilization rates of both pools. Pool 2 averages 10 swimmers per hour from noon to 4 p.m. while Pool 6 averages 3.5 swimmers per day during the summer. In addition, staff has received numerous complaints from resident swimmers that Pool 2 is not a safe swimming environment while kids are there. Residents enjoy Pool 2 for its openness, pool deck space, lap/recreational swimming and locker room amenities.

The design and layout of Pool 6 is more conducive to kids swim due to its size, shape, and pool deck layout (Attachment 2). Surrounding neighbors will be minimally impacted by noise and traffic due to the limited amount of hours kids can swim, noon to 4p.m. daily; which is also a low facility usage in the clubhouse.

By relocating the summer kid's pool to Pool 6, staff can customize fun and creative programs that engage both grandparents and grandchildren together; classes such as reading programs, arts, games, and crafts.

FINANCIAL ANALYSIS

None.

Recreation Division Policy

April 3, 2018

Page 2

Prepared By: Brian Gruner, Recreation & Special Events Director
Reviewed By: Brad Hudson, CEO

Committee: Community Activities Committee

ATTACHMENT(S)

Attachment 1: Resolution

RESOLUTION 90-18-XX

Relocation of Summer Kid's Swim

WHEREAS, Clubhouse 2 pool is the designated kids pool and offers extended kids swim hours in the summer;

WHEREAS, Clubhouse 2 pool is shared by kids, lap swimmers and recreational adult swimmers, creating a densely populated swimming environment which can be hazardous to all swimmers; and,

WHEREAS, Clubhouse 6 pool is a summer pool, operating from noon to 6 p.m. seven days per week allowing kids swim hours from noon to 4 p.m. seven days a week from Memorial Day weekend to the first Sunday in October; based on utilization reports, the pool is underutilized yielding very few swimmers.

NOW THEREFORE BE IT RESOLVED, April 3, 2018, that the Board of Directors of this Corporation hereby adopts the relocation of the Summer Kid's Swim from Clubhouse 2 to Clubhouse 6 during the summer pool hours of operation, May 26 to October 1; and,

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

FEBRUARY Initial Notification

30-day notification to comply with Civil Code §4360 has been satisfied.

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STAFF REPORT

DATE: April 3, 2018
FOR: Community Activities Committee
SUBJECT: Care Services for Equestrian Center Boarders

RECOMMENDATION

Approve new horse care service program to boarders who are sick or out of town.

BACKGROUND

Boarders requested staff to offer a horse care program for their horses when they are sick or out of town for a short period of time if there is no one else available. The services requested are:

1. Turnout service
2. Basic grooming
3. Feeding pre-prepared supplements
4. Hot walking
5. Extra stall cleaning
6. Access to Banamine Paste in colic emergencies.

DISCUSSION

The new care program would be performed by VMS Staff, approximately 45 minutes per day, per horse.

- 20 Minutes - Turnout, grooming, and administering prepared supplements
- 10 Minutes - Hot walking, during which time Staff is performing other duties
- 15 Minutes - Extra stall cleaning

All services are to be performed by the Equestrian Supervisor or Stable Assistant between 7 a.m. and 4 p.m.

FINANCIAL ANALYSIS

The recommended cost of the service is \$35 per day, which will cover costs.

Prepared By: Brian Gruner, Recreation & Special Events Director

Reviewed By: Brad Hudson, CEO

Attachment: Resolution

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RESOLUTION 90-18-XX

**Care Services for Equestrian Center
Boarders**

WHEREAS, the GRF Equestrian Facility includes 27 stalls that have been made available to boarders to keep their personally owned horse, with boarders responsible for rental and feed costs;

WHEREAS, boarders requested staff to offer a horse care program for their horses when they are sick or out of town for a short period of time if there is no one else available; and,

WHEREAS, a new care program would be performed by VMS Staff, approximately 45 minutes per day, per horse to boarders who are sick or out of town; and, all services are to be performed by the Equestrian Supervisor or Stable Assistant between 7 a.m. and 4 p.m.

NOW THEREFORE BE IT RESOLVED, April 3, 2018, that the Board of Directors of this Corporation hereby adopts a new horse care service program to boarders who are sick or out of town for \$35 per day to cover costs, to be charged to the boarder; and,

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

FEBRUARY Initial Notification

30-day notification to comply with Civil Code §4360 has been satisfied.

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Golden Rain Foundation
Finance Committee Meeting
February 21, 2018

Pickleball Courts

ENDORSEMENT

Diane Phelps, Treasurer, provided a status update for the Paddle/Pickleball Court project.

By consensus, the Committee agreed that original funding of \$600,000 approved September 2, 2014 and supplemental funding of \$250,000 approved December 5, 2017 will be sufficient to cover the proposed project costs and potential contingencies.

Golden Rain Foundation
Community Activities Committee Meeting
March 8, 2018

ENDORSEMENT (to GRF)

Paddle Tennis and Pickleball Courts at Gate 12

The Committee discussed the recommendation to redevelop the existing Paddle Tennis and Pickleball Courts at Gate 12.

A motion was made to endorse the recommendation to the GRF Board for the redevelopment of the existing Paddle Tennis and Pickleball Courts at Gate 12.

Motion to endorse the recommendation to the GRF Board for the redevelopment of the existing Paddle Tennis and Pickleball Courts at Gate 12 carried unanimously.

STAFF REPORT

DATE: April 3, 2018
FOR: Community Activities Committee
SUBJECT: Paddle Tennis and Pickleball Courts at Gate 12

RECOMMENDATION

Review report and provide a recommendation to the GRF Board for the redevelopment of the existing Paddle Tennis/Pickleball Courts at Gate 12, including a post tension concrete slab over the existing concrete slab and reconfigure the existing four courts to accommodate seven combined pickleball and paddle tennis courts.

BACKGROUND

Constructing pickleball courts has been a topic of discussion at Committee and Board meetings for many years dating back to 2003, at which time the existing tennis courts at Gate 12 were converted into four paddle tennis courts.

On June 23, 2014 the GRF Board approved the 2015 Capital Plan which included funding to relocate and expand the paddle tennis courts with an appropriation of \$600,000, funded from the Facilities Fund.

On July 18, 2016 at the GRF M&C Committee meeting, staff provided an update on the paddle tennis and pickleball courts and responded to questions from the Committee. Discussion ensued regarding security, parking requirements, noise restrictions, and construction designs for phase 1 and phase 2 inside Gate 16 at the new Parcel 3 location.

On August 10, 2016, staff received a geotechnical report prepared by LGC with soils recommendations for the new court site located.

On August 15, 2016 at the GRF M&C Committee meeting, staff provided an update on the paddle tennis and pickleball courts and responded to questions from the Committee. Discussion ensued regarding a feasibility study, court size and a decibel sound study. Staff informed the Committee the plan would have three phases. A feasibility study will be conducted in phase 1, the conceptual design will be phase 2, and bidding and construction will be phase 3.

At the September 30, 2016 M&C Committee meeting, staff provided an update on the pickleball site feasibility study and answered questions from the Committee. Discussion ensued regarding various issues such as parking areas, restroom location, lighting, fencing entrances, net height and the width of the road requirement for the site at Parcel 3.

At the November 21, 2016 M&C Committee meeting, the additional costs were discussed and the requirements for City of Laguna Woods permits. Discussion ensued regarding the use of \$20,000 from the phase 1 budget to have a study regarding the improvements of the existing

site for expansion of the pickleball courts. By consensus, staff was directed to order a study of the existing site, using only \$20,000 from the phase 1 budget and to bring this information back to a future open session Committee meeting.

At the April 4, 2017 GRF Board meeting staff was directed to proceed with the preparation of construction documents for the maximum number of courts and fencing that could be constructed on Parcel 3, with a budget not to exceed \$500,000. Staff worked with the design consultant to produce a site development plan for submission to the city. . The city returned the plans with comments for revisions. On August 23, 2017 a noise study was submitted for review and approval, and was completed on September 19, 2017.

On August 25, 2017 staff was directed to prepare a schedule for the construction of the pickleball courts project. The schedule was predicated on advertising the project for construction ahead of final city approval of the Site Development Plans. Staff began the construction bid solicitation process utilizing the preliminary site development drawings to lock in a construction contract. Staff directed the design consultant to begin the preparation of construction documents..

On September 6, 2017, after several more plan revisions, drawings were resubmitted to the city, and an ADA path of travel was removed from the submittal package, per direction from the city. On September 8, 2017 the city released the first round of comments on the Water Quality Management Plan for corrections.

At the November 7, 2017 GRF Board meeting, a motion was entertained and approved to award a contract to B. Foster Construction to construct six pickleball courts at Parcel 3 in the amount of \$498,955, to be funded from the Facilities Fund.

On December 5, 2017 GRF rescinded the contract with B. Foster for construction of six courts. Staff was directed to develop a plan to construct seven courts at the existing site. In addition, staff met with the paddle tennis and pickleball club representatives and an agreement to share the courts was reached.

On February 21, 2018, by consensus, the Finance Committee agreed that original funding of \$600,000 approved September 2, 2014 and supplemental funding of \$250,000 approved December 5, 2017 is sufficient to cover the proposed project costs and potential contingencies.

DISCUSSION

Multiple locations and concepts have been studied for the creation of an expanded pickleball facility. Each option reviewed to date has required additional land use or new locations utilizing

other parcels of land within the community. This new concept to construct a post tension concrete slab over the existing slab provides a lower fiscal impact to the community as well as better utilization of available land resources.

The current paddle tennis and pickleball location at Gate 12 has been inspected by staff and a licensed geologist. The site is well drained, is stable with no visible signs of differential expansion, and it is suitable for its current use. There are visible cracks on the surface of the existing courts, which are primarily the projection of the control joints on the existing reinforced concrete slab. However, the native soil below the slab is stable with no visible signs of expansion.

On February 14, 2018, Staff presented a new concept, and presented it to M and C, who unanimously supported the project (ATT – 1). . This new concept converts the existing four paddle tennis / pickleball courts at Gate 12 to seven combined pickleball and paddle tennis courts including a gathering area for players. The existing interior fencing would be removed and a new post-tensioned concrete slab would be installed over the existing concrete court surfaces to provide a flat playing surface that does not require control joints which would cause the surface of the courts to crack. The courts would be striped and new nets and internal fences installed to separate the courts and provide a gathering area.

Additionally, as an alternate option, staff has included estimated pricing to install court lighting for evening play. A budget estimate for these items has been included as ATT -2. The lighting element will be included as a bid alternate to the construction documents to allow the committee to decide whether lighting improvements should be included in the project once the pricing information is received from contractors. Prior to implementing site improvements, staff will work with the city to obtain the appropriate project entitlements, at which time, the city may impose additional conditions for approval that have not been captured in this proposed scope of work.

FINANCIAL ANALYSIS

On September 2, 2014 the GRF Board approved funding for paddle tennis courts with an appropriation in the amount of \$600,000, from which a current balance remains of \$499,310.

The estimated preliminary cost for the proposed court improvements without lighting is \$285,000. The estimated preliminary cost to add court lighting is an additional \$211,000.

Prepared By: Brian Gruner, Recreation and Special Events Director

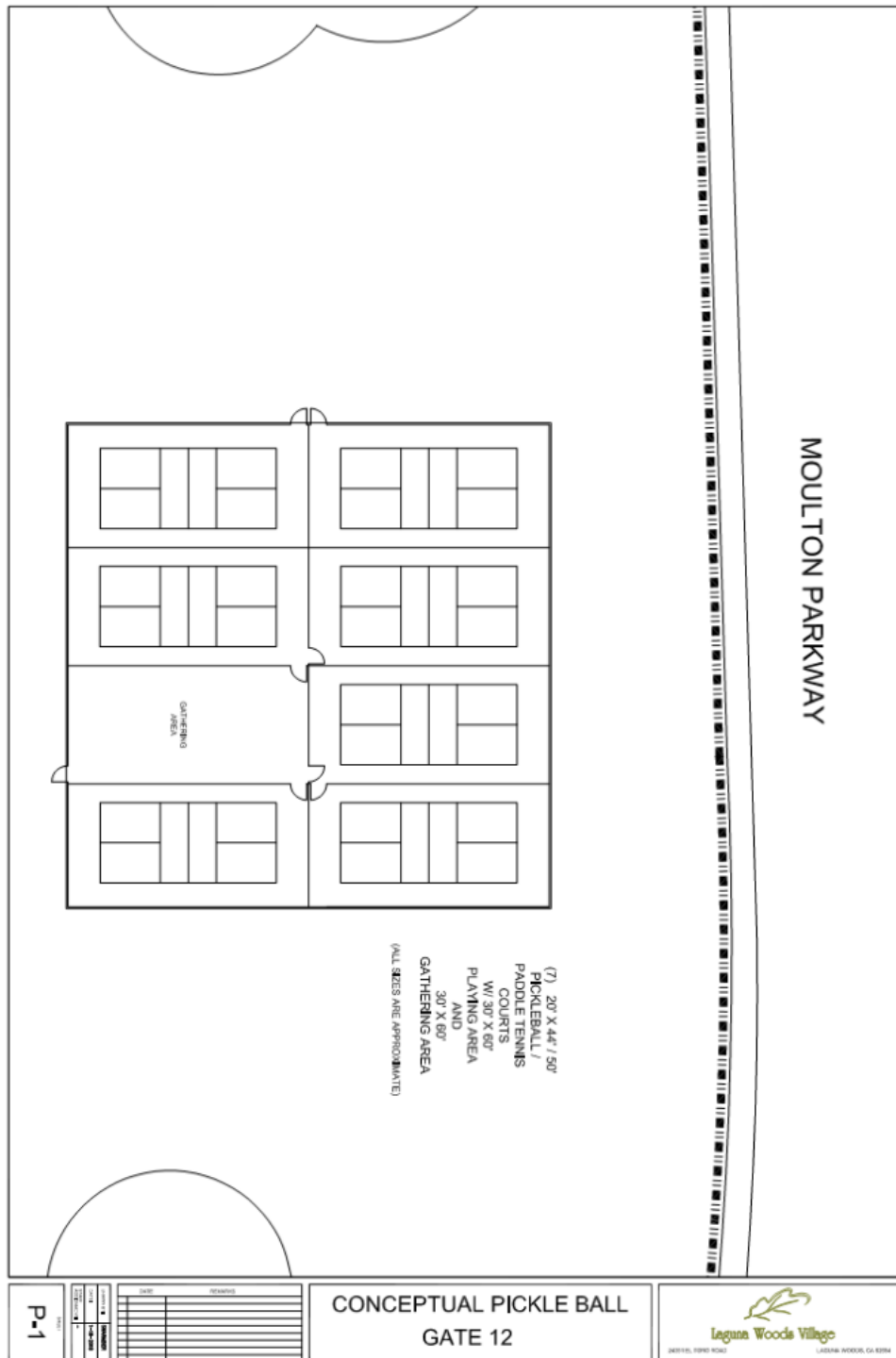
Reviewed By: Brad Hudson, CEO

ATTACHMENTS:

ATT 1 – Gate 12 Proposed Paddle Tennis and Pickleball Concept Drawing
ATT 2 – Gate 12 Paddle Tennis and Pickleball Preliminary Budget Estimate
ATT 3 -- Resolution

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Attachment 1 – Gate 12 Proposed Paddle Tennis and Pickleball Concept Drawing



Attachment 2 - Gate 12 Paddle Tennis and Pickleball Preliminary Budget Estimate

**Gate 12 Paddle/Pickleball Courts
Estimated Preliminary Cost Breakdown**

Description	Base	Alternate	Prelim Est.
Consulting Fees			\$ -
Entitlement Fees	\$ 10,000		\$ 10,000
			\$ -
Lighting Infrastructure		\$ 55,000	\$ 55,000
Court Lighting		\$ 156,000	\$ 156,000
Engineering	\$ 5,000		\$ 5,000
AG Base	\$ 10,000		\$ 10,000
Post Tension Slab	\$ 145,000		\$ 145,000
Perimeter Fence Modification	\$ 5,000		\$ 5,000
Interior Fencing and Gates	\$ 40,000		\$ 40,000
Court Coating	\$ 30,000		\$ 30,000
Court Netting and Striping	\$ 40,000		\$ 40,000
			\$ -
	\$ 285,000	\$ 211,000	\$ 496,000

RESOLUTION 90-18-XX

**Paddle Tennis and Pickleball Courts at
Gate 12**

WHEREAS, the constructing of Pickleball courts has been a topic of discussion at Committee and Board meetings for many years dating back to 2003, at which time the existing tennis courts at Gate 12 were converted into four paddle tennis courts; and,

WHEREAS, on June 23, 2014 the GRF Board approved the 2015 Capital Plan which included funding to relocate and expand the paddle tennis courts with an appropriation of \$600,000, funded from the Facilities Fund; and,

WHEREAS, on July 18, 2016 at the GRF M&C Committee meeting, staff provided an update on the paddle tennis and pickleball courts and responded to questions from the Committee. Discussion ensued regarding security, parking requirements, noise restrictions, and construction designs for phase 1 and phase 2 inside Gate 16 at the new Parcel 3 location; and,

WHEREAS, on August 10, 2016, staff received a geotechnical report prepared by LGC with soils recommendations for the new court site located; and,

WHEREAS, on August 15, 2016 at the GRF M&C Committee meeting, staff provided an update on the paddle tennis and pickleball courts and responded to questions from the Committee. Discussion ensued regarding a feasibility study, court size and a decibel sound study. Staff informed the Committee the plan would have three phases. A feasibility study will be conducted in phase 1, the conceptual design will be phase 2, and bidding and construction will be phase 3; and,

WHEREAS, at the September 30, 2016 M&C Committee meeting, staff provided an update on the pickleball site feasibility study and answered questions from the Committee. Discussion ensued regarding various issues such as parking areas, restroom location, lighting, fencing entrances, net height and the width of the road requirement for the site at Parcel 3; and,

WHEREAS, at the November 21, 2016 M&C Committee meeting, the additional costs were discussed and the requirements for City of Laguna Woods permits. Discussion ensued regarding the use of \$20,000 from the phase 1 budget to have a study regarding the improvements of the existing site for expansion of the pickleball courts. By consensus, staff was directed to order a study of the existing site, using only \$20,000 from the phase 1 budget and to bring this information back to a future open session Committee meeting; and,

WHEREAS, at the April 4, 2017 GRF Board meeting staff was directed to proceed with the preparation of construction documents for the maximum number of courts and fencing that could be constructed on Parcel 3, with a budget not to exceed \$500,000. Staff worked with the design consultant to produce a site development plan for submission to the city. . The city returned the plans with comments for revisions. On August 23, 2017 a noise study was submitted for review and approval, and was completed on September 19, 2017; and,

GRF Resolution 90-18-xx
Paddle Tennis and Pickleball Courts at Gate 12
Page 2

WHEREAS, on August 25, 2017 staff was directed to prepare a schedule for the construction of the pickleball courts project. The schedule was predicated on advertising the project for construction ahead of final city approval of the Site Development Plans. Staff began the construction bid solicitation process utilizing the preliminary site development drawings to lock in a construction contract. Staff directed the design consultant to begin the preparation of construction documents; and,

WHEREAS, on September 6, 2017, after several more plan revisions, drawings were resubmitted to the city, and an ADA path of travel was removed from the submittal package, per direction from the city. On September 8, 2017 the city released the first round of comments on the Water Quality Management Plan for corrections; and,

WHEREAS, at the November 7, 2017 GRF Board meeting, a motion was entertained and approved to award a contract to B. Foster Construction to construct six pickleball courts at Parcel 3 in the amount of \$498,955, to be funded from the Facilities Fund; and,

WHEREAS, on December 5, 2017 GRF rescinded the contract with B. Foster for construction of six courts. Staff was directed to develop a plan to construct seven courts at the existing site. In addition, staff met with the paddle tennis and pickleball club representatives and an agreement to share the courts was reached; and,

WHEREAS, on February 21, 2018, by consensus, the Finance Committee agreed that original funding of \$600,000 approved September 2, 2014 and supplemental funding of \$250,000 approved December 5, 2017 is sufficient to cover the proposed project costs and potential contingencies.

NOW THEREFORE BE IT RESOLVED, April 3, 2018, that the Board of Directors of this Corporation hereby introduces the redevelopment of the existing Paddle Tennis/Pickleball Courts at Gate 12; and,

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

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 30-days from the postponement to comply with Civil Code §4360

Golden Rain Foundation
Community Activities Committee Meeting
March 8, 2018

ENDORSEMENT (to GRF)

Bluebird Box Replacement

The Committee discussed the staff recommendation to designate the Western Bluebird Club of Laguna Woods Village to be the sole club to maintain all Bluebird boxes within Golden Rain Foundation common area.

A motion was made to designate the Western Bluebird Club of Laguna Woods Village to be the sole club to maintain all Bluebird boxes within Golden Rain Foundation common area.

Motion to designate the Western Bluebird Club of Laguna Woods Village to be the sole club to maintain all Bluebird boxes within Golden Rain Foundation common area carried 5-3.

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STAFF REPORT

DATE: April 3, 2018
FOR: Community Activities Committee
SUBJECT: Western Bluebird Box Replacement

RECOMMENDATION

Staff recommends designation of Western Bluebird Club (WB Club) of Laguna Woods Village to be the sole club to maintain all Bluebird boxes within Golden Rain Foundation common area.

BACKGROUND

In many areas, the number of Bluebirds has decreased alarmingly. The decline of the Bluebird's population is contributed to loss of their habitats and increased competition for nesting sites.

The WB Club has been in existence since May of 2017, and has 20 members. Within Laguna Woods Village the WB Club estimates approximately 11,000 bird boxes were erected over the past 33 years with most being left unattended and inhabited by unwanted classes. The unattended boxes have been inhabited by insects and various invasive species which caused the nest boxes to be unwelcoming for Bluebirds.

Many of the nest boxes have damaged the limbs of the trees as growth around the wire caused strangulation. If unattended, the restriction will keep sap from flowing through the tree, eventually killing all growth above the constricted part.

The WB Club is in the process of removing deteriorated nest boxes and replacing with suitable Bluebird houses. The club estimates they have removed approximately 615 boxes from GRF grounds and placed 75 new bird boxes.

DISCUSSION

The WB Club is requesting permission to maintain bird boxes within the common area. Village Risk Management Staff will confirm sufficient insurance coverage.

Prepared By: Jennifer Murphy, Senior Recreation Supervisor
Reviewed By: Brian Gruner, Recreation & Special Events Director

ATTACHMENT(S)

Attachment 1: Resolution

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RESOLUTION 90-18-XX

Bluebird Box Replacement

WHEREAS, approximately 1100 bird boxes were erected and left unattended and are inhabited by insects and various invasive species which cause the nest boxes to be unwelcoming for Bluebirds;

WHEREAS, many of the boxes have damaged the limbs of the trees as growth around the wire caused strangulation and if left unattended will restrict all growth above the constricted part; and,

WHEREAS, the Western Bluebird Club of Laguna Woods Village is currently in the process of removing deteriorated nest boxes and replacing with suitable Bluebird houses.

NOW THEREFORE BE IT RESOLVED, April 3, 2018, that the Board of Directors of this Corporation hereby designates the Western Bluebird Club of Laguna Woods Village to be the sole club to maintain all Bluebird boxes within Golden Rain Foundation common area; and,

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

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Financial Report

As of February 28, 2018

INCOME STATEMENT

ACTUAL
(in Thousands)

TOTAL REVENUE

\$6,917

TOTAL EXPENSE

(\$6,316)

Revenue over Expense

\$601

Financial Report

As of February 28, 2018

FUNDS INCOME STATEMENT	OPERATING	FUNDS	TOTAL (in Thousands)
Assessment Revenue	\$4,549	\$509	\$5,058
Non-assessment Revenue	\$1,460	\$399	\$1,859
Total Revenue	\$6,009	\$908	\$6,917
Total Expense	\$6,305	\$11	\$6,316
Net Revenue/(Expense)	(296)	\$897	\$601
w/o Depreciation	\$498		

Financial Report

As of February 28, 2018

Through February, GRF was better than budget by \$38K primarily due to:

- **Interest Income** – favorable variance due to higher rates of return on higher investment balances.
- **Materials and Supplies** – favorable variance due to timing of budget distribution for materials and supplies; some planned purchases to occur later in the year.
- **Utilities** – favorable variance due to timing of vendor invoices.
- **Professional Fees** – favorable variance due to timing of budget distribution of consulting fees, audit & tax fees and payroll system fees.

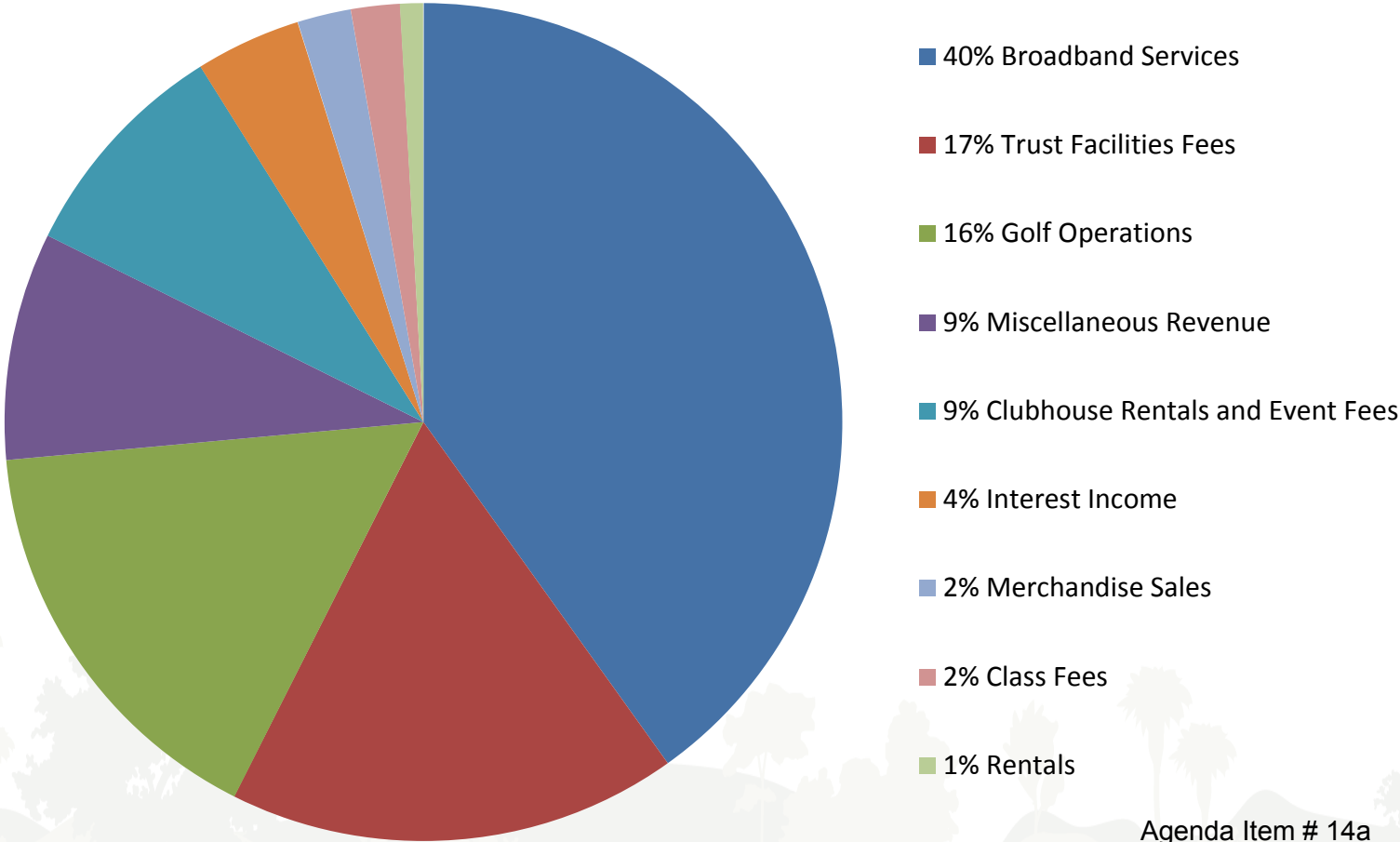
Some offsetting favorable variances included:

- **Trust Facilities Fees** – unfavorable variance due to transitional period of fee changes, increasing from \$2,500 to \$5,000 for new escrows opening after January 1. Receipts in Q1 will primarily reflect prior year escrows closing at the lower fee amount.

Financial Report

As of February 28, 2018

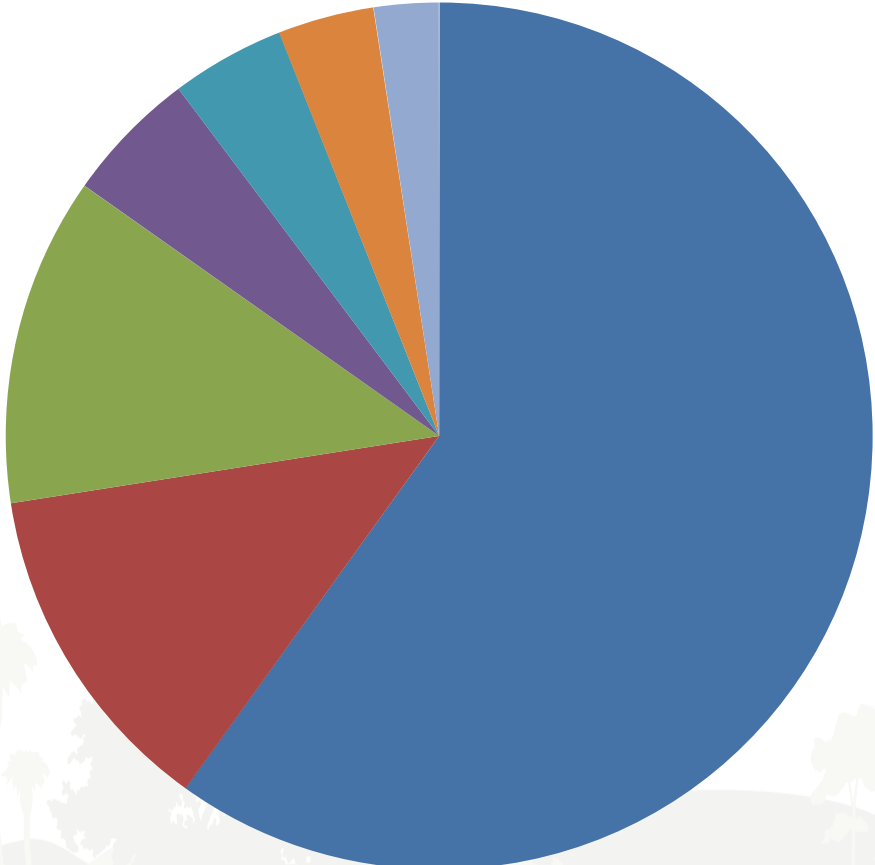
Total Non Assessment Revenues \$1,858,698



Financial Report

As of February 28, 2018

Total Expenses \$6,315,564



- 60% Employee Compensation & Related
- 13% Depreciation and Amortization
- 12% Cable/Franchise/Copyright
- 5% Insurance, Professional & Legal Fees
- 4% Outside Svcs & Other Oper Expenses
- 4% Material and Supplies
- 2% Miscellaneous

Financial Report

As of February 28, 2018

FUND BALANCES (in Thousands)

	ENDING BALANCES	WORK IN PROGRESS	REMAINING APPROPRIATIONS	UNENCUMBERED BALANCES
Equipment	\$8,910	\$2,423	\$5,005	\$1,482
Facilities	16,633	3,031	8,982	4,620
Contingency	794	35	69	690
Trust Facilities Fee	10,798	0	0	10,798
TOTAL	\$37,135	\$5,489	\$14,056	\$17,590

OPEN MEETING

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

Thursday, March 8, 2018 – 2 p.m.
Board Room

MEMBERS PRESENT: Beth Perak-Chair, Jules Zalon, Juanita Skillman, Janey Dorrell, Ryna Rothberg, Diane Phelps for JoAnn DiLorenzo, Steve Parsons, Joan Milliman, Leon St. Hilaire

MEMBERS ABSENT: JoAnn DiLorenzo

OTHERS PRESENT: Dick Rader, Dick Palmer, Cash Achrekar

STAFF PRESENT: Brian Gruner, Jennifer Murphy, Jackie Kupfert, Tom McCray, Lisa Toomer, Laura Cooley

Call to Order

Beth Perak, Chair, called the meeting to order at 2:02 p.m.

Acknowledgement of Media

There was no press present.

Approval of Agenda

A motion was made, and by consensus, the agenda was approved.

Approval of Committee Report for January 11, 2018

A motion was made, and by consensus, the report was approved.

Chair's Remarks

Chair Perak stated there are exciting things happening with Recreation in the Village. Please pick up a brochure for Recreation events each month to be informed on all events and classes such as Stressless Meditation and the Village Bazaar. Recreation based projects are brought to the Community Activities Committee, then CAC votes to move to GRF for approval, such as the Bluebird boxes. The Bluebird box resolution was brought back to CAC for more information. It is the responsibility of CAC to hear and discuss, then if approved, send to GRF for final approval. The Community Activities Committee represents the Towers, United, Third and GRF. The Committee is tasked with addressing the needs of our community.

Report of the Recreation and Special Events Director

Mr. Gruner reported on the sold out Pat Boone show, continued Customer Service training for staff, reviewing ActiveNet software program, and the update of carpet and chairs at Clubhouse 7, Pool 4

maintenance was lengthened due to cracks in the pool foundation and has been repaired with an anticipated opening late next week. New poolside furniture is going to be purchased at Pool 1 with a test chair provided for residents to try. The Garden Center staff has eliminated the waiting list (from 400 to 0) with more garden plots available. There will be a nice community area added at Garden Center 1 and the Recreation Department will be adding interns from Saddleback College to help at the Garden Centers. The Lawn Bowling courts have been refurbished and new landscaping added. They will open tomorrow to the public. Tennis staff will be adding coordinated league play to encourage new and existing matches. The Recreation Supervisors will be attending the CPRS conference next week in Long Beach and Mr. Gruner would like to invite a Committee member to join the team next year.

Ms. Murphy updated CAC on upcoming Recreation events such as the True Willie concert at the Performing Arts Center on March 10. The annual Easter event at the Equestrian Center on March 31 features a large slide, pony rides, Easter egg hunt and food for purchase. The Easter Buffet at Clubhouse 5 is almost sold out. The Village Bazaar at Clubhouse 5 will be April 7. Inside tables are already sold out, but spots are still available outside. Village Games will begin on April 8 with registration starting on March 12 at the Fitness Centers. A 5K will be added as a new event for Village Games. New classes have been launched, such as how to write a novel and swimming with Jan Levingrad, with a spin cycle class coming soon.

Mr. McCray stated that golf has been very busy with many events overbooking, so slots were added to the club events for more residents to attend. Skills clinics have been extremely popular and the driving clinic next month is already booking up. April 19, the US Golf Association is coming to host a Rules Changes seminar. March 29, Cart Mart is hosting a service day with the opportunity to purchase as well. Cart drivers of all backgrounds may come to get their cart serviced or shop for new ones. Kris Callan is going to be instructing full-time. Mr. McCray will be assessing staff to ensure that customer service levels are maintaining above standard. A practice area is being designed for the driving range. Hazard stakes and tee markers are being installed to spruce up the course.

Mr. Gruner introduced the Events Planning Committee, Lisa Toomer, Laura Cooley, and Jennifer Murphy. Ms. Murphy stated that the committee started in the winter of 2016 collaborating each Friday to review entertainment, event improvements, and food options. Laura Cooley has worked in Laguna Woods Village for 29 years and has held many roles. Lisa Toomer has worked in Laguna Woods Village since 2005 and is currently the Supervisor of Equestrian. All parties are enjoying this committee very much. The Health and Wellness Expo was on March 7 with over 300 in attendance. Positive feedback from residents, vendors and sponsors was received. The Events Committee is striving to make our events even better next year!

Mr. Gruner stated the Laguna Woods Village Armed Forces Adoption Committee, 1st Marine Regiment has been created and they have currently been meeting to begin fundraising and volunteering. The Marines will be attending some of our events upon invitation.

Director Phelps asked about fundraising and monies to be subsidized. Mr. Gruner stated the Adoption Committee is working on fundraising.

Chair Perak inquired about the Adoption Committee using clubhouses and facilities. Mr. Gruner replied yes and any usage fees will be put on the agenda for each time fees need to be waived.

Director Dorrell asked the audience for volunteers. Mr. Gruner requested any volunteers to visit the Recreation office in the Community Center.

A motion was made to endorse the Laguna Woods Village Armed Forces Adoption Committee, 1st Marine Regiment.

The motion carried 6-2. (Directors Phelps, Rothberg absent)

Mr. Gruner introduced the THRIVE project and explained that THRIVE is a project to reach out to active participants with highlighting their activity. A new logo was presented at a THRIVE committee meeting and was adopted. Ms. Paulin has been added to the THRIVE project committee. Mr. Gruner introduced Margot McCormack who has helped many hours at the Garden Centers. Ms. McCormack has been a master gardener for over 30 years and is appreciative of all the improvements at the Garden Centers.

Chair Perak spoke about how they have improved the THRIVE project in Laguna Woods Village.

Director Skillman stated the THRIVE project is positive reinforcement only.

*At this time, by consensus, the Committee took items out of order.

***REPORTS**

(12.a.) Bluebird Box Replacement Report - GRF rescinded the Bluebird Box Replacement endorsement and resolution to be discussed at Community Activities Committee meeting.

A motion was made to reconsider the Bluebird box replacement staff report.

The motion carried 6-2. (Directors Skillman, Dorrell)

Discussion ensued.

A motion was made to reinstate the original designation of Western Bluebird Club of Laguna Woods Village to be the sole club to maintain all Bluebird boxes within Golden Rain Foundation common area.

The motion carried 5-3. (Directors Skillman, Dorrell, Parsons)

(12.) Paddle Tennis and Pickleball Courts at Gate 12 Report – Mr. Gruner stated there has been an ongoing discussion about renovations at paddle tennis and pickleball courts and staff recommends an endorsement to the GRF Board for the redevelopment of the existing Paddle Tennis/Pickleball Courts at Gate 12.

Discussion ensued.

A motion was made to endorse the recommendation to the GRF Board for the redevelopment of the existing Paddle Tennis/Pickleball Courts at Gate 12.

The motion carried unanimously.

(10.) Executive Officers of Clubs as Resident Members – Ms. Murphy stated the recommendation to reverse the Clubs/Groups/Organizations Recreation Department Policy to state that executive club officers must be a resident of Laguna Woods Village.

Discussion ensued.

A motion was made to strike "member" from verbiage in number six of the policy with amendment that one officer must be a resident member.

The motion carried unanimously.

(11.) Decorative Art Wall at Clubhouse 4 – Mr. Gruner recommended to approve the design and creation of a decorative art wall at Clubhouse 4, with a supplemental appropriation of \$20,000 to be funded from the Contingency Fund. Donations and sponsorships will be solicited to defray the cost.

Discussion ensued.

A motion was made to approve a decorative art wall committee consisting of resident artists to work with Recreation staff to approve the design and creation of a decorative art wall at Clubhouse 4.

The motion carried unanimously.

Member Comments (*Items Not on the Agenda*)

Members spoke on the Car Club Hobby shop and researching a chlorine-free pool.

Director Parsons, Director Zalon, Director Phelps, Director Rothberg and Director Dorrell responded to the statements.

CONSENT

A motion was made, and by consensus, the consent calendar was approved.

ITEMS FOR DISCUSSION AND CONSIDERATION

Civil Code §4515- Mr. Gruner stated the requirements of Civil Code 4515. A separate request form was created for staff to use to remain in accordance with the law and allows Laguna Woods Village some administrative rights.

Discussion ensued.

ITEMS FOR FUTURE AGENDAS

2019 Club Budget Requests – Mr. Gruner stated a notice will be issued to each club for submission of budget requests on April 15.

CONCLUDING BUSINESS

Committee Member Comments

Director Skillman reported National Library week starts April 9 with special events at the Library including a possible author signing, VHS tapes given away for free, and a sale on paperbacks. Chuck Holland would like tablets in the Library for resident use and Director Skillman would like it added on CAC future agenda. Director Parsons mentioned it would be a test only. Chair Perak asked if this would be a Recreation Department issue. Mr. Gruner stated the Recreation Department would like to have these tablets added for a trial basis. Director Milliman stated Mr. Holland could supply simple directions to assist those using the tablets. Director Zalon stated he is continuously and pleasantly amazed at participation of residents at the CAC meetings. Chair Perak stated thank you for your delightful camaraderie in this committee and with staff.

Date of Next Meeting

The next regular meeting of the GRF Community Activities Committee will be held at 2 p.m. at the Community Center in the Board Room, on Thursday, May 10, 2018.

Adjournment

There being no further business, the Chair adjourned the meeting at 5:26 p.m.

DRAFT

Beth Perak, Chair

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OPEN MEETING

MINUTES OF THE REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION
MEDIA AND COMMUNICATIONS COMMITTEE

Wednesday, March 14, 2018 – 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 Diane Phelps, Roy Bruninghaus, Burt Baum, Maggie Blackwell, Judith Troutman, Ryna Rothberg, Juanita Skillman and Adviser Lucy Parker

MEMBERS ABSENT: Directors Beth Perak, Susan Caine, Steven Leonard and Advisers John Perak and Steve Carman

OTHERS PRESENT: None

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

1. Call to Order
Chair Joan Milliman called the meeting to order at 1:31 p.m.
2. Acknowledgment of Press
Chair Milliman acknowledged Paul Ortiz from Village Television.
3. Approval of Agenda
Agenda was approved unanimously.
4. Approval of Meeting Report from February 15, 2018
Report from February was approved unanimously.
5. Chair's Remarks
Chair Milliman welcomed the Committee and appreciated the efforts of rescheduling. She expressed excitement over Thrive, Breeze and the future communication plans.
6. Member Comments
Bill Perry was called to speak on behalf of Pastor Leland Lantz and the Lutheran Church of the Cross. He talked about the services the church offers for the parishioners of the community. He asked the Committee to consider authorization allowing the church to tap into Village Broadband to reduce costs of internet access for the church. The Church would pay fees associated with the cost of having internet.
Director Judith Troutman was in favor and thought it would enhance our good neighbor policy. Subsequently making a motion to have staff look into this.

Director Maggie Blackwell cautioned the committee and would like to first consult the attorney and is not sure of the precedent it would set for future requests.

Mr. Holland mentioned the fact that there were other commercial buildings currently sharing our internet.

Director Diane Phelps seconded Director Troutman's motion to have staff look into this.

Motion to have staff look into the cost and feasibility of allowing the church to use a Village fiber node was passed by unanimous consent.

Chuck Holland will look into the cost associated, check to see if there is a fiber node in their area, and add them on. He asked for their contact information and will let them know what the ballpark cost will be. Information was given to Becky Jackson.

REPORTS:

7. Broadband Update

a. ProForma Operating Statement

Mr. Holland gave a report on the ProForma Operating Statement, which includes financials of all services provided.

b. Subscriber Counts

Mr. Holland gave an overview of February subscriber counts, which show an increasing trend. He also reviewed the associated financials.

Director Troutman asked about the increase in subscribers and how that affects internet speed.

Mr. Holland assured the Committee that services will increase to meet the demands, when the time comes in three years.

Director Juanita Skillman discussed the large interest in Philippine, Hispanic and Japanese channels and asked if there are efforts to reach out to the increasing Chinese community and asked staff to make efforts to reach out to this population.

Mr. Ortiz told the Committee interest in the Philippine channel was associated with caregivers.

Heather Rasmussen will look into Director Skillman's request to communicate with the Chinese community.

c. Analog Conversion Schedule

Mr. Holland reported the next conversion will take place in April 9, 2018, removing WGN Superstation, History Channel, Travel Channel, BBC American, American Movie Classics, Arts & Entertainment, Discovery Channel and National Geographic from analog. He mentioned the crawl informing residents of the conversion and if they have any questions to contact Resident Services.

8. Contract Renewals

Mr. Holland gave a report on contract renewals and residents requests for Big 10 and PAC 12. He asked the committee if they wanted to pick up the costs associated with adding these channels.

Chair Milliman asked what costs would be associated in adding Big 10 and PAC 12.

Paul Ortiz informed the committee they were not permitted to discuss costs in open session.

Director Skillman expressed concern of the precedence this would set for requests of other channels.

Committee agreed with Director Skillman and any interest in pursuing PAC 12 or Big 10 was stopped.

Mr. Holland gave a report on the budgeted 10 percent increase for NBC Universal after the three-year term expires and smaller budgeted increases for Game Show Network, LLC and Premium-SNI.

9. Review Broadband, Village Television and Media 55 Logos

Eileen Paulin reported on the logo designs from last meeting and how there were concerns that they were not close enough to brand. Subsequently, she presented new logos that were in brand colors and styles created by Giovanni Dizon.

The Committee liked these new logos and will review them to make a decision in the next meeting.

10. Communications Report

a. Marketing and Communications Activities Report

Ms. Rasmussen reported on the New Resident Orientation, Docent Tour attendance and the Media.

Ms. Rasmussen talked about the topics for the Breeze, Employee Newsletter and Blasts. She mentioned the increasing engagement, number of press releases and Facebook Analytics due to the shooting on February 6, 2018.

Director Burt Baum requested another section for miscellaneous email communications.

Ms. Rasmussen will include this in her future reports.

Director Ryna Rothberg asked about the Tower's involvement in Docent Tour and New Resident Orientations and lack thereof.

Ms. Paulin directed Director Rothberg to follow-up with Ms. Jackson to make sure the Towers are included.

b. Village Breeze Update

Ms. Rasmussen gave an update on the Breeze and timelines.

Director Rothberg mentioned their writer for the Towers was unaware of the deadlines.

Ms. Rasmussen will send another schedule to them.

c. Thrive Update

Ms. Paulin reported on her meeting with Pat Wilkinson and Cathy Brians regarding the Tree Walk Brochure and mentioned this would be an interesting Thrive segment.

11. Communication Plan Update

Ms. Paulin reported on the Docent Tours and New Resident Orientations and how she would like to see Public Relations and Marketing staff have more involvement.

ITEMS FOR DISCUSSION AND CONSIDERATION:

12. Items for Future Agendas

a. Docent Tours

Ms. Paulin talked about the frequent changes in community information and would like to see Ms. Jackson take over tours starting in April 2018. This would include taking the tour by the Towers and providing updated information until more training can be established and a script written for Docents. Success will be measured by feedback from participants through surveys and follow-up phone calls. She asked the Committee for their support in these changes.

Committee members agreed this would eliminate some of the problems that have occurred during these tours.

Director Baum would like to see the conversion rate from participants of the Docent Tours to those who make a purchase.

Director Phelps asked staff to include determining if the Docent Tour was successful during the New Resident Orientation scheduling.

Ms. Rasmussen will include inquiring if tourists made a purchase based on the Docent Tour.

Director Troutman asked about the welcome packets and if they were still being utilized.

Ms. Rasmussen told the committee that welcome packets have been taken over by Resident Services.

Mr. Holland will request the welcome packet and report on the contents for the next meeting.

b. New Resident Orientations

Ms. Paulin mentioned the idea of utilizing a flash drive to scale back on paperwork and

will follow-up on plans for an updated new resident video.

Chair Milliman agreed to discuss this in next month's meeting.

ITEMS FOR FUTURE AGENDAS:

Chair Milliman would like to see the following on next month's agenda

- Welcome packets
- Internet access for Lutheran church
- Docent Tours
- New Resident Orientation Video
- Logos

CONCLUDING BUSINESS:

12. Committee Member Comments
None

13. Next meeting – April 16, 2018, at 1:30 p.m. in the Board Room.

14. Adjournment at 3:07 p.m.


Joan Milliman, Chair
Media and Communications Committee

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