



OPEN MEETING

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

**Monday, January 17, 2022 – 1:30 p.m.
Virtual Meeting**

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

1. Join the Committee meeting via a Zoom link at: <https://us06web.zoom.us/j/82817619487> or by calling [669-900-6833](tel:669-900-6833) Access Code: [828-1761-9487](tel:828-1761-9487).
2. Via email to meeting@vmsinc.org any time before the meeting is scheduled to begin or during the meeting. Please use the name of the committee in the subject line of the email. Name and unit number must be included.

NOTICE AND AGENDA

This Meeting May Be Recorded

1. Call to Order
2. Acknowledgment of Media
3. Approval of the Agenda
4. Approval of Meeting Report for November 17, 2021
5. Chair's Remarks
6. Member Comments

The comments of directors, staff, consultants or other guests during committee meetings are not comments of Golden Rain Foundation (GRF) and are only the speaker's opinions. The position of GRF is only that expressed in motions or resolutions which are adopted by the Board of Directors. Members may speak on subjects not on the agenda, but under this committee's jurisdiction. Member comments are limited to three minutes.

Items for Discussion:

7. Media and Communications Report - Eileen Paulin
8. Update on The Broadband Group (TBG) - Eileen Paulin
9. Broadband Services Report - Eileen Paulin

New Business:

- Community survey - Eileen Paulin

Items for Future Agendas:

- Focus groups for website
- Review and revise the Village website usage policy

Concluding Business:

- Committee Member Comments
- Date of Next Meeting: Tuesday, February 22, 2022, at 9 a.m.
- Adjournment

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

Joan Milliman, Chair
Eileen Paulin, Staff Officer
Telephone: 949-268-2020



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

**Wednesday, November 17, 2021 – 2:30 p.m.
Board Room / Virtual Meeting**

REPORT

Members Present: Chair Joan Milliman; Directors Elsie Addington, Deborah Dotson, James Cook, Annie McCary, Neda Ardani and Maggie Blackwell; Advisors Carmen Pacella and Juanita Skillman; Alternate Lynn Jarrett

Members Absent: Director Ryna Rothberg; Advisors Theresa Frost, Tom Nash and Lucy Parker

Others Present: Bunny Carpenter, Egon Garthoffner, Richard Rader

Staff Present: Eileen Paulin, Paul Ortiz, Ellyce Rothrock, Susan Logan-McCracken

1. Call to Order

Meeting was called to order at 2:32 p.m. and a quorum was established by Chair Milliman.

2. Acknowledgement of Media

None present.

3. Approval of Agenda

Approved by unanimous consent.

4. Approval of Report for September 20, 2021

The report was approved with two abstentions from Directors Addington and Cook, who were not at the September 20 meeting.

5. Chair's Remarks

Chair Milliman welcomed Director Cook and mentioned the board changes for Director Addington who is now on the GRF board, Director Blackwell who is now on the United board and Advisor Skillman who is now on the GRF board.

6. Member Comments

Mr. Rader mentioned that he heard from a resident that several buildings in United Mutual were alerted to an upcoming water shutoff by notices nailed to trees adjacent to their units rather than

delivered to their mailboxes or residences. A discussion ensued. Ms. Paulin responded that it is most likely a city issue and will look into it.

Ms. Rothrock read one emailed comment from Dale Lee, who asked how he could receive MBCD-18.3 channel. Mr. Ortiz responded that he would look into it and later addressed it in his Broadband Services report.

Items for Discussion

7. Media and Communications Report - Eileen Paulin

Ms. Paulin discussed:

- Completion of the all-boards handbook, highlighting a digital version that includes links
- The all-boards training that took place November 15 with presentations by United Mutual Legal Counsel Jeff Beaumont and VMS department heads

Advisor Skillman asked why Mutual 50 does not have a tab in the handbook and recommended including this mutual. Ms. Paulin answered that although Mutual 50 is not managed by VMS, the board members were invited to the general training and were given information about the GRF Trust, the condominium Bluebook, Robert's Rules and other tools. Ms. Paulin added that an all-boards directors list will be added to the handbook that will include Mutual 50.

Ms. Paulin announced that Brittany Tuohy is now handling registrations for docent tours and new resident orientations. Docent tours began again on Oct. 28 and are currently scheduled at one per week due to staff and bus driver shortage. She anticipates the tours will go back to weekly plus one Saturday per month in 2022 if we have enough bus drivers.

Ms. Paulin announced that new resident orientations have resumed in person. Board directors who enjoy speaking at them are encouraged to volunteer, but it is not required for all board members.

Ms. Paulin welcomed each mutual's communications groups to plan on board representatives who will make Village Television appearances. Those who thrive at this are encouraged to volunteer, but it is not required. Look for longer presentations and more visuals in 2022.

Ms. Paulin stated that the top priorities for next year are the website and Village survey. The Strategic Planning Committee and each mutual will play an important role in planning the survey.

Ms. Paulin stated that meetings with The Broadband Group consultant are underway.

Ms. Paulin highlighted the Recognition of Excellence awards videos and the VMS employees including the Broadband Services team who received them.

Director Dotson confirmed that the Strategic Planning Committee will provide input for the survey. She also recommended highlighting the Recognition of Excellence awards on a webpage that focuses on compliments regarding VMS employees.

Mr. Rader asked if Mr. Beaumont's presentation on the GRF Trust was recorded. Ms. Paulin answered that it was recorded and will be available on YouTube. Since the meeting, the recording has been posted [here](#).

Advisor Skillman stated she enjoyed the employee award videos and inquired if these are available. Ms. Paulin answered that these are available on YouTube and will be shared in the "What's Up in the Village" e-newsletter. The video can be viewed [here](#).

8. Broadband Services Report - Paul Ortiz

Mr. Ortiz presented a Broadband Services update that included:

- 2021 year-to-date cable operation report
- 2021 year-to-date Broadband Services operation report
- Expiring programming contracts report
- Channels expiring as of January 1, 2022: NBC Sports Network, ESPN Classic
- Broadband subscriber count report
- Programming contracts forecast report
- Internet subscriptions

Director McCary inquired about feedback regarding these channels that are going dark. Mr. Ortiz discussed the cost savings and customer service that may be required to help residents scan their channels during the next channel map change. He highlighted Sundance TV, which is owned by AMC, as a channel residents would enjoy that will become available at no cost after the next channel map change.

Answering Mr. Lee's question during the open forum, Mr. Ortiz stated that MBC America is a Korean over-the-air station. We can add channel 18.3 to our channel lineup and it would be available as channel 82 during the next channel map change.

Advisor Skillman suggested addressing channels going dark with as much explicit publicity as possible to assure residents that this is out of board and staff control. Mr. Ortiz responded that this will be promoted throughout November and December.

Director McCary asked about the Playboy adult channel on the subscriber count report. Mr. Ortiz explained that although we cut two pay-per-event adult channels, Playboy is a pay-per-month channel that is part of the NCTC programming package.

Director Cook inquired about TiVo, as to whether residents have to purchase chip and if there is a monthly fee on top of that. Mr. Ortiz explained there is a one-time fee for the cable card, which came down in price, and a subscription fee of \$5 per month.

Mr. Rader asked how streaming might affect advertising sales. Mr. Ortiz responded that this will likely affect advertising.

Mr. Garthoffner mentioned his recordings end one minute sooner than the program he records. Mr. Ortiz recommended setting up the recording to go five or 10 minutes longer than the program.

Director Addington asked it if non-assessment revenue is mostly advertising. Mr. Ortiz answered that it's mostly equipment rental, but advertising is part of it.

Director Cook asked from a resident email whether anything in the new infrastructure bill can help improve our broadband internet access. Mr. Ortiz responded that at this time we don't know the specifics, but discussions with The Broadband Group consultant may provide insights.

Mr. Ortiz mentioned programming residents asked about, a channel called NewsMax. NCTC has a contract with NewsMax that makes it free, but because of the channel's traction, they're going to charge for the channel in the next contract.

Directors Addington, Blackwell and Dotson mentioned the sound volume on Zoom and discussion ensued.

Ms. Paulin mentioned that a meeting report from Mr. Ortiz in an upcoming meeting will show significant cost savings.

Items for Future Agendas

- Focus groups for website
- Review and revise the Village website usage policy
- Community survey

Concluding Business

Committee Member Comments

Advisor Skillman expressed that a website redesign will be wonderful for the community.

Director Blackwell recommended reading Director Addington's HO6 article that ran in the Village Breeze.

Directors McCary and Addington commended the meeting.

Director Cook said he is happy to be part of the committee and looks forward to future meetings.

Ms. Paulin said she sent Director Cook The Broadband Group's report, "Laguna Woods Village Cable System Assessment and Business Case Scenarios."

Ms. Rothrock commented that it is nice to see everyone.

Ms. McCracken discussed the microphone volume in the board room vs. Zoom.

Director Dotson commended the meeting. Responding to a social media comment, she stated that 5 MBps is the lowest internet speed WCI provides and that is enough to broadcast a movie. She added that we have really good internet speed for the price that we pay and that not everyone needs 300 MBps for the prices that would be charged. She stated we have plenty of bandwidth and speed here for what our residents want to do.

Advisor Pacella thanked everyone for an excellent meeting and good presentations. He looks forward to meeting in person again.

Mr. Ortiz thanked everyone.

Director Jarrett thanked everyone for an informative meeting.

Director Ardani thanked everyone for the information. She asked Ms. Rothrock whether she received the United chargeable services for the Village Breeze, to which Ms. Rothrock confirmed that she received it.

GRF Board President Carpenter commended the meeting and expressed appreciation for all the information that was given.

Chair Milliman stated it was lovely to have everyone there. She welcomed the new directors, adding that we're going to have a good year, which is already beginning. She looks forward to hopefully meeting in person next month.

Date of Next Meeting – Monday, December 20, 2021

Adjournment

Chair Milliman adjourned the meeting at 3:48 p.m.

p.p. Joan Milliman / SLM

Joan Milliman, Chair
Media and Communications Committee

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STAFF REPORT

DATE: January 17, 2021
FOR: GRF Media and Communications Committee
SUBJECT: Marketing and Communications Activities Report – November and December

RECOMMENDATION

Review Marketing and Communications Report.

BACKGROUND

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

DISCUSSION

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

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

Workflow continues to be managed through the online project management system, Trello, which tracks work performed by staff and a freelance graphic artist, including deadlines, content, artwork, editing, fact checking, graphic design and distribution. **Trello tracked 70 projects in November and 65 in December.** Additionally, **Media and Communications entered 43 email addresses into iContact in November and 74 in December, and posted 160 items on the website in November and 152 in December.**

The Office of the CEO and the Department of Media and Communications work together to handle **an average of 24 phone calls and 20 emails each day, totaling more than 500 calls and 400 emails per month.**

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

- December 2021/January 2022 Village Breeze
- What's Up in the Village (Friday email blast): Nine editions
- Weekly press releases for the Globe: Nine weeks
- Third Board email blasts: 10 editions
- Manor Alterations biweekly news bulletin: Three editions
- Equestrian Center newsletter: One edition
- Tree trimming notification email blast for the Department of Recreation and Special Events: One edition

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

Key messages that Media and Communications delivered in November include:

- Happy Thanksgiving: Holiday Greetings, CEO News
- How VMS Staff Excels
- Landscaping on Tour
- Thanksgiving Holiday Facility Hours, Bus Service
- Two New Rec Classes Debut Soon
- Water Pipeline Inspection Notice
- New SCE Rates in Effect Now
- Organic Waste Revolution Comes to Laguna Woods
- NBC Sports, ESPN Classic Cease Operations
- Tips for Longer Independent Living
- VMS Openings for United, Third, GRF Representatives
- Village Bus Buzz
- Nov. 12 Manor Alterations News Bulletin
- City Offers Shredding Drop-off Service
- Mindful Flow Yoga Fridays
- Reserve Village Facilities for Your Events
- Volunteer to Serve on the GRF Board
- Annual Arts and Crafts Bonanza
- Veterans Day Facility Hours, Bus Service
- Daylight Saving Time Ends Sunday
- Personalize Your Channel Guide
- Boost Your Transportation Options
- GRF Updates Trust Facilities Fee
- TV6 Weekly Featured Movies
- Upcoming Meetings

Key messages that Media and Communications delivered in December include:

- Happy New Year to All!
- Decorating Contest Winners
- Update: Organics Recycling in the Village
- Parking Reminder
- Bicycle Registration Day
- Boogie Down, Village People!
- Bazaar Happening January 22
- Chair Exercise in New Location
- Recycled Trees = More Green
- Check Out the New Village Breeze
- NYE--Village Style
- Holiday Facility Hours, Bus Service
- Vote in the Village Decorating Contest
- VMS Board Appoints New Leadership
- Meet Your New VMS Board
- Enter the Village Decorating Contest
- Catch "This Day" Every Day!
- Dec. 17 Manor Alterations News Bulletin
- Horses, Dogs and the Village
- Masks Required Indoors
- The United Board Wants You!
- Organic Waste Revolution Comes to Laguna Woods
- Circuit Training Begins Jan. 4
- What's on the Tube? (Village YouTube Channel)
- Discover What Village Life Offers
- Dec. 3 Manor Alterations News Bulletin
- Continue to Help Slow the Spread
- COVID-19 In-Home Vaccination Program
- Broadband Services Fee Update
- Enjoy New UCI Dialogue Society Events
- NBC Sports, ESPN Classic Cease Operations
- Swift Action Following Santa Ana Winds
- County Issues Omicron Statement
- Landscaping on Tour
- Two New Rec Classes Debut Soon
- New SCE Rates in Effect Now

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

- Organized all-boards training
- Appeared on Village Television with Noel Hatch
- Sent four email blasts to Third Mutual members
- Produced 13 PowerPoint decks for directors, staff and all-board training
- Updated, reposted golf operating rules

- Produced "OC at OC" marketing materials for Recreation Department
- Produced Mindful Flow Yoga class flyer for Recreation Department
- Produced November Paint and Pour marketing materials
- Edited and updated GRF election ballots
- Edited Greenbook insert and documents
- Produced CEO reports for GRF, United and Third
- Produced Brain Exercise class marketing materials for Social Services/Security
- Produced new Towers ad for Village Breeze
- Produced GRF end-of-year PowerPoint presentation
- Delivered presentation at the Garden Villa Association meeting
- Coordinated November 4 docent tour
- Coordinated November 11 United new resident orientation
- Coordinated November 19 Third new resident orientation
- Worked on December/January Village Breeze
- Worked on December employee newsletter
- Updated the 2022 Board of Directors handbook
- Posted United and Third resale documents
- Posted four Landscaping schedule updates
- Produced documents and correspondence for CEO, Maintenance and Construction, and Recreation
- Added drought-tolerant plant palette to Landscaping website landing page
- Updated Manor Alterations' website landing page buttons
- Posted regular Facebook updates
- Posted TV and movie programming guides for Village Television
- Posted events for various clubs on the website
- Posted litigation letters and reports on the website for GRF, Third and United
- Updated club contact information, posted events and provided login access for club webmasters
- Proofed the weekly Monday Memo
- Produced various signage throughout the Village

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

- Posted January 2022 TV6 guide and movie/meetings guide
- Produced Paint and Pour flyers for Recreation
- Drafted VMS PowerPoint update to Third board meeting
- Updated New Year's Eve flyers for Recreation
- Created Tap Dance Class marketing materials for Recreation
- Created Village Bazaar flyers for Recreation
- Produced holiday hours signage for various facilities for Recreation
- Updated 2022 golf operating rules for Recreation
- Produced personal trainers PowerPoint presentation for Recreation
- Edited notices for Maintenance and Construction regarding carport cleaning, dry rot and more
- Produced PowerPoint deck for Human Resources director

- Produced gift certificates for Recreation/fitness
- Created Tri Tip Buffet flyer
- Drafted and edited VMS CEO/General Manager ballot, email and cover letter
- Produced signage for tennis courts
- Edited notifications for Maintenance and Construction
- Updated the Performing Arts Center webpage
- Posted Landscaping video to Landscape landing page

Tasking Completed by Village Television (TV6) in November:

- “This Day” live six days a week focused on Village updates with two rebroadcasts each day at 12:30 p.m. and 5 p.m.
- CEO Jeff Parker appeared on Village Television weekly
- The popular “Trading Post” is back on the air Monday and Wednesday at 10 a.m. and 5:30 p.m.
- The message board updated daily with important community information
- Movies for residents’ enjoyment broadcast twice each Monday, Friday and Saturday with and without closed captioning
- The Village Television guide posted online and program descriptions are included on the digital guides
- Special exercise classes for residents were broadcast daily
- Produced Board Training video
- Produced four commercials for cable advertisers
- Produced 24 segments for cable advertisers

Tasking Completed by Village Television (TV6) in December:

- “This Day” live six days a week focused on Village updates with two rebroadcasts each day at 12:30 p.m. and 5 p.m.
- CEO Jeff Parker appeared on Village Television weekly
- The popular “Trading Post” is back on the air Monday and Wednesday at 10 a.m. and 5:30 p.m.
- The message board is updated daily with important community information
- Movies for residents’ enjoyment are broadcast each Monday, Friday and Saturday; with and without closed captioning
- The Village Television guide is posted online and program descriptions are included on the digital guides
- Special exercise classes for residents are broadcast daily
- Produced City Council Meetings for the City of Laguna Woods
- Produced board training video
- Produced two holiday shows from the clubhouses
- Produced four commercials for cable advertisers
- Produced twenty-four segments for cable advertisers
- Produced “Let’s Talk Tech” with Debbie Dotson
- Produced over 40 hours of governance meetings
- Village Television broadcasts over 2,000 minutes of original content each month

Docent Tours

The Village docent tour program is offered as marketing outreach to prospective residents looking to learn more about the community. Tours are available to new residents who wish to become familiar with the community, amenities and history. Docent tours resumed in the fourth quarter of 2021 and have been held on Thursdays. Two were held in November and four in December. The year closed with a waiting list of 11 for the Dec. 30 tour.

Date	Attended
Thursday, October 28	14
Thursday, November 4	14
Thursday, November 18	10
Thursday, December 2	12
Thursday, December 9	12
Thursday, December 16	12
Thursday, December 30	13
	87
Thursday, December 30 waitlist	11

New Resident Orientations

New resident orientations occur once a month for each mutual and are presented by one staff member and one board member. They are currently offered in person and serve as another way to subscribe residents to iContact. In addition, staff continues to write letters and contact new residents via email.

FINANCIAL ANALYSIS

None

Prepared By: Susan Logan-McCracken, Communications Specialist

Reviewed By: Eileen Paulin, Director of Media and Communications
Ellyce Rothrock, Supervisor of Media and Communications
Paul Ortiz, General Manager of Broadband Services

Workflow Report, November 2021

Village Television	Media and Communications
Produced "This Day" live six days a week	Worked on December/January Village Breeze
CEO Jeff Parker on air weekly	11/4 docent tour
Trading Post on air Monday, Wednesday	11/18 docent tour
Message boards updated daily	11/04 Globe press releases
Movies Mondays, Fridays, Saturdays	11/05 Friday eblast
TV6 guide, movies/meetings schedule	11/12 Globe press releases
Special daily exercise classes for residents	11/12 Friday eblast
Produced all-boards training video	11/18 Globe press releases
Produced four commercials for cable advertisers	11/19 Friday eblast
Produced 24 segments for cable advertisers	11/24 Globe press releases
Webmaster	11/24 Friday eblast
Posted TV & movie programming guides	TV6 appearance with Noel Hatch
Posted non-club related events	Created new Towers ad for Village Breeze
Posted various committee agendas/packets	Worked on December employee newsletter
Posted club events, updated contacts	Email subscriber list maintenance
Provided login credentials for club webmasters	Mail Village Breeze to residents nondelivered
Trained club webmasters in website CMS	MACC activities report, agenda, minutes
Posted 160 items to the website	Proofing Monday Memo
Recreation	Regular Facebook posting
Pour and Paint marketing materials	Board Relations
Updated golf operating rules	Organized all-boards training
OC at OC marketing materials	Created 10 PowerPoint decks for boards training
Mindful Flow Yoga flyer	Board of Directors handbook revisions
Recreation webpage updates	Sent four email blasts for Third members
Various signage throughout the Village	GRF annual year-end presentation
Correspondence	VMS update at 11/16 Third board meeting
Maintenance & Construction	Edited GRF election ballots
One Manor Alterations news bulletin	11/10 United new resident orientation
Edited PowerPoint for department head	11/19 Third new resident orientation
Updated Manor Alterations web landing page	Posted litigation letters, reports for GRF, Third, United
Correspondence	CEO Updates: GRF, Third, United
Financial Services	CEO correspondence
Edited Greenbook insert	PowerPoint decks for various directors on TV6
Edited Greenbook documents	Sales and Leasing
Landscaping Services	Posted monthly real estate sales reports
Added drought-tolerant plants to web landing page	Security Services
Weekly Landscape Maintenance Schedules	Brain Exercise class for Social Services

Workflow Report, December 2021

Village Television	Media and Communications
Produced "This Day" live six days a week	Completed December/January Village Breeze
CEO Jeff Parker on air weekly	Linked/posted December/January Village Breeze
Trading Post on air Monday, Wednesday	12/02 docent tour
Message boards updated daily	12/09 docent tour
Movies Mondays, Fridays, Saturdays	12/16 docent tour
TV6 guide, movies/meetings schedule	12/30 docent tour
Special daily exercise classes for residents	12/02 Globe press releases
Produced City Council meetings for the City	12/03 Friday eblast
Produced all-boards training video	12/09 Globe press releases
Produced two holiday shows from the clubhouses	12/10 Friday eblast
Produced four commercials for cable advertisers	12/16 Globe press releases
Produced 24 segments for cable advertisers	12/17 Friday eblast
Produced "Let's Talk Tech" with Debbie Dotson	12/23 Globe press releases
Produced over 40 hours of governance meetings	12/22 Friday eblast
Broadcasted over 2,000 minutes of original content	12/30 Globe releases
Webmaster	12/31 Friday eblast
Posted TV & movie programming guides	Completed December employee newsletter
Posted non-club related events	Email subscriber list maintenance
Posted various committee agendas/packets	Mail Village Breeze to residents nondelivered
Posted club events, updated contacts	MACC activities report, agenda, minutes
Provided login credentials for club webmasters	Proofing Monday Memo
Trained club webmasters in website CMS	Regular Facebook posting
Posted 152 items to the website	Board Relations
Recreation	Sent six email blasts to Third members
Holiday hours signage for Recreation facilities	VMS update at 12/21 Third board meeting
2022 golf operating rules	VMS CEO/GM ballot email, cover letter draft, edits
Personal trainers PowerPoint presentation	12/03 United new resident orientation
Pour and Paint flyers	12/15 Third new resident orientation
New Year's Eve flyers	Posted litigation letters, reports for GRF, Third, United
Tap Dance Class marketing materials	CEO Updates: GRF, Third, United
Village Bazaar flyers	CEO correspondence
Gift certificates for recreation/fitness	PowerPoint decks for various directors on TV6
Tri Tip Buffet flyer	Sales and Leasing
Equestrian Center newsletter	Posted monthly real estate sales reports
Signage for tennis courts	Security Services
Updated Performing Arts Center webpage	Something?
Recreation webpage updates	Human Resources
Various signage throughout the Village	PowerPoint deck for director
Correspondence	Financial Services
Maintenance & Construction	Edited Greenbook insert
Two Manor Alterations news bulletins	Edited Greenbook documents
Edited various notices (carport cleaning, dry rot, etc)	Landscaping Services
Notification edits	Added tour video to landing page
Correspondence	Weekly Landscape Maintenance Schedules

iContact Report, November 2021

Date	Title	Contact	Open	Bounce	No Info	Clicked	Smartphone	Tablet	Computer	Unsubscribe	Complain
11/24/21	What's Up in the Village	17,623	47.8%	0.4%	51.8%	2%	50%	5%	45%	11	0
11/24/21	A Very Happy Thanksgiving to You	4,207	54.6%	0.2%	45.2%	0%	48%	8%	44%	1	0
11/19/21	What's Up in the Village	17,635	49.8%	0.4%	49.8%	46%	47%	5%	48%	13	3
11/17/21	Looking for a Few Good Members to Become More Involved in Third Governance	4,200	56.3%	0.3%	43.4%	0%	48%	5%	47%	4	1
11/12/21	What's Up in the Village	17,641	49.2%	0.4%	50.5%	53%	48%	5%	47%	9	0
11/12/21	Manor Alterations Biweely News Bulletin	83	47.0%	0.0%	53.0%	28%	65%	0%	35%	0	0
11/12/21	Tree Trimming Scheduled Week of Nov. 30	317	59.9%	0.0%	40.1%	0%	49%	5%	46%	0	0
11/10/21	Third Saves Almost \$1M by Adjusting Paint Programs	4,196	60.7%	0.2%	39.1%	0%	47%	5%	49%	3	0
11/05/21	What's Up in the Village	17,655	48.3%	0.4%	51.4%	47%	49%	5%	47%	12	1
11/03/21	Third Mutual Clarifies Legal Queries, Announces Next Town Hall Meeting	4,199	59.3%	0.3%	40.4%	0%	43%	5%	52%	3	1
			Averages							Totals	
			53.3%	0.3%	46.5%	18%	49%	5%	46%	56	6

iContact Report, December 2021

Date	Title	Contact	Open	Bounce	No Info	Clicked	Smartphone	Tablet	Computer	Unsubscribe	Complain
12/30/21	What's Up in the Village	17,569	54.0%	0.4%	45.6%	43.9%	44%	6%	50%	16	2
12/29/21	Employee Newsletter December 2021	260	46.5%	0.0%	53.5%	60.3%	11%	2%	87%	0	0
12/29/21	Happy New Year to All!	4,229	62.5%	0.2%	37.2%	9.2%	41%	6%	53%	1	1
12/28/21	NOAA Issues Flood Watch for Wednesday, Thursday	17,574	53.6%	0.4%	46.1%	13.4%	42%	5%	53%	9	1
12/27/21	Important Trash Content from Wednesday's Canceled Town Hall	4,231	66.3%	0.2%	33.4%	2.6%	35%	9%	56%	4	1
12/22/21	Copy of Third Mutchnick Letter	4,282	68.2%	0.3%	31.5%	0.0%	36%	6%	57%	4	1
12/22/21	What's Up in the Village	17,601	52.7%	0.4%	46.9%	41.9%	43%	6%	51%	11	3
12/22/21	Trash Talk Part 2, Don't Miss Today's Town Hall	4,238	59.9%	0.3%	39.8%	3.5%	40%	6%	54%	4	1
12/17/21	What's Up in the Village	17,605	52.6%	0.4%	47.0%	42.4%	42%	5%	53%	15	2
12/17/21	Manor Alterations Biweekly News Bulletin	88	45.5%	0.0%	54.6%	20.0%	41%	0%	59%	0	0
12/16/21	Check Out the December 2021 Equestrian Center Newsletter	65	76.9%	1.5%	21.5%	64.0%	48%	1%	51%	0	0
12/15/21	Trash Talk Update	4,239	65.7%	0.3%	34.0%	0.1%	39%	7%	54%	4	1
12/14/21	California State Mandates Masks in All Indoor Settings Regardless of Vaccination Status	17,611	52.9%	0.4%	46.7%	3.8%	39%	6%	55%	11	4
12/10/21	What's Up in the Village	17,625	45.3%	0.4%	54.3%	47.4%	43%	5%	52%	15	2
12/08/21	How the VMS CEO/General Manager Is Replaced	4,220	60.3%	0.3%	39.5%	0.0%	45%	6%	49%	1	0
12/08/21	How the VMS CEO/General Manager Is Replaced	17,396	50.5%	0.4%	49.1%	0.1%	46%	5%	49%	14	1
12/03/21	What's Up in the Village	17,625	50.9%	0.4%	48.7%	48.6%	46%	5%	49%	18	3
12/03/21	Manor Alterations Biweekly News Bulletin	84	46.4%	0.0%	53.6%	20.5%	52%	0%	48%	0	0
12/01/21	Talking Trash	4,206	67.6%	0.2%	32.2%	0.2%	49%	4%	47%	4	1
			Averages							Totals	
			56.8%	0.3%	42.9%	22.2%	41%	5%	54%	131	24

New Resident Orientations Year to Date

United Mutual

Date	Attendance	Director
Wednesday, January 13, 2021	20	Addington
Friday, February 05, 2021	22	Addington
Wednesday, March 10, 2021	15	Addington
Friday, April 02, 2021	12	Addington
Wednesday, May 12, 2021	5	Addington
Friday, June 04, 2021	12	Addington
Wednesday, July 14, 2021	1	Addington
Friday, August 06, 2021	7	Addington
Wednesday, September 08, 2021	CANCELED	
Friday, October 01, 2021	CANCELED	
Wednesday, November 10, 2021	26	Blackwell
Friday, December 03, 2021	17	Blackwell
	150	

Third Mutual

Date	Attendance	Director
Friday, January 15, 2021	1	McCary
Wednesday, February 17, 2021	17	Mutchnick
Friday, March 19, 2021	12	Rane-Szostak
Wednesday, April 21, 2021	10	Dotson
Friday, May 21, 2021	CANCELED	
Wednesday, June 16, 2021	20	Jarrett
Friday, July 16, 2021	20	N/A
Wednesday, August 18, 2021	17	N/A
Friday, September 17, 2021	12	McCary
Wednesday, October 20, 2021	1	Rane-Szostak
Friday, November 19, 2021	12	Mutchnick
Wednesday, December 15, 2021	10	Mutchnick
	167	



STAFF REPORT

DATE: January 17, 2021
FOR: GRF Media and Communications Committee
SUBJECT: Broadband Services Update

RECOMMENDATION

Receive and file report.

BACKGROUND

Regular monthly reports are submitted to the Media and Communications Committee (MACC) for review.

DISCUSSION

The Broadband Services Division, including TV Operations, TV studio, media services, high-speed internet and digital services, are a part of the Media and Communications Department. Paul Ortiz, General Manager for Broadband Services, will provide updates on an ongoing basis.

FINANCIAL ANALYSIS

None

Prepared By: Susan Logan-McCracken, Communications Specialist

Reviewed By: Eileen Paulin, Director of Media and Communications; Paul Ortiz, General Manager of Broadband Services

ATTACHMENTS(S)

- i. Staff Report
- ii. Broadband Services presentation

STAFF REPORT

DATE: January 17, 2021
FOR: Media & Communication Committee
SUBJECT: 2022 Realignment of Cable Channels

RECOMMENDATION

Staff recommends the realignment of the cable channels to better serve the Laguna Woods Village viewers. The realignment would occur in early 2022, and allow residents to watch their favorite channels within a vicinity of one another. Staff would take approximately three months to educate the community of the channel realignment and the required channel scan for viewers with digital televisions.

BACKGROUND

In recent years, Broadband Services has been slowly removing analog channels, standard definition channels and recently duplicate channels from the channel lineup. This cost savings process has saved the community in licensing fees, equipment costs, electricity costs and staff time to manage the various video formats for each channel.

DISCUSSION

The current channel lineup is a random variety of networks and channel locations based on various genres and content. Staff recommends that the channel locations be specific to the network's genre or content description. For example: News channels would be located within the vicinity of one another in the channel lineup and sports channels would be located within the vicinity of one another in the channel lineup.

FINANCIAL ANALYSIS

Realigning the channel lineup will save the community approximately \$15,000.00 per year in channel transport licensing fees.

Prepared By: Paul Ortiz

Reviewed By: Eileen Paulin, Director of Media and Communications

Committee Routing: Media and Communication Committee

ATTACHMENT(S)

June '21 Channel Lineup

Current Channel Lineup

Proposed 2022 Channel Lineup

**CHANNELS INCLUDED WITH A
SET TOP BOX RENTAL**

2 KCBS - CBS HD
3 City of Laguna Woods HD
4 KNBC - NBC HD
6 VILLAGE TELEVISION
7 KABC - ABC HD
8 KOCE - PBS HD
9 KCAL HD
10 KCET - PBS LA HD
11 KTTV - FOX HD
12 KDOC HD
13 KCOP - My13 HD
14 FOX News Channel
16 CNN 24 Hour News
17 CNN Headline News (HLN)
18 KSCI - LA18 HD
19 CSPAN
20 Jewelry Television HD
22 KWHY-TV HD
23 KVMD HD
24 Golf Channel
25 ESPN Classic
26 ESPN Sports
27 ESPN 2 Sports
30 KPXM - ION Television HD
40 KTNB - Tustin HD
44 KXLA HD
47 Discovery Life
48 Hallmark Channel
49 CSPAN2
50 NWNTN - NewsNation (fka WGN)
51 Comedy Central
52 KVEA - Telemundo/Corona HD
53 TNT
54 KAZA HD MeTV
55 Freeform
56 truTV
57 KJLA - Azteca HD
58 KLCB HD
60 History Channel
61 TLC
62 Oprah Winfrey Network (OWN)
63 Travel Channel
64 Animal Planet
65 Lifetime
66 STARZ ENCORE
67 FX
68 Turner Classic Movies (TCM)
69 BBC America
71 American Movie Classics (AMC)
72 Arts & Entertainment (A&E)
73 TBS
74 Discovery Channel
75 The Weather Channel
76 LocalX

78 National Geographic Channel
81 KYWDZ - Start TV SD
82 KDOC 5 - SET - Vietnamese
83 KSCI 2 - SBS - Korean
84 KNBC - COZI-TV
85 NHK World
86 KXLA - Skylink 2 - Chinese
87 LOCALISH
88 KABC3 - This TV
89 KILM GRIT
90 KVMD - WCETV/CCTV4 - Mandarin
91 HTTV - Chinese
93 KXLA - NDTV - Mandarin
94 KJLA - ZWTV - Mandarin
95 ShopHQ
96 QVC Home Shopping
99 Home Shopping Network (HSN)
100 Hallmark Movie Channel (HMM) HD
102 FX Movie Channel
103 Independent Film Channel (IFC)
104 Lifetime Movie Network (LMN)
106 KDOC - MeTV
108 CNBC Financial News
109 MSNBC
111 SonLife Broadcasting Network (SONL)
115 Nat Geo Wild
116 Destination America
117 Investigation Discovery
118 Cooking Channel HD
119 Ovation
120 KCOP - Movies
121 KDOC - CHARGE!
122 Game Show Network East (GSN)
123 KTTV - The Grio
124 KCOP - BUZZR
125 KCOP - Heroes & Icons
130 Women's Entertainment (WE)
131 Disney Junior
132 CREATE
133 Court TV
137 Food Network
138 Oxygen
143 USA Network
145 Eternal World Television (EWTN)
149 Classic Arts Showcase (ARTS)
152 Discovery Family Channel
153 Disney XD
154 Fusion
155 Home & Garden TV (HGTV)
160 CNN International
161 Disney Channel
162 CSPAN3
163 Bloomberg Television
164 BBC World News HD
165 FOX Business News
166 KOCE - PBS SoCal 2
167 KOCE - PBS SoCal World
168 Syfy
169 Smithsonian
170 DIY Network HD

171 Science Channel
172 FYI
173 VICELAND
174 American Heroes Channel (AHC)
175 Military History Channel
176 Crime & Investigation HD
190 BET Her
191 Great American Country (GAC)
194 KWHY 3
196 KVEA 2 - Telexitos
197 KDOC 2 - ESNE
200 The Inspiration Network (INSP)
201 KWHY 4 - Iglesia
202 The Hillsong Channel
203 BYU TV
204 The Cowboy Channel
206 KWHY 6 - MAJESTAD TV
207 3 Angels Broadcast Network
209 KOCE 3 - Daystar
210 Jewish Life TV (JLTV)
267 Bravo
273 EI
300 Horseracing TV
301 Sportsman Channel HD
302 Tennis Channel HD
303 FXX
305 FOX Sports 2
306 TVG
307 SCS Atlantic
308 SCS Central
309 SCS Pacific
310 FOX Sports 1
311 Outdoor Channel
312 NBC Sports Network
313 Southeastern Conference (SEC)
314 CBS Sports
325 ESPNU HD
361 ESPNEWS

HD CHANNELS

402 KCBS - CBS HD
404 KNBC - NBC HD
406 TV6 HD
407 KABC - ABC HD
408 KOCE - PBS HD
409 KCAL HD
410 KCET - PBS LA HD
411 KTTV - FOX HD
412 KDOC HD
413 KCOP - My13 HD
414 FOX News Channel HD
416 CNN 24 Hour News HD
417 CNN Headline News (HLN) HD
418 KSCI - LA18 HD
420 Jewelry Television HD
422 KWHY-TV HD
423 KVMD HD
424 Golf Channel HD
426 ESPN Sports HD

427 ESPN 2 Sports HD
430 KPXM - ION Television HD
440 KTNB - Tustin HD
444 KXLA HD
447 Discovery Life HD
448 Hallmark Channel HD
450 NWNTN - NewsNation (fka WGN) HD
451 Comedy Central HD
452 KVEA - Telemundo/Corona HD
453 TNT HD
454 KAZA - MeTV HD
455 Freeform HD
456 truTV HD
457 KJLA - Azteca HD
458 KLCB HD
460 History Channel HD
461 TLC HD
462 Oprah Winfrey Network (OWN) HD
463 Travel Channel HD
464 Animal Planet HD
465 Lifetime HD
467 FX HD
468 Turner Classic Movies (TCM) HD
469 BBC America HD
471 American Movie Classics (AMC) HD
472 Arts & Entertainment (A&E) HD
473 TBS HD
474 Discovery Channel HD
475 The Weather Channel HD
478 National Geographic Channel HD
480 Motor Trend HD
496 QVC Home Shopping HD
499 Home Shopping Network (HSN) HD
567 Bravo HD
573 EI HD
600 Hallmark Movie Channel (HMM) HD
602 FX Movie Channel HD
603 Independent Film Channel (IFC) HD
604 Lifetime Movie Network (LMN) HD
608 CNBC Financial News HD
609 MSNBC HD
615 Nat Geo Wild HD
616 Destination America HD
617 Investigation Discovery HD
618 Cooking Channel HD
619 Ovation HD
622 Game Show Network East (GSN) HD
630 Women's Entertainment (WE) HD
637 Food Network HD
638 Oxygen HD
643 USA Network HD
652 Discovery Family Channel HD
654 Fusion HD
655 Home & Garden TV (HGTV) HD
661 Disney Channel HD
663 Bloomberg HD
664 BBC World News HD
665 FOX Business News HD
668 Syfy HD
669 Smithsonian HD

670 DIY Network HD
671 Science Channel HD
672 FYI HD
673 VICELAND HD
674 American Heroes Channel (AHC) HD
676 Crime & Investigation HD
701 Sportsman Channel HD
702 Tennis Channel HD
703 FXX HD
705 FOX Sports 2 HD
710 FOX Sports 1 HD
711 Outdoor Channel HD
712 NBC Sports Network HD
713 Southeastern Conference (SEC) HD
714 CBS Sports HD
725 ESPNU HD
761 ESPNEWS HD

INCLUDES 49 MUSIC CHANNELS

Channels 900 - 949 (see reverse side for details)
Music channels are included with all box types

298 - Channels included with HD Digital Boxes:
HD Converter
HD Standard Digital Box
2 Tuner HD DVR Box
TiVo 6 Tuner DVR Box
Ch. 2 - 761 and 900 - 949

50 MUSIC CHANNELS INCLUDED WITH BOX RENTAL

900 The Spa	925 Groove Disco & Funk
901 Jazz Now	926 The Chill Lounge
902 Maximum Party	927 Soul Storm
903 Jazz Masters	928 Alt Rock Classics
904 Hot Country	929 Jukebox Oldies
905 Eclectic Electronic	930 Holiday Hits
906 Adult Alternative	931 Gospel
907 Pop Adult	932 Broadway
908 Classic Rock	933 Nothin' But 90's
909 Chamber Music	934 Swinging Standards
910 Folk Roots	935 Alternative
911 Flashback 70s	936 Hip Hop
912 Everything 80s	937 Jammin
913 Popular Classical	938 Y2K
914 Kids Stuff	939 Exitos Tropicales
915 Christian Pop & Rock	940 Romance Latino
916 The Blues	941 Exitos de Momento
917 Dance Clubbn'	942 Retro Latino
918 Smooth Jazz	943 Ritmos Latinos
919 Classic RNB & Soul	944 Rock En Espanol
920 Rock	945 Hip Hop / R&B
921 Classic Masters	946 Bluegrass
922 Easy Listening	947 No Fences
923 Country Classics	948 Heavy Metal
924 Hit List	949 Rock Alt-Country Americana

Foreign Language - Premium Channels (Requires the rental of a Set-Top-Box)

230 TV Asia - \$15.00 - Hindi/Gujarati
232 TFC - \$12.00 - Tagalog
234 tvK - \$13.00 - Korean
236 CTI-Zhong Tian - \$12.00 - Mandarin
237 CCTV4 - \$10.00 - Mandarin
238 Channel One - \$15.00 Russian
240 TV5Monde - \$10.00 - French
242 TV Japan - \$15.00 - Japanese
244 Rai Italia - \$13.00 - Italian

Basic Service (Foreign Local Channels) (Requires the rental of a Set-Top-Box or DTA)

82 KDOC 5 - SET - Vietnamese
83 KSCI 2 - SBS - Korean
85 KCET - MTN78 - Japanese
86 KXLA - Skylink 2 - Chinese
90 KVMD - WCET/CCTV4 - Mandarin
91 HTTP - Chinese
93 KXLA - NTDTV - Mandarin
94 KJLA - ZWTV - Mandarin

Adult (\$15/Month)

750 Playboy

Adult PPV (\$9.00 per Event)

751 Brazzers TV
752 Bang U

Village MEDIA Broadband Services CHARGEABLE SERVICES

Digital Installation Fees

(one time fee per occurrence)

2 Tuner DVR \$40.00 (First TV/device)

Each additional TV/device \$20.00

TiVo Single Box \$50.00

TiVo Whole Home \$100.00

Service Fee \$30 (one-time fee)

Polaris Remote \$10.00 each

TiVo Remote \$15.00 each

TiVo Bridge Adapter \$50.00 each

CableCARD (2 way) \$95.00 each

HDMI Cable (6FT) \$10.00 each

Cable Line Extension or New Outlet

\$50.00 - \$100.00 Large Jobs by Quote

Contractor may be required for Custom Work

Equipment Rental (Monthly)

CableCARD Programming Fee \$4.95

HD Converter \$7.95 / \$2.95 (add'l)

HD Standard Digital Box \$13.25

2 Tuner HD/DVR \$19.25 / \$13.25 (add'l)

TiVo 6 Tuner HD DVR \$24.95

TiVo Mini HD Box \$7.95

DIGITAL PROGRAMMING

(set top box required)

PREMIUM PACKAGES

Foreign Language/monthly

CCTV4 \$10.00
TV5Monde \$10.00
CTI-Zhong Tian \$12.00
TFC \$12.00
tvK \$13.00
Channel One \$15.00
TV Asia \$15.00
TV Japan \$15.00
Rai Italia \$13.00

Premium Movie Packages/monthly

Cinemax \$14.25
HBO \$17.25
Showtime \$14.25
STARZ \$14.25
Adult - Playboy Channel \$15.00
Adult - Pay Per View Events \$9.00

Premium Channels

Rev. June 2021

CINEMAX (11 Channels \$14.25/Month)

510 Cinemax West
511 Cinemax East
512 More Max West
513 More Max East
514 Action Max East
515 Thriller Max East

CINEMAX HD

810 Cinemax West HD
811 Cinemax East HD
813 More Max East HD
814 Action Max East HD
815 Thriller Max East HD

HBO (15 Channels \$17.25/Month)

500 HBO West
501 HBO East
502 HBO Family West
503 HBO Family East
504 HBO 2 West
505 HBO Signature West
506 HBO Comedy East
507 HBO Zone East

HBO HD

800 HBO West HD
801 HBO East HD
803 HBO Family East HD
804 HBO 2 West HD
805 HBO Signature East HD
806 HBO Comedy East HD
807 HBO Zone East HD

Showtime (20 Ch. \$14.25/Month)

520 Showtime West
521 Showtime Showcase West
522 Showtime Extreme West
523 Showtime Next East
524 Showtime Family East
525 Showtime Women East
526 Flix East
527 The Movie Channel Xtra
528 Showtime East
530 The Movie Channel West
531 Showtime 2 West

Showtime HD

820 Showtime West HD
821 Showtime Showcase East HD
822 Showtime Extreme East HD
823 Showtime Next East HD
825 Showtime Women East HD
827 The Movie Channel Xtra HD
828 Showtime East HD
829 The Movie Channel East HD
831 Showtime 2 East HD

STARZ (22 Ch. \$14.25/Month)

550 STARZ ENCORE Westerns West
551 STARZ ENCORE Classic West
552 STARZ ENCORE Suspense West
553 STARZ Edge West
554 STARZ in Black East
555 STARZ ENCORE Black East
556 STARZ ENCORE Black West
557 STARZ ENCORE Action West
558 STARZ West
559 STARZ ENCORE Family East
560 STARZ Kids & Family East
561 STARZ Cinema East
562 STARZ Comedy East

STARZ HD

854 STARZ in Black East HD
855 STARZ ENCORE Black HD
858 STARZ West HD
860 STARZ Kids & Family East HD
861 STARZ Cinema East HD
862 STARZ Comedy East HD
863 STARZ East HD
864 STARZ ENCORE Action East HD
866 STARZ Edge East HD

GRF Broadband Services

24351 El Toro Road, 1st Floor, Laguna Woods, CA 92637

(949) 837-2670

Office Hours: 8:00AM to 5:00PM

www.grfbroadband.com/village.htm

Monday thru Friday - Phone Hours: 8:00AM to 5:00PM



Broadband Services

Channel Lineup for SET TOP BOX

2 KCBS CBS HD	86 KXLA Chinese	190 BET Her	450 News Nation HD
3 City of Laguna Woods HD	87 LOCALISH	191 Great American Country	451 Comedy Central HD
4 KNBC NBC HD	88 KABC3 This TV	194 KWHY 3	452 KVEA Telemundo HD
6 Village Television HD	89 KILM Bounce HD	196 KVEA 2 Telexitos	453 TNT HD
7 KABC ABC HD	90 KVMD CCTV4	197 KDOC 2 ESNE	454 KAZA HD MeTV
8 KOCE PBS HD	91 HTTV Chinese	200 Inspiration Network	455 Freeform HD
9 KCAL HD	93 KXLA Mandarin	201 KWHY 4 Igelisa	456 truTV HD
10 KCET HD	94 KJLA Mandarin	202 Hillsong	457 KJLA Azteca HD
11 KTTV FOX HD	95 SHOP HQ	203 BYU TV	458 KLCS HD
12 KDOC HD	96 QVC HOME SHOPPING HD	204 Cowboy Channel	460 History Channel HD
13 KCOP My13 HD	99 HOME SHOPPING HD	206 KWHY 6	461 TLC HD
14 Fox News Channel	100 Hallmark Movie HD	207 3 Angels Broadcast	462 Oprah Winfrey Network HD
16 CNN 24 Hour News	102 FX Movie Channel HD	209 KOCE Daystar	463 Travel Channel HD
17 CNN Headline News	103 Independent Film Channel HD	210 Jewish Life TV	464 Animal Planet HD
18 KSCI LA18 HD	104 Lifetime Movie Network HD	267 Bravo HD	465 Lifetime HD
19 CSPAN	106 KDOC Me TV	273 EI HD	467 FX HD
20 Jewelry TV HD	108 CNBC HD	300 Horseracing TV	468 Turner Classic Movies HD
22 KWHY-TV HD	109 MSNBC HD	301 Sportsman Channel HD	469 BBC America HD
23 KVMD HD	111 Son Life Broadcasting	302 Tennis Channel HD	471 American Movie Classics HD
24 Golf Channel	115 Nat Geo Wild HD	303 FXX HD	472 Arts & Entertainment HD
25 ESPN Classic	116 Destination America HD	305 Fox Sports 2 HD	473 TBS HD
26 ESPN Sports	117 Investigation Discovery HD	306 TVG HD	474 Discovery Channel HD
27 ESPN 2 Sports	118 Cooking Channel HD	307 SCS Atlantic HD	475 Weather Channel HD
30 KPXN ION TV HD	119 Ovation HD	308 SCS Central HD	478 National Geographic HD
40 KTBN - Tustin HD	120 KCOP Movies	309 SCS Pacific HD	480 Motor Trend HD
44 KXLA HD	121 KDOC Charge!	310 Fox Sports 1 HD	496 QVC Home Shopping HD
47 Discovery Life	122 Game Show Network HD	311 Outdoor Channel HD	499 Home Shopping Network HD
48 Hallmark Channel	123 KTTV The Grio	312 NBC Sports Network HD	
49 CSPAN 2	124 KCOP BUZZR	313 SEC HD	
50 News Nation	125 KCOP Heros & Icons	314 CBS Sports Network HD	
51 Comedy Central	130 Women's Entertainment HD	325 ESPNU HD	
52 KVEA Telemundo HD	131 Disney Junior	361 ESPNEWS HD	
53 TNT	132 KCET Link	402 KCBS CBS HD	
54 KAZA HD MeTV	133 Court TV	404 KNBC NBC HD	
55 Freeform	137 Food Network HD	406 Village Television HD	
56 truTV	138 Oxygen HD	407 KABC ABC HD	
57 KJLA Azteca HD	143 USA Network HD	408 KOCE PBS HD	
58 KLCS HD	145 Eternal Word TV	409 KCAL HD	
60 History Channel	149 Classic Arts Showcase HD	410 KCET HD	
61 TLC	152 Discovery Family HD	411 KTTV FOX HD	
62 Oprah Winfrey Network	153 Disney XD	412 KDOC HD	
63 Travel Channel	155 Home & Garden HD	413 KCOP My13 HD	
64 Animal Planet	160 CNN International	414 Fox News Channel HD	
65 Lifetime	161 Disney Channel HD	416 CNN 24 Hour News HD	
66 STARZ Encore	162 CSPAN 3	417 CNN Headline News HD	
67 FX	163 Bloomberg TV HD	418 KSCI LA18 HD	
68 Turner Classic Movies	164 BBC World News HD	420 Jewelry TV HD	
69 BBC America	165 FOX Business News HD	422 KWHY-TV HD	
71 American Movie Classics	166 KOCE PBS SoCal3	423 KVMD HD	
72 Arts & Entertainment	167 KOCE PBS SoCal World	424 Golf Channel HD	
73 TBS	168 Syfy HD	425 ESPN Classic	
74 Discovery Channel	169 Smithsonian East HD	426 ESPN Sports HD	
75 Weather Channel	170 DIY Network HD	427 ESPN 2 Sports HD	
76 LocalX	171 Science Channel HD	430 KPXN ION TV HD	
78 National Geographic	172 FYI HD	440 KTBN - Tustin HD	
81 KYWZ Start TV	173 VICELAND HD	444 KXLA HD	
83 KSCI 2 Korean	174 American Heros HD	447 Discovery Life HD	
84 KNBC COZI TV	175 Military History	448 Hallmark Channel HD	
85 KCET MTN78 Japan	176 Crime & Investigation HD		

Monthly fees apply for Premium Movie Channels, Premium Foreign Language Channels and Set Top Box rentals.

Visit www.lagunawoodsvillage.com/amenities/media-services/cable to see more viewing choices.

Broadband Services Customer Service is located in the Community Center 1st floor.

Broadband Services Customer Service (949) 837-2670

Version 10/21/2021

Broadband Services

PREMIUM CHANNEL LINEUP

50 DIGITAL MUSIC CHANNELS

900 The Spa	925 Groove Disco & Funk
901 Jazz Now	926 The Chill Lounge
902 Maximum Party	927 Soul Storm
903 Jazz Masters	928 Alt Rock Classics
904 Hot Country	929 Jukebox Oldies
905 Eclectic Electronic	930 Holiday Hits
906 Adult Alternative	931 Gospel
907 Pop Adult	932 Broadway
908 Classic Rock	933 Nothin' but 90's
909 Chamber Music	934 Swinging Standards
910 Folk Roots	935 Alternative
911 Flashback 70's	936 Hip Hop
912 Everything 80's	937 Jammin
913 Popular Classical	938 Y2K
914 Kids Stuff	939 Exitos Tropicales
915 Christian Pop & Rock	940 Romance Latino
916 The Blues	941 Exitos de Momento
917 Dance Clubb'n	942 Retro Latino
918 Smooth Jazz	943 Ritmo Latinos
919 Classic RNB & Soul	944 Rock En Espanol
920 Rock	945 Hip Hop / R&B
921 Classic Masters	946 Bluegrass
922 Easy Listening	947 No Fences
923 Country Classics	948 Heavy Metal
924 Hit List	949 Rock Alt-Country

PREMIUM MOVIE CHANNELS

500 HBO West HD	550 STARZ Encore Westerns West SD
501 HBO East HD	551 STARZ Encore Classic West SD
502 HBO Family West SD	552 STARZ Encore Suspense West SD
503 HBO Family East HD	553 STARZ Encore Edge West SD
504 HBO 2 West HD	554 STARZ in Black East HD
505 HBO Signature East HD	555 STARZ Encore Black West HD
506 HBO Comedy East HD	556 STARZ Encore Black East SD
507 HBO Zone East HD	558 STARZ West HD
510 Cinemax West HD	559 STARZ Encore Family East SD
511 Cinemax East HD	560 STARZ Kids & Family East HD
512 More Max West SD	561 STARZ Cinema East HD
513 More Max East HD	562 STARZ Comedy East HD
514 Action Max East HD	563 STARZ East HD
515 Thriller Max East HD	564 STARZ Encore Action East HD
520 Showtime West HD	566 STARZ Edge East HD
521 Showtime Showcase East HD	
522 Showtime Extreme East HD	
523 Showtime Next East HD	
524 Showtime Family East SD	
525 Showtime Women East HD	
526 Flix East SD	
527 The Movie Channel Xtra West HD	
528 Showtime East HD	
529 The Movie Channel East HD	
530 The Movie Channel West SD	
531 Showtime 2 East HD	

PREMIUM FOREIGN LANGUAGE CHANNELS

230 TV Asia	\$15 per month
232 The Filipino Channel HD	\$12 per month
234 TV Kanagawa	\$13 per month
236 CTI-Zhong Tian	\$12 per month
237 CCTV4 Chinese	\$10 per month
238 Channel One Russia	\$15 per month
240 TV5 Monde HD	\$11 per month
242 TV Japan HD	\$15 per month
244 RAI Italia HD	\$13 per month

ADULT PROGRAMMING

750 Playboy Channel	\$15 per month
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6 Tuner DVR

Voice activated remote
Alexa-enabled hands free control
What to Watch and My Shows lists favorite shows
OnePass lines up every available episode of any series



DIGITAL INSTALLATION FEES

TiVo 6 Tuner DVR	\$50 per installation
TiVo Whole Home	\$100 per installation
2 Tuner DVR	\$40 per installation
Each Additional TV/STB	\$20 per installation
Service Call	\$30 per occurrence

CABLE LINE EXTENSION or NEW OUTLETS

\$50.00 - \$100.00 quotes provided
Contractor may be required for custom work or large jobs.

EQUIPMENT FEES

Tivo Remote Control	\$15 each
TiVo Bridge Adapter	\$50 each
Polaris Remote Control	\$12 each
2 Way Cable Card	\$50 each
6 foot HDMI Cable	\$10 each

MONTHLY EQUIPMENT RENTAL FEES

6 Tuner TiVo HD DVR	\$24.95 per month
TiVo Mini HD STB	\$7.95 per month
2 Tuner HD DVR	\$19.25 per month
Additional 2 Tuner HD DVR	\$13.25 per month
HD Standard Digital STB	\$13.25 per month
HD Converter	\$7.95 per month
Additional HD Converter	\$2.95 per month
Cable Card Programming Fee	\$4.95 per month

PREMIUM MOVIE CHANNELS

HBO	\$17.25 per mo.	cinemax	\$14.25 per mo.
starz	\$14.25 per mo.	SHOWTIME	\$15.68 per mo.

Monthly fees apply for Premium Movie Channels, Premium Foreign Language Channels and Set Top Box rentals.

Visit www.lagunawoodsvillage.com/amenities/media-services/cable to see more viewing choices.

Broadband Services Customer Service is located in the Community Center 1st floor.

Broadband Services Customer Service (949) 837-2670



Broadband Services

Proposed 2022 Channel Lineup

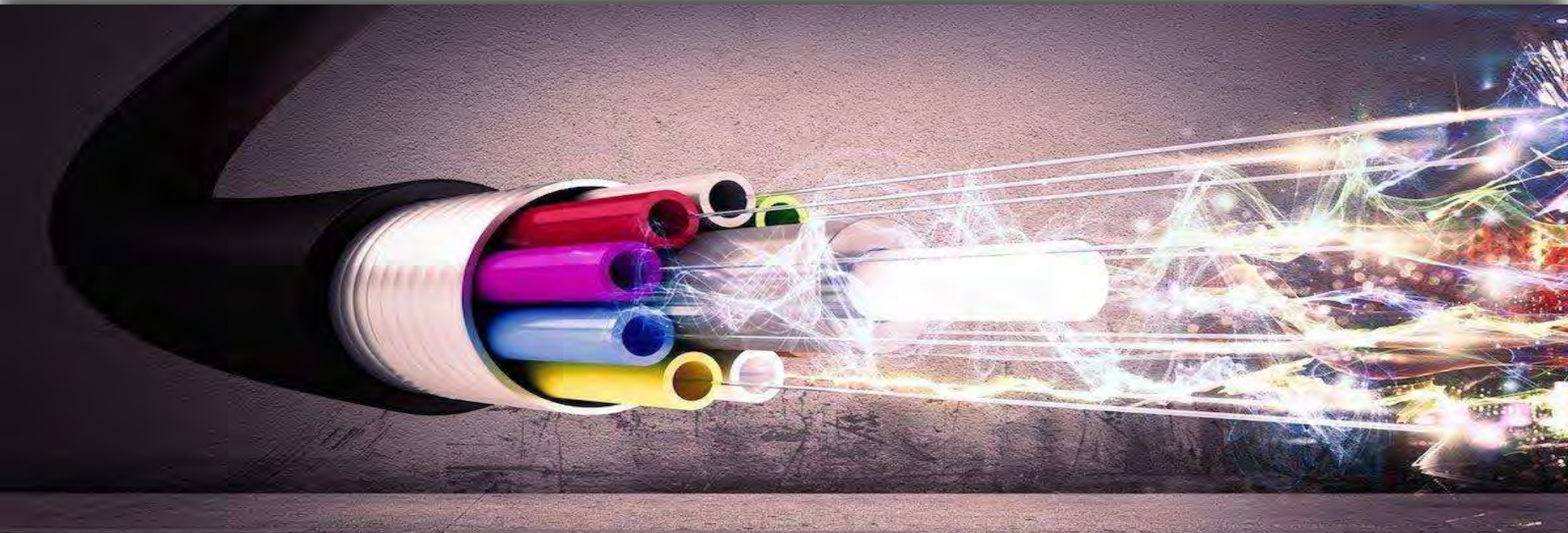
NEW	Current		NEW	Current		NEW	Current	
2	2	KCBS CBS HD	61	143	USA Network HD	120	203	BYU TV
3	3	City of Laguna Woods HD	62	456	truTV HD	121	145	Eternal Word TV
4	4	KNBC NBC HD	63	474	Discovery Channel HD	122	200	Inspiration Network
5	75	Weather Channel	64	152	Discovery Family HD	123	111	Son Life Broadcasting
6	6	Village Television HD	65	47	Discovery Life HD	124	202	Hillsong
7	7	KABC ABC HD	66	117	Investigation Discovery HD	125	209	KOCE Daystar
8	8	KOCE PBS HD	67	116	Destination America HD	126	84	KNBC COZI TV
9	9	KCAL HD	68	176	Crime & Investigation HD	127	207	3 Angels Broadcast
10	10	KCET HD	69	478	National Geographic HD	128	88	KABC3 This TV
11	11	KTTV FOX HD	70	115	Nat Geo Wild HD	129	124	KCOP BUZZR
12	12	KDOC HD	71	464	Animal Planet HD	130	132	KCET Link
13	13	KCOP My13 HD	72	463	Travel Channel HD	131	106	KDOC Me TV
14	14	Fox News Channel	73	460	History Channel HD	132	197	KDOC 2 ESNE
15	16	CNN 24 Hour News	74	175	Military History	133	121	KDOC Charge!
16	17	CNN Headline News	75	174	American Heros Channel HD	134	167	KOCE PBS SoCal World
17	160	CNN International	76	125	KCOP Heros & Icons	135	166	KOCE PBS SoCal3
18	418	KSCI LA18 HD	77	173	VICELAND HD	136	194	KWHY 3
19	19	CSPAN	78	171	Science Channel HD	137	201	KWHY 4 Igelisa
20	49	CSPAN 2	79	169	Smithsonian East HD	138	422	KWHY-TV HD
21	162	CSPAN 3	80	168	Syfy HD	139	206	KWHY 6
22	422	KWHY-TV HD	81	448	Hallmark Channel HD	140	90	KVMD WCET/CCTV4
23	133	Court TV	82	455	Freeform HD	141	89	KILM Bounce HD
24	108	CNBC HD	83	450	News Nation HD	142	123	KTTV The Grio
25	165	FOX Business News HD	84	138	Oxygen HD	143	196	KVEA 2 Telexitos
26	109	MSNBC HD	85	267	Bravo HD	144	44	KXLA HD
27	163	Bloomberg TV HD	86	462	Oprah Winfrey Network HD	145	81	KYWDZ Start TV
28	164	BBC World News HD	87	465	Lifetime HD	146	87	LOCALISH
29	69	BBC America	88	461	TLC HD	147	76	LocalX
30	430	KPXN ION TV HD	89	130	Women's Entertainment HD	148	83	KSCI 2 Korean
31	423	KVMD HD	90	170	DIY Network HD	149	85	KCET MTN78 Japan
32	24	Golf Channel	91	155	Home & Garden TV HD	150	86	KXLA Chinese
33	25	ESPN Classic	92	104	Lifetime Movie Network HD	151	90	KVMD CCTV4
34	26	ESPN Sports	93	119	Ovation HD	152	91	HTTV Chinese
35	27	ESPN 2 Sports	94	472	Arts & Entertainment HD	153	93	KXLA Mandarin
36	361	ESPNEWS HD	95	273	E! HD	154	94	KJLA Mandarin
37	325	ESPNU HD	96	451	Comedy Central HD	155	230	TV Asla
38	310	Fox Sports 1	97	190	BET Her	156	232	The Filipino Channel HD
39	305	Fox Sports 2 HD	98	120	KCOP Movies	157	234	TV Kanagawa
40	440	KTBN - Tustin HD	99	68	Turner Classic Movies HD	158	236	CTI-Zhong Tian
41	307	SCS Atlantic HD	100	66	STARZ Encore	159	237	CCTV4 Chinese
42	308	SCS Central HD	101	103	Independent Film Channel HD	160	238	Channel One Russia
43	309	SCS Pacific HD	102	100	Hallmark Movie Channel HD	161	240	TV5 Monde HD
44	44	KXLA HD	103	102	FX Movie Channel HD	162	242	TV Japan HD
45	301	Sportsman Channel HD	104	467	FX HD	163	244	RAI Italia HD
46	302	Tennis Channel HD	105	303	FXX HD	164		
47	311	Outdoor Channel HD	106	471	American Movie Classics HD	165		
48	313	SEC HD	107	149	Classic Arts Showcase HD	166	250-299	Music Channels
49	314	CBS Sports Network HD	108	161	Disney Channel HD	167		Moves from 900's to 250's
50	300	Horsereading TV	109	131	Disney Junior	168		
51	480	Motor Trend HD	110	153	Disney XD	169	300-350	Movie Channels
52	452	KVEA Telemundo HD	111	191	Great American Country	170		Moves from 500's to 300's
53	306	TVG HD	112	137	Food Network HD	171		
54	454	KAZA HD MeTV	113	118	Cooking Channel HD	172		PAY CHANNELS
55	204	Cowboy Channel	114	122	Game Show Net East HD	173		OTA CHANNELS
56	473	TBS HD	115	499	Home Shopping Network HD	174		Over the Air channels require that
57	57	KJLA Azteca HD	116	420	Jewelry TV HD	175		there channel location is assigned
58	458	KLCS HD	117	95	SHOP HQ	176		to the channels call sign.
59	172	FYI HD	118	496	QVC Home Shopping HD	177		
60	453	TNT HD	119	210	Jewish Life TV	178		

Media & Communications Committee Meeting

 GOLDEN RAIN FOUNDATION
of LAGUNA WOODS

January 17, 2022

Broadband Services: “Literally working at the speed of light”



2021 Cable Operation Report

WC 20	Actuals	Budget
Operating costs	(\$5,046,549.70)	4.82% better
Non-assessment revenue	\$2,170,302.03	6.29% worse
Programming costs	(\$3,412,375.26)	0.79% better
Franchise fees	(\$154,398.73)	35.67% better
Net revenue/(Expense)	(\$2,876,247.67)	3.68% better

- **As of NOVEMBER 30: Cable operation cost each resident *\$20.53 (PMPM)***
- The Cable TV Network operation budget for 2021 is \$21.17 PMPM
- National average for cable television is approximately \$110 per month*

*Leichtman Research Group

2021 Broadband Services Operation Report

Work Center	Net Revenue/(Expense)	PMPM
Internet	\$1,625,504.72	\$11.60
Cable Operation	(\$2,876,247.67)	(\$20.53)
Village Television	(\$411,540.85)	(\$2.94)
Media Services	\$228,029.07	\$1.63

- **As of NOVEMBER 30, 2021: The Media operation cost each resident *\$10.24 PMPM***
- Broadband Services accounts for 42% of the GRF's Non-Assessment Revenue

EFFECTIVE IN JANUARY 2022



Established in 1991, MBC AMERICA broadcasts, distributes, and sells MBC programs to North, Central, and South America. MBC America serves as a medium to expand MBC's business, as well as being a leading passageway to share the Korean Wave, or Hallyu, in the United States. In order to expand the Korean Wave and its businesses, MBC America provides exclusive programs to a diversified pool of viewers throughout the United States.



Originally, Sundance was devoted to airing documentaries, independent feature films, short films, world cinema, and coverage on the latest developments from each year's Sundance Film Festival. The channel has since incorporated both original and acquired programming and became fully ad-supported in 2013.

Questions? Email programming@vmsinc.org

Channels 550 - 566



Starz Encore is an American premium television channel owned by Lions Gate Entertainment. Its programming features mainly older and recent theatrically released feature films, although some of its multiplex channels also carry acquired television series.

For many years, subscribers have been viewing the East Coast feed of the network on eight of the ten available channels. Staff recommends that all of the channels should be broadcast utilizing the West Coast feed only instead of a combination of the two feeds. This will enable the Broadband Engineer to better manage the broadcast feeds for the Starz Encore networks.

Approximately 300 subscribers will have to reschedule their series recordings with the new time zone.

Questions? Email programming@vmsinc.org

Premium Movie Channels



For many years, Premium Movie subscribers have been viewing a combination of East Coast and West Coast feeds of their favorite movie channels that they subscribe to.



Staff recommends, systematically, that all of the available Premium Movie channels be broadcast utilizing the West Coast feed instead of a combination of the two coastal feeds. This will enable the Broadband Engineer to better manage the broadcast feeds of the Premium Movie channels.



Approximately 1300 Premium Movie Channel subscribers will have to reschedule their series recordings with the new time zone.



Questions? Email programming@vmsinc.org

Broadband Subscriber Count Report

Subscriber Counts	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	YOY
DIGITAL	7,138	7,126	7,110	7,107	7,082	7,002	6,981	6,964	6,948	6,944	6,907	6,903	6,902	-3.42%
Set-Top Boxes														
DVR's	5,715	5,683	5,661	5,661	5,618	5,593	5,590	5,551	5,490	5,467	5,381	5,373	5,348	-6.86%
HD Standard	2,024	2,011	2,001	2,001	2,001	1,988	1,941	1,941	1,898	1,946	1,978	1,857	1,848	-9.52%
TiVo MG2	506	520	524	524	548	551	546	552	574	589	618	622	635	20.31%
TiVo Qi3	510	525	533	533	533	548	544	545	573	592	615	617	626	18.53%
HD DTA's	2,001	2,008	2,002	2,002	2,050	2,037	1,981	1,941	1,934	1,947	1,973	1,989	2,000	-0.05%
PAY TV														
HBO	842	833	815	803	800	785	776	763	749	742	727	724	706	-19.26%
Cinemax	110	110	111	112	111	114	110	111	110	108	107	107	106	-3.77%
Showtime	411	417	411	405	403	394	386	379	368	364	358	353	352	-16.76%
Starz/Encore	280	277	273	271	273	269	266	258	254	246	239	239	240	-16.67%
Playboy	17	15	18	18	17	17	15	16	15	16	16	17	17	0.00%
International														
TV Asia	1	1	1	1	2	2	2	2	2	2	2	2	2	50.00%
CTI-Zhong Tian	14	14	14	14	14	14	14	14	14	13	12	12	12	-16.67%
Fillipino Channel	31	31	30	30	30	28	27	27	27	27	26	25	25	-24.00%
CCTV4	8	8	8	8	8	8	8	8	8	8	8	8	8	0.00%
Channel One Russia	11	9	9	9	9	9	9	9	9	9	9	9	9	-22.22%
TVKorea	11	11	10	10	10	9	9	9	9	9	9	11	10	-10.00%
TV5 Monde	25	25	25	25	25	25	23	22	22	22	21	21	19	-31.58%
RAI Italia	9	10	11	11	10	10	11	11	11	11	12	12	11	18.18%
TV Japan	55	55	56	57	58	60	59	58	59	60	60	60	60	8.33%
Total International	165	164	164	165	166	165	162	160	161	161	159	160	156	-5.77%
High Speed Internet														
15Mbps/3Mbps			4503	4495	4464	4,389	4389	4387	4361	4336	4320	4284	4265	-5.58%
30Mbps/3Mbps			2611	2657	2648	2,602	2663	2679	2690	2700	2709	2735	2731	4.39%
50Mbps/5Mbps			1782	1792	1829	1,839	1836	1838	1852	1857	1883	1886	1900	6.21%
100Mbps/10Mbps			1550	1547	1569	1,559	1578	1619	1628	1663	1687	1716	1748	11.33%
Internet Total	10,364	10,401	10,446	10,491	10,510	10,389	10,466	10,523	10,531	10,556	10,599	10,621	10,644	2.63%

Programming Contracts Forecast Report



2021	2022	2023	2024	2025
\$3,752,088	\$4,081,975	\$4,276,581	\$4,484,487	\$4,712,235
\$24.55 PMPM	\$26.77 PMPM	\$27.98 PMPM	\$29.34 PMPM	\$30.83 PMPM
	7.1% INCREASE	4.6% INCREASE	4.6% INCREASE	4.8% INCREASE

PER MANOR PER MONTH (PMPM) IS FOR PROGRAMMING FEES ONLY AND DOES NOT INCLUDE OPERATIONAL COSTS



Start Free Trial

\$69.99



Start Free Trial

\$35.00
and Up



Start Free Trial

\$64.99
and Up



Start Free Trial

\$64.99



Start Free Trial

\$64.99

INTERNET SUBSCRIBERS

10,644 internet subscribers November 2021

10,621 internet subscribers October 2021

4,265 internet subscribers 15/3 Mbps	\$23.50/month
2,731 internet subscribers 30/3 Mbps	\$28.50/month
1,900 internet subscribers 50/5 Mbps	\$38.50/month
1,748 internet subscribers 100/10 Mbps	\$48.75/month

Prices have not increase since 2014

- 66% of subscribers utilize 30/3 Mbps or less
- GRF shares revenue with West Coast Internet
- Non-assessment revenue as of November \$1,183,720.35