

**REGULAR MEETING OF THE
GOLDEN RAIN FOUNDATION
MEDIA AND COMMUNICATIONS COMMITTEE*****Monday, April 18, 2022 - 1:30 p.m.
Board Room / Virtual Meeting**

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

1. Join the Committee meeting via a Zoom link at <https://us06web.zoom.us/j/82817619487> or by calling 669-900-6833 Access Code: 828-1761-9487.
2. Submit comments or questions 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 March 21, 2022
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. Website Ad Hoc Committee Staff Report – Ellyce Rothrock
9. Broadband Services Report – Paul Ortiz

Items for Future Agendas:

- Website Ad Hoc Committee Focus Group
 - Website Portal for Recreation Activities, Club Events and Movies
- Advisor Handbook
- West Coast Internet Pricing

Concluding Business:

- Committee Member Comments
- Date of Next Meeting: May 16, 2022
- 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

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

**Monday, March 21, 2022 – 9:30 a.m.
Board Room / Virtual Hybrid Meeting**

REPORT

Members Present: Chair Joan Milliman; Directors, Juanita Skillman, James Cook, Annie McCary, Neda Ardani, Maggie Blackwell; Advisors Tom Nash, Carmen Pacella, Lucy Parker; Alternate Deborah Dotson

Members Absent: Director Ryna Rothberg; Advisor Theresa Frost

Others Present: Elsie Addington, 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 1:30 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 February 22, 2022

Approved by unanimous consent.

5. Chair's Remarks

Chair Milliman welcomed all the members of the committee. She highlighted information from the first six pages of the February/March Village Breeze. She reminded the advisors to sign their confidentiality agreement forms.

6. Member Comments

None.

Items for Discussion

7. Media and Communications Report – Eileen Paulin

Ms. Paulin shared an article from the March 19 Orange County Register, “Laguna Woods Village beats the odds in COVID-19 pandemic.”

Ms. Paulin highlighted from the Media and Communications activities report the strong open rates for the weekly Third Mutual email blasts from the iContact Report on page 7 of 8 of agenda item 7.

Director McCary noted in the report that the department is referred to Marketing and Communications as well as Media and Communications and inquired which is correct. Ms. Paulin stated Media and Communications is correct and the activities report will be corrected for the next meeting.

Director Skillman noted the unsubscribe rates in the iContact Report on page 7 of 8 of agenda item 7. Ms. Paulin stated that those are generally people who move out of the Village and due to the high volume of resales and turnover in the Village.

Ms. Paulin reported that The Broadband Group (TBG) will send an engineer to the Village Headend. She requested the Broadband Ad Hoc Committee attend this meeting. The date is to be determined. She also highlighted that Mr. Ortiz worked with the City of Laguna Woods, which resulted in cost savings.

8. Website Ad Hoc Committee – Ellyce Rothrock

Ms. Rothrock reported on a March 9 meeting with GRF, Third and United representatives to develop a mission statement for the proposed Website Ad Hoc Committee. In attendance were Joan Milliman, Annie McCary, Elsie Addington, Chuck Holland, Debbie Dotson, Lucy Parker, Lynn Jarrett, Diane Phelps, Eileen Paulin, Susan Logan-McCracken, Ellyce Rothrock.

Ms. Rothrock referred to Attachment 1 on page 2 of 2 of agenda item 8 for the primary mission statement of the proposed Website Ad Hoc Committee, which reads:

“... the primary mission of the Website Ad Hoc Committee is to engage the expertise of internet and technology experts among residents and staff to develop a scope of work and an RFP in an effort to select the most qualified vendor to execute an improved website for Laguna Woods Village; ...”

Director Skillman made a motion that the Media and Communications Committee forward the resolution to form a Website Ad Hoc Committee to the GRF Board of Directors with a recommendation to approve the resolution and charter. Director McCary seconded the motion. There were no objections and the motion passed unanimously.

9. Broadband Services Report – Paul Ortiz

Mr. Ortiz gave highlights from the Subscriber Counts report including:

- Village YouTube channel is growing in popularity
- Set-top box subscriptions have gone down as subscribers upgrade to newer technology
- High-speed internet subscriptions are increasing to the higher speeds as more residents subscribe to streaming services

Ms. Paulin commended Mr. Ortiz and the TV Studio for covering the Transportation meeting last week, which will be rebroadcast three times and available on the Village Television YouTube channel.

10. The Weather Channel Staff Report – Paul Ortiz

The NCTC negotiated a much better contract than a 5% increase year over year to retain The

Weather Channel. Instead, rates will increase by 2 cents in 2023, 1 cent in 2024 and 2 cents in 2025. Additional networks will not need to be added, so no additional bandwidth will be required. The new agreement expires February 28, 2026.

11. Channel One Russia Staff Report – Paul Ortiz

Per the request of the distributor, International Media Distribution, the Channel One Russia broadcast was terminated effective March 2, 2022. Broadband Services staff notified the 10 subscribers that the channel would no longer be available.

12. Closed Captioning Staff Report – Paul Ortiz

Mr. Ortiz discussed the switch to the Cablecast video server, which uses artificial intelligence and machine learning to display the captions in real time for live and pre-recorded content. Beginning in April, all programming broadcast on Village Television, which is approximately 1,250 hours of content annually, will be closed captioned utilizing the Cablecast video server. The new closed captioning process will save the community approximately \$25,000 to \$30,000 in 2022 and assure all Village Television programming complies with FCC Title 47, C79 requirements.

Director Skillman suggested publishing and broadcasting this news with instructions on how to turn Closed Captioning on.

Advisor Parker asked about TiVo closed captioning and a discussion ensued.

Director Dotson stated that closed captioning would be a good topic for her Village Television show “Let’s Talk Tech.”

Items for Future Agendas

Website Portal for Recreation Activities, Club Events and Movies

Director McCary mentioned a resident request to access all the Recreation activities in one place on the website. Ms. Paulin mentioned the Recreation TeamUp calendar that includes all the activities except for the Village club events, which are listed separately on the website. This functionality to access movies, Recreation activities and club events in one place will be added to the wish list for the new website.

Advisor Handbook

Director Carpenter suggested creating an advisor handbook to include the confidentiality agreement and similar information from the board director handbook.

Website Ad Hoc Committee Focus Group

Advisor Pacella suggested forming within the Website Ad Hoc Committee a focus group comprised of resident members who are not part of a board, committee or VMS staff and are not connected to the inner workings of the organization. Ms. Rothrock mentioned such focus groups are in the works.

West Coast Internet Pricing

Ms. Paulin mentioned upcoming meetings with West Coast Internet and requested we add this item to the agenda for next month.

Concluding Business

Committee Member Comments

Ms. Paulin highlighted from the meeting moving ahead on the website, the increase in high-speed internet subscriptions and the cost savings on The Weather Channel and closed captioning.

Advisor Pacella stated the meeting was informative.

Director Ardani commended the meeting.

Date of Next Meeting – Monday, April 18, 2022, at 1:30 p.m.

Adjournment

Chair Milliman adjourned the meeting at 2:31 p.m.

p.p. Joan Milliman / SLM
Joan Milliman, Chair
Media and Communications Committee



STAFF REPORT

DATE: April 18, 2022
FOR: GRF Media and Communications Committee
SUBJECT: Media and Communications Activities Report – March 2022

RECOMMENDATION

Review Media 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 January through the iContact direct email service, through which flyers, newsletters and other tools are used to disseminate news and information. The average open and click rates illustrate interest and engagement in the content disseminated.

Workflow continues to be managed through the online project management system, Trello, which tracks work performed by staff and a freelance graphic artist, including deadlines, content, artwork, editing, fact checking, graphic design and distribution. **Trello tracked 73 projects in March.** Additionally, **Media and Communications entered 40 email addresses into iContact and posted 126 items on the website in March.**

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 February include:

- April/May 2022 Village Breeze
- What's Up in the Village (Friday email blast): Four editions
- Weekly press releases for the Globe: Five weeks
- Third Mutual weekly email blasts: Five editions
- Manor Alterations biweekly news bulletin: Two editions
- Garden Center email blasts: Two editions
- February/March 2022 Employee Newsletter

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. Residents can choose specific communications and opt out of others they prefer 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 February include:

- Another Great Village Bazaar Is Next Saturday!
- An Art Affair to Remember
- Quick Fix for TiVo Subscribers
- El Toro Outbound Golf Cart Card Reader Out of Service
- March Is Social Work Month
- New Bumps in the Road
- Protect Your Smart Devices
- Third General Notice of Recall Vote and Provisional Board Election
- 'Jungle Cruise' Rescheduled
- New Bulky-Item Collection Starts Monday
- Celebrate Easter at the Equestrian Center
- Landscaping Update: Canary Island Pine Issue
- 6 Feet Is the Magic Number
- Transportation Information Meeting Rebroadcast
- Free Monday Movie Update
- Intermittent PAC Closures
- Easter Buffet at Clubhouse 5
- Free Vote Education
- New Village Bazaar Coming Soon
- AARP Offers Smart Driver Class
- Turn Ahead Time
- Got Change?
- Transportation Information Follow-Up
- New Bulky-Item Collection Starts March 21
- Going the Distance (1,000-Mile Club)
- Save This Date for Fitness and Fun! (2022 Village Health and Wellness Expo)

Golden Rain Foundation of Laguna Woods
Media and Communications Committee
April 18, 2022

- Follow Road Rules, Save Lives
- April Village Bazaar
- Coming Up at the PAC
- Eat, Drink and Be Irish
- Free Monday Movie
- Prepare for Earthquake and Flood
- Register Now for the 2022 Village Games
- Proper Use of CR&R Organics Recycling Carts
- Mar. 18 Manor Alterations News Bulletin
- Mar. 4 Manor Alterations News Bulletin
- TV6 Weekly Featured Movies
- Village Meeting Calendar

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

- Coordinated and organized four docent tours
- Produced VMS update PowerPoint presentation for Security Services
- Produced PowerPoint decks for VMS board director updates for United board meeting
- Edited and updated the Disaster Preparedness Task Force recruitment flyer
- Created 2021 traffic violations PowerPoint slide for Security Services
- Edited and formatted 14 PowerPoint decks for budget review meetings
- Produced 2022 Health and Wellness Expo flyers and Globe ad for Recreation
- Reviewed six Third fumigation notices for Maintenance and Construction
- Created Renaissance Faire flyer for Recreation
- Updated Social Services brochure
- Produced post-pandemic mental health flyer for Social Services
- Produced 2022 Tai Chi with Jane Kerr marketing materials
- Produced budget review PowerPoint presentation for Office of the CEO
- Edited and reformatted contractors/subcontractors notice for Security Services and Manor Alterations
- Produced Art Affair flyers and Globe ad for Recreation
- Produced Brent Pierson physical therapy flyer for Recreation
- Produced TV6 PowerPoint decks for CEO
- Produced Easter at the Equestrian Center flyers for Recreation
- Produced Easter buffet marketing materials for Recreation
- Created AARP Smart Driver Program marketing materials for Recreation
- Produced UCI lecture series flyers for Social Services
- Produced Mobility and Stability flyer for Social Services
- Produced numerous signs for tennis, fitness centers and General Manager's office
- Coordinated new resident orientations for Third and United mutuals
- Posted regular Facebook updates
- Posted TV and movie programming guides for Village Television
- Posted various committee agendas and reports
- Posted Landscaping Services projected schedules

- Posted club and non-club events
- Posted monthly resales documents
- Proofed weekly schedule of board and committee meetings
- Posted litigation letters to GRF, Third and United website landing pages
- Rebuilt Garden Club website after old site crashed
- Added Stepping Stone Policy to the Landscaping website landing page

Tasking completed by Village Television (TV6) in March:

- “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/GM Siobhan Foster appear 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 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 a new show “Did you Know?” with Rebeca Gilad
- Produced two commercials for cable network advertisers
- Produced twenty segments for cable network advertisers
- Produced “Let’s Talk Tech” with Debbie Dotson, “Tales from the Woods,” and “Writers & Readers”
- 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. The chart below shows the number of prospective residents who attended the docent tours.

Date	Attended
Thursday, March 3	11
Thursday, March 10	14
Thursday, March 24	13
Thursday, March 31	14
	52

New Resident Orientations

New resident orientations occur once a month for each mutual and serve as another way to subscribe residents to iContact. They were conducted in March in the Community Center board room. These charts show the number of new residents in attendance year to date.

United Mutual

Date	Attendance	Director
Wednesday, January 12, 2022	CANCELED	
Friday, February 04, 2022	14	
Wednesday, March 9, 2022	21	
Friday, April 1, 2022		
Wednesday, May 11, 2022		
Friday, June 3, 2022		
Wednesday, July 13, 2022		
Friday, August 5, 2022		
Wednesday, September 7, 2022		
Friday, October 7, 2022		
Wednesday, November 9, 2022		
Friday, December 2, 2022		
	35	

Third Mutual

Date	Attendance	Director
Friday, January 21, 2022	12	Jarrett
Wednesday, February 16, 2022	10	Rane-Szostak
Friday, March 18, 2022	17	Mutchnick
Wednesday, April 20, 2022		
Friday, May 20, 2022		
Wednesday, June 15, 2022		
Friday, July 15, 2022		
Wednesday, August 17, 2022		
Friday, September 16, 2022		
Wednesday, October 19, 2022		
Friday, November 18, 2022		
Wednesday, December 21, 2022		
	39	

FINANCIAL ANALYSIS

None

Prepared By: Susan Logan-McCracken, Media and Communications Associate

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, March 2022

Village Television	Media and Communications
Produced "This Day" live six days a week	April/May Village Breeze
CEO/GM Siobhan Foster on air weekly	February/March Employee Newsletter
Trading Post on air Monday, Wednesday	3/3 docent tour
Message boards updated daily	3/10 docent tour
Movies Mondays, Fridays, Saturdays	3/24 docent tour
February movies celebrated Black History Month	3/31 docent tour
TV6 guide, movies/meetings schedule	3/3 Globe press releases
Special daily exercise classes for residents	3/4 Friday eblast
Produced City Council meetings for the City	3/10 Globe press releases
Produced new Rebeca Gilad "Did You Know?" show	3/11 Friday eblast
Produced two commercials for cable advertisers	3/17 Globe press releases
Produced 20 segments for cable advertisers	3/18 Friday eblast
Produced "Tales From the Woods" show	3/24 Globe press releases
Produced "Writers and Readers" show	3/25 Friday eblast
Produced "Let's Talk Tech" with Debbie Dotson	3/31 Globe press releases
Produced over 40 hours of governance meetings	Email subscriber list maintenance
Broadcasted over 2,000 minutes of original content	Mail Village Breeze to residents nondelivered
Webmaster	MACC activities report, agenda, minutes
Posted TV & movie programming guides	Proofing weekly board/committee meeting schedule
Posted non-club related events	Regular Facebook posting
Posted various committee agendas/reports	Board Relations
Posted club events, updated contacts	Five weekly Third Mutual email blasts
Posted 126 items to the website	3/9 United new resident orientation
Recreation	3/18 Third new resident orientation
2022 Health and Wellness Expo flyers, Globe ad	Third, United NRO guest packet handouts
Renaissance Faire flyer	GM/CEO Office budget review PPT presentation
2022 Tai Chi with Jane Kerr marketing materials	CEO TV6 PowerPoint decks
Art Affair flyer, Globe ad	VMS PowerPoint presentations for United Board
Easter at the Equestrian Center flyers	Signage for General Manager's office
Easter buffet marketing materials	Posted GRF, Third, United litigation letters, reports
AARP Smart Driver program marketing materials	CEO Updates: GRF, Third, United
Signage for tennis courts	CEO correspondence
Signage for fitness centers	PowerPoint decks for various directors on TV6
Recreation webpage updates	Information Services
Various signage throughout the Village	Posted monthly real estate sales reports
Financial Services	Security Services
14 PowerPoint decks for budget review process	VMS PowerPoint update
Landscaping Services	Disaster Preparedness Task Force recruitment flyers
Added Stepping Stone Policy to landing webpage	2021 traffic violations PowerPoint slide
Weekly Landscape Maintenance Schedules	Contractors/subcontractors notice
Maintenance & Construction	Social Services Mobility and Stability flyer
Two Manor Alterations news bulletins	Social Services/UCI lecture series flyer
Six Third fumigation notices	Social Services post-pandemic mental health flyer
Contractors/subcontractors notice	Updated Social Services brochure

iContact Report, March 2022

Date	Title	Contact	Open	Clicks	No Info	Bounce	Smartphone	Tablet	Computer	Unsubscribe	Complain
03/30/22	Weekly Wednesday Email: Great News - United and Third to Cooperate on Property Insurance	4,224	64.73%	0.00%	35.13%	0.14%	26%	8%	66%	2	0
03/25/22	What's Up in the Village	17,384	54.92%	41.47%	44.86%	0.22%	33%	8%	59%	12	3
03/23/22	Weekly Wednesday Email: Board Unanimously Approves Two Resolutions	4,229	65.83%	0.40%	33.93%	0.24%	31%	6%	63%	2	0
03/18/22	What's Up in the Village	17,389	49.43%	47.41%	50.41%	0.16%	35%	7%	58%	8	2
03/18/22	Manor Alterations News Bulletin	92	48.91%	15.56%	51.09%	0.00%	14%	0%	86%	0	0
03/16/22	Weekly Wednesday Email: New and Improved Bulky-Item Collection Effective March 21	4,226	65.81%	0.00%	34.00%	0.19%	29%	9%	62%	3	1
03/11/22	What's Up in the Village	17,390	54.99%	39.02%	44.90%	0.12%	35%	7%	58%	9	2
03/11/22	Employee Newsletter February/ March 2022	261	49.81%	60.77%	49.81%	0.38%	6%	0%	93%	0	0
03/09/22	Weekly Wednesday Email: Improvement in Variance Process	4,222	65.04%	0.00%	34.68%	0.28%	21%	5%	74%	3	1
03/08/22	Garden Center 1 Gate Access Code	169	79.29%	0.00%	18.34%	2.37%	43%	28%	29%	0	0
03/04/22	What's Up in the Village	17,444	49.03%	47.04%	50.57%	0.40%	33%	7%	60%	12	2
03/04/22	Garden Center Gate Access Effective March 8	481	76.51%	0.27%	23.49%	0.00%	37%	7%	56%	0	0
03/04/22	Manor Alterations News Bulletin: March 4, 2022	92	55.43%	15.69%	43.48%	1.09%	11%	2%	87%	0	0
03/02/22	Third Mutual Weekly Wednesday Email: Publicly Available Property Insurance Premiums	4,223	63.79%	1.89%	35.95%	0.26%	24%	7%	69%	1	0
			Averages							Totals	
			48.07%	19.25%	39.33%	0.42%	27%	7%	66%	52	11



STAFF REPORT

DATE: April 18, 2022
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)

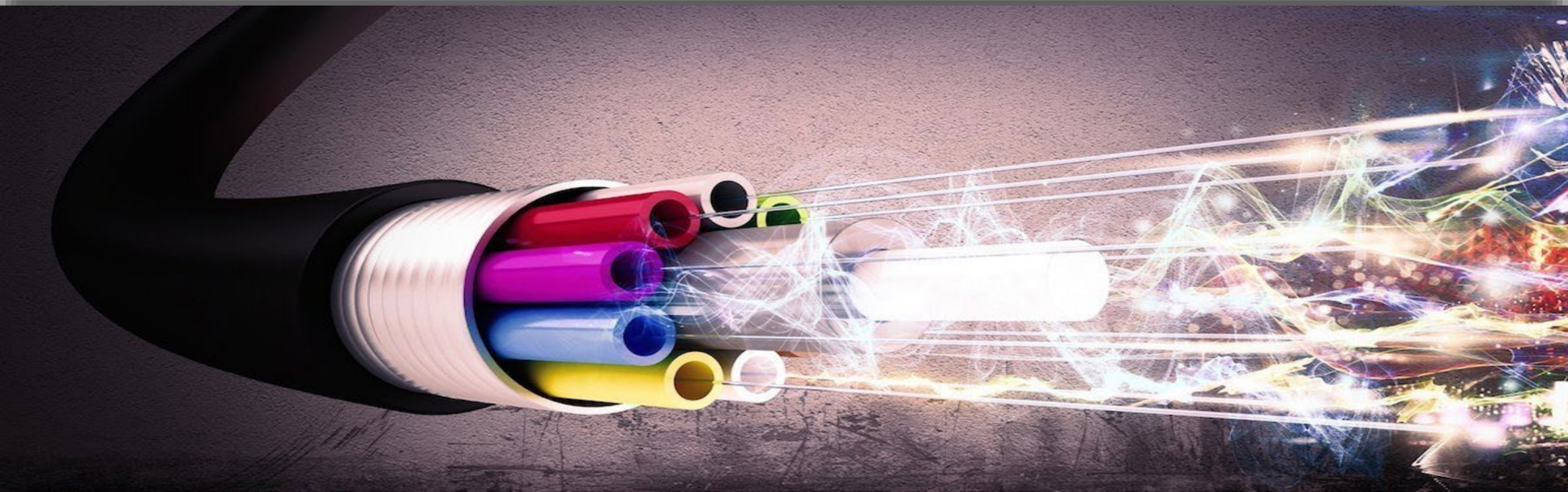
- i. Broadband Services Presentation
- ii. Subscriber Count Report
- iii. Internet Subscribers Report

Media and Communications Committee Meeting

 GOLDEN RAIN FOUNDATION
of LAGUNA WOODS

April 18, 2022

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



Broadband Subscriber Count Report

Subscriber Counts	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	YOY
Village TV YouTube	1,824	1,886	1,930	1,948	2,009	2,045	2,082	2,141	2,170	2,219	2,278	2,310	2,337	21.95%
DIGITAL Households	7,082	7,002	6,981	6,964	6,948	6,944	6,907	6,903	6,902	6,890	6,897	6,877	6,852	-3.36%
Set-Top Boxes														
HD Standard 062	1,505	1,484	1,468	1,452	1,447	1,436	1,428	1,411	1,401	1,402	1,407	1,413	1,419	-6.06%
DVR's 063	3,864	3,847	3,848	3,833	3,798	3,783	3,751	3,723	3,711	3,695	3,692	3,688	3,661	-5.54%
HD DTA's 064	1,425	1,437	1,457	1,462	1,462	1,470	1,474	1,491	1,493	1,481	1,462	1,444	1,426	0.07%
TiVo MG2 065	546	548	544	548	571	586	606	619	632	644	666	666	674	18.99%
TiVo Qj3 067	389	389	387	390	409	421	433	442	451	460	474	474	478	18.62%
Cable Card 111	184	181	180	179	179	182	181	180	180	180	180	179	180	-2.22%
DTA-Digital to Analog 112	182	114	76	74	73	73	73	73	72	72	71	71	72	-152.78%
PREMIUM MOVIES														
Cinemax	111	114	110	111	110	108	107	107	106	104	102	98	94	-18.09%
HBO	800	785	776	763	749	742	727	724	706	698	688	684	675	-18.52%
Showtime	403	394	386	379	368	364	358	353	352	351	345	338	330	-22.12%
Starz/Encore	273	269	266	258	254	246	239	239	240	238	233	231	239	-14.23%
Playboy	17	17	15	16	15	16	16	17	17	16	16	15	15	-13.33%
International Pay TV														
TV Asia	2	2	2	2	2	2	2	2	2	2	1	1	1	-100.00%
CTI-Zhong Tian	14	14	14	14	14	13	12	12	12	12	12	12	12	-16.67%
Fillipino Channel	30	28	27	27	27	27	26	25	25	25	24	23	23	-30.43%
TV5 Monde	25	25	23	22	22	22	21	21	19	19	19	19	19	-31.58%
CCTV4	8	8	8	8	8	8	8	8	8	8	8	8	7	-14.29%
TVKorea	10	9	9	9	9	9	9	11	10	10	9	9	9	-11.11%
RAI Italia	10	10	11	11	11	11	12	12	11	12	13	14	12	16.67%
TV Japan	58	60	59	58	59	60	60	60	60	61	60	60	60	3.33%
High Speed Internet														
15Mbps/3Mbps	4464	4,389	4389	4387	4361	4336	4320	4284	4265	4259	4247	4221	4191	-6.51%
30Mbps/3Mbps	2648	2,602	2663	2679	2690	2700	2709	2735	2731	2751	2775	2784	2801	5.46%
50Mbps/5Mbps	1829	1,839	1836	1838	1852	1857	1883	1886	1900	1929	1960	1990	1994	8.27%
100Mbps/10Mbps	1569	1,559	1578	1619	1628	1663	1687	1716	1748	1789	1825	1851	1865	15.87%
Internet Total	10,510	10,389	10,466	10,523	10,531	10,556	10,599	10,621	10,644	10,728	10,807	10,846	10,851	3.14%

INTERNET SUBSCRIBERS REPORT

10,851 internet subscribers February 2022

10,846 internet subscribers February 2022

4,191 internet subscribers 15/3 Mbps \$23.50/month

2,801 internet subscribers 30/3 Mbps \$28.50/month

1,994 internet subscribers 50/5 Mbps \$38.50/month

1,865 internet subscribers 100/10 Mbps \$48.75/month

INTERNET PRICES have not increased since 2014

- 64% of subscribers utilize 30/3 Mbps or less
- GRF shares revenue with West Coast Internet



Bob Eubanks visits Village Television.

“**Did You Know?**” is a new show on Village Television hosted by Rebeca Gilad featuring residents from around the world. Tune in every Sunday at 3:30 p.m.

