



## **THE GOLDEN RAIN FOUNDATION MEDIA AND COMMUNICATIONS COMMITTEE**

**Monday, May 18, 2020 - 1:30 PM**

**Laguna Woods Village Community Center Board Room 24351 El Toro Road NOTICE**

### **OF MEETING AND AGENDA**

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

1. Via email to [meeting@vmsinc.org](mailto: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 manor number must be included.
2. By calling 949-268-2020 beginning one half hour before the meeting begins and throughout the remainder of the meeting. You must provide your name and manor number.

- 1. Call to Order**
- 2. Acknowledgement of Media**
- 3. Approval of the Agenda**
- 4. Approval of Meeting Report - April 20, 2020**
- 5. Chair's Remarks**
- 6. Member Comments (Items Not on the Agenda)**
- 7. Director's and Staff Forum**

**CONSENT:** - *All matters listed under the Consent Calendar are considered routine and will be enacted by the Committee by one motion. In the event that an item is removed from the Consent Calendar by the Chair of the Committee, such item(s) shall be the subject of further discussion and action by the Committee.*

### **REPORTS:**

- 8. California Legislative Updates - Chair Annette Sabol Soule**
- 9. Broadband & Contracts Report - Chuck Holland**
- 10. Marketing and Communications Report - Eileen Paulin**

**ITEMS FOR DISCUSSION AND CONSIDERATION:**

**11. Broadband 1Q 2020 Financial Operations Review along with an Equipment and Consultant update**

- **Headend equipment status of second remaining piece: age of equipment, useful life, replacement targeted date, monies reserved for same. Query: Would it be wise to purchase now in order not to shorten the life of the new piece of headend equipment recently installed?**

**ITEMS FOR FUTURE AGENDAS:**

**CONCLUDING BUSINESS:**

**12. Committee Member Comments**

**13. Date of Next Meeting- Monday, June 15 at 1:30 p.m.**

**14. Adjournment**



### OPEN MEETING

#### THE GOLDEN RAIN FOUNDATION MEDIA AND COMMUNICATIONS COMMITTEE

Monday, April 20, 2020 at 1:30 p.m.

Laguna Woods Village Community Center Virtual  
Meeting

24351 El Toro Road, Laguna Woods, CA 92637

### REPORT

**MEMBERS PRESENT:** Chair Annette Sabol Soule, Directors Elsie Addington, Pat English, Lynn Jarrett, Annie McCary, Ryna Rothberg, Juanita Skillman and Beth Perak, and Advisors Tom Nash, Carmen Pacella and Frank Tybor

**MEMBERS ABSENT:** None

**OTHERS PRESENT:** None

**STAFF PRESENT:** Eileen Paulin, Jackie Kupfert, Susan Logan-McCracken and Ellyce Rothrock

**1. Call to Order**

Meeting was called to order at 2:04 p.m.

**2. Acknowledgement of Media**

No media were present.

**3. Approval of the Agenda**

Agenda was approved with items to include in future agendas.

**4. Approval of Meeting Report from February 19, 2020**

Approved.

**5. Chair's Remarks**

During the past two months VMS Director Eileen Paulin and her team have done an extraordinary job dealing with COVID-19, the Ayres Hotel situation and launching the second edition of the Village Breeze magazine.

Eileen has been committed to reaching all residents via Village TV, the website, eblasts, What's Up in the Village, the Village Breeze magazine and email communications while learning more about COVID-19 daily. Village TV has done an extraordinary job communicating to our Village residents COVID-19 updates during these stressful times.

Keep in mind that these communications only occurred with lots of laborious doing by Eileen and her staff.

GRF is extremely grateful for the commitment and excellent work Ms. Paulin and her team have provided and continue to provide during this pandemic.

**6. Member Comments (Items not on the Agenda)**  
None.

**REPORTS:**

**7. Marketing and Communications – Eileen Paulin**

Ms. Paulin thanked Chair Soule for her nice comments. She acknowledged Ellyce Rothrock and TV6 staff, including Paul Ortiz and Lisa Hart, for working weekends to keep residents abreast of all updates and to disseminate information.

The newsletters have been timely. The Village Breeze is scheduled to come out on time. The Media and Communications staff is working with many departments to ensure all deadlines are met.

To create a web resource of coronavirus information and serve in future emergencies, the department launched a microsite, [lagunawoodsvillagealerts.com](http://lagunawoodsvillagealerts.com), that can be accessed from the main website homepage through a link.

Ms. Paulin also outlined how her staff is working with the Recreation Department to create a virtual recreation experience. A physical trainer is creating videos for exercise at home. Golf Manager Tom McCray did videos for golf instruction at home.

The staff has also been sending out reminders to fill out the Census form, as it is critical for federal government funding.

Southern California Edison has cancelled many of its planned power outages.

Ms. Paulin reported on COVID-19: Ayres Hotel canceling use of its facility to house the homeless with COVID-19. She also thanked CBS2 for a supportive stance on the Ayres Hotel situation. Laguna Hills was not successful in blocking the hotel for that use in their area. Jeff Parker is speaking three days a week to residents via Village TV throughout the pandemic, and the message boards are updated regularly. There are no docent tours/new resident tours at this time.

Ms. Paulin stated that the focus right now is face masks. Bus drivers and many of the staff in general have been supplied with masks. The Foundation of Laguna Woods provided opportunities to distribute masks. The department ordered eight sewing machines for the Sewing Club to make cloth masks in their homes. The department is working on a way to deliver 20,000 disposable masks that may involve using the building captains to help. This is a fluid process and will be solidified soon. Residents must understand the requirements of staff utilizing masks and PPE; Media and Communications will be sending this information. Chair Soule inquired as to delivering two to each unit in the Towers. Ms. Paulin stated Director Rothberg had delivered cloth masks, and staff will ensure disposable masks are delivered. Director Addington inquired as to whether disposable masks are for all or just bus drivers. Ms. Paulin stated for all residents and will inform the community on dissemination procedures.

Ms. Paulin stated Mr. Holland and his team has been working 24/7 on keeping residents and staff connected via internet and broadband.

Ms. Paulin mentioned that not officially started due to COVID-19. Broadband Consultant start date would be delayed; looking at June.

Ms. Paulin stated an update on the consultant group contract for Broadband is ready to be signed; however, they cannot begin, as travel is restricted due to COVID-19. The project will begin once restrictions are lifted.

Ms. Paulin stated ad revenues are down a bit at this time, but our regular supporters are still advertising.

Director Skillman stated that the message board crawler is behind (specifically Ayers Hotel info). Ms. Paulin stated this RSS feed is pulling articles off the website and may consider breaking the feed at this time. Staff was directed to break the feed at this time and will institute at a later date. Director Skillman inquired as to why one Village Breeze was delivered for three people at her building and stated that light-colored ink on page 46 and 47 is very difficult to read (yellow especially). Ms. Paulin stated May 1 is the next date for Village Breeze content deadlines. Ms. Paulin stated staff will contact the post office regarding delivery difficulties and noted each mistake. Director Skillman offered to pick up extra copies. Director Addington stated new carriers may make mistakes and appreciates the feedback.

Director Perak stated it is unbelievable how much this department and all departments have completed in taking care of the Village during COVID-19 and commended Village TV on what is programmed and how well Lisa Hart and Jeff Parker communicate to the residents.

Director Jarrett inquired as to calls received regarding subscription. Ms. Paulin stated that many have moved.

#### **ITEMS FOR DISCUSSION AND CONSIDERATION:**

None.

#### **ITEMS FOR FUTURE AGENDAS:**

- Broadband 1Q 2020 Financial Operations Review along with an Equipment and Consultant update.
  - Head-in equipment status of second remaining piece: age of equipment, useful life, replacement targeted date, monies reserved for same. Query: Would it be wise to purchase now in order not to shorten the life of the new piece of head-in equipment recently installed?
- Schedule a closed session following open session on May 18, 2020.

#### **CONCLUDING BUSINESS:**

##### **11. Committee Member Comments**

Director Addington stated the professionalism, inventism and stamina of staff have been well appreciated, and the contractor for internet has been well received.

Ms. Paulin stated GRF released funds for new equipment purchases.

Chair Soule stated the equipment has been well appreciated. Chair Soule also stated that Village TV has done an incredible job.

Director Perak stated it does take a village, neighbors have been helping neighbors, and it is a privilege live in Laguna Woods Village.

11. Date of Next Meeting – May 18 at 1:30 p.m.

12. **Adjournment**  
2:54 p.m.

*Annette Sabol Soule/SLM*

Annette Sabol Soule, Chair  
Media and Communications Committee

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## **STAFF REPORT**

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**DATE:** May 18, 2020  
**FOR:** GRF Media and Communications Committee  
**SUBJECT:** Marketing and Communications Activities Report – April 2020

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### **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, CodeRED enrollment and more.

### **DISCUSSION**

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

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

Workflow continues to be managed through the online project management system, Trello, which tracks work performed by staff and a freelance graphic artist, including deadlines, content, artwork, editing, fact checking, graphic design and distribution. In the month of April, Trello tracked 49 projects. Aside from the workflow on Trello, Media and Communications also entered 142 emails into iContact, posted 91 items on the main website and posted 22 items on the Coronavirus Update microsite.

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

- Village Breeze magazine (April/May 2020 edition)
- What's Up in the Village (Friday eblast): Four editions



Special eblasts completed by the Media and Communications team in April include:

- For-Sale Village Properties May Be Shown By Appointment (eblast)
- Golf Courses and Driving Range Reopen May 11 (eblast)
- Mask Distribution Tomorrow (eblast)
- Village Alert: Keep Your Vehicle Secure (eblast)
- Updates for Village Realtors, Escrow Officers (eblast): Two editions
- Tree Pruning Scheduled for Monday, April 20 (eblast)
- This Sunday in the Village (eblast)
- UPDATE: COVID-19 Cases in Laguna Woods (eblast)
- Virtual Public Board Meetings During the Stay-at-Home Order (eblast)
- BREAKING NEWS: Ayres Ends COVID-19 Involvement, Complaint Withdrawn (eblast)
- Village Press Conference Live Today on TV6 at 4:30 p.m. (eblast)
- UPDATE: Orange County, Ayres Deem Hotel COVID-19 Facility (eblast)
- URGENT: Action ASAP – Ayres Hotel to be used as COVID-19 facility (eblast)

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.

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

- Enjoy Virtual Recreation
- Keep Cooking Safely
- Secure Vehicles, Possessions
- New Vehicle Registration, RFID Issue
- Updated Census Info
- Curl Up With a Good Movie
- Village Mask Distribution Coming Soon
- OCHCA Launches COVID-19 Testing Network
- VMS Follows PPE Protocols
- Coronavirus and Our Community (ongoing updates)
- Face Coverings Help Slow Coronavirus Spread
- Upcoming Meetings
- April/May Village Breeze Arriving Soon!
- No Bulky-Item Pickup This Saturday
- Tree Removal Prompts Lane Closure
- United Approves Revised Chargeable Services
- Dump and Drain After the Rain
- Face Coverings in Public 'Strongly Recommended'
- Don't Fall Prey to COVID-19 Scams
- Watch Board Meetings Online, on TV6
- OC Health Officer Recommends Masks

- Face Covering Mandated for BusRiders
- Chinese American Club DonatesMasks
- This Sunday in theVillage
- Beware COVID-19 Scams
- Governance Meetings Go Virtual
- All Village Gates Now Open
- Laguna Woods Embraces 2020 Census
- Orange County, Ayres Deem Hotel COVID-19 Facility
- Why Internet Connectivity Is Compromised
- Some Gates Reopen Wednesday
- Social Security Benefits and You
- Golf Cart Paths Walking Rules
- Respond to the 2020 Census
- Update: Canceled/Postponed PAC Shows

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

- Created three CEO update reports for regular boardmeetings
- Notified staff and residents about planned power outages in the community
- Passed vital information to Resident Services so they can be prepared with answers when residents call with questions
- Press relations, including disseminating press releases to the Laguna WoodsGlobe
- Transportation brochure and website landing page updates
- Various letters and correspondence for Maintenance and Construction, as well as signage for the Department of Recreation and Special events

#### COVID-19 Related Activities:

##### Village-wide Face Mask Distribution Project

On April 29, resident volunteers and VMS staff wearing gloves and masks distributed surgical-style masks to residents during two drive-through distribution events at Clubhouses 3 and 5. Each mask distribution package contained a mask, a flyer stating why masks are important in slowing the spread of coronavirus and a flyer about Saddleback MemorialCare's grocery delivery program. Approximately 3,000 mask packages were handed out. The project was made possible thanks to the generosity of the Foundation of Laguna Woods, which donated the masks, and through Village Management Services staff, who assembled the packages.

##### Tasking Completed by Village Television (TV6):

- This Day live six days a week focused on COVID-19 updates
- CEO Jeff Parker on air three days a week
- Message boards updated regularly with important information
- Report on the movies added for residents' enjoyment
- Recording special exercise classes for residents

The Village Docent Tour Program is offered as marketing outreach to prospective residents looking to learn more about the community. Tours are available to new residents who wish to become familiar with the community, amenities and history. In April, these tours were canceled due to the COVID-19 pandemic.

New resident orientations occur once a month for each mutual and are presented by one staff member and one board member. To welcome new residents, staff continues to write letters and contact new residents via email. In April, new resident orientations were canceled due to the COVID-19 pandemic.

### **FINANCIAL ANALYSIS**

None

**Prepared By:** Eileen Paulin, Director of Media and Communications  
Ellyce Rothrock, Supervisor of Media and Communications  
Susan Logan-McCracken, Communications Specialist

**Reviewed By:** Siobhan Foster, COO

### Workflow Report, April 2020

<b>Recreation</b>	<b>Marketing and Communications</b>
Signage for golf management	Ayres/COVID-19 crisis management
Restaurant 19 menu	Created media list for Ayres/COVID crisis
Golf reopening procedure document (edit)	4-3-20 Friday eblast
Golf reopening procedure special eblast	4-2-20 Globe press releases
Virtual recreation document	4-10-20 Friday eblast
Virtual recreation landing site created	4-9-20 Globe press releases
Virtual activities	4-17-20 Friday eblast
Garden Center flyer	4-16-20 Globe press releases
<b>Board Relations</b>	Apr/May Village Breeze sent to printer
CEO Update GRF	4-24-20 Friday eblast
CEO Update United	4-23-20 Globe press releases
CEO Update Third	Began work on June/July Village Breeze
Virtual board meeting instructions	Linked and posted April/May Village Breeze to website
PPT presentations for various directors	Compile and maintain food services list
<b>Transportation</b>	MACC activities report
Signage	<b>Village Television</b>
Mask signage	Ongoing message boards
<b>Webmaster</b>	Chair exercise video message board
Posted 91 Items to the website	Advertising signage
<b>Club Events to Website</b>	Media kit
	Wipes and Pipes PSA script
<b>Human Resources</b>	Mosquito Prevention PSA script
Worked on Apr/May employee newsletter	<b>iContact Emails</b>
Correspondence	Entered 142 emails
<b>Sales</b>	<b>Security &amp; Social Services</b>
Real estate vacant showing eblast	Mask flyer
Real estate advisory eblast	Mask packaging and distribution
Resales leasing message	Brochure update
April newsletter for real estate and escrow	Mask signage
<b>Landscape</b>	Wrote and posted resident care tips
Landscape Maintenance Schedules	<b>Maintenance/Construction</b>
Tree pruning schedule eblast	Updated asbestos flyer

### iContact Report, April 2020

Date	Title	Contacts	Open	Bounce	No Info.	Clicks	Smartphone	Tablet	Computer	Unsubscribe	Complained
4/2/2020	URGENT: Action ASAP Ayres Hotel to be used as COVID-19 facility	15,970	61.2%	0.6%	33.3%	1.0%	61.0%	5.0%	35.0%	8	3
4/3/2020	UPDATE: OC, Ayres Deem Hotel COVID-19 Facility	15,962	58.1%	0.6%	41.3%	16.0%	57.0%	7.0%	37.0%	9	5
4/3/2020	What's Up in the Village	16,180	59.0%	0.5%	40.4%	39.0%	48.0%	8.0%	44.0%	9	3
4/6/2020	Village Press Conference Live Today on TV6 at 4:30 p.m.	15,903	51.5%	0.5%	48.0%	3.0%	52.0%	8.0%	41.0%	6	4
4/6/2020	BREAKING NEWS! Ayres Ends COVID-19 Involvement, Complaint Withdrawn	15,885	59.2%	0.6%	40.3%	0.0%	57.0%	6.0%	37.0%	7	5
4/6/2020	Virtual Public Board Meetings During the Stay-at- Home Order	15,880	51.3%	0.5%	48.1%	2.0%	49.0%	9.0%	42.0%	8	6
4/8/2020	Updates for VillageRealtors, Escrow Officers	335	54.0%	3.3%	42.7%	1.0%	74.0%	0.0%	26.0%	0	0
4/8/2020	UPDATE: COVID-19 Cases in Laguna Woods	16,146	62.2%	1.1%	36.8%	18.0%	53.0%	7.0%	40.0%	7	3
4/9/2020	This Sunday in the Village	15,877	58.1%	0.6%	41.3%	8.0%	53.0%	8.0%	39.0%	5	3
4/10/2020	What's Up in the Village	15,876	59.2%	0.6%	40.2%	39.0%	49.0%	8.0%	43.0%	5	1
4/17/2020	Tree Pruning Scheduled for Monday, April 20	335	59.4%	0.3%	40.3%	4.0%	43.0%	11.0%	46.0%	0	0
4/17/2020	What's Up in the Village	15,873	58.6%	0.5%	40.8%	34.0%	48.0%	9.0%	44.0%	10	1
4/20/2020	Updates for VillageRealtors, Escrow Officers	329	58.7%	1.2%	40.1%	39.0%	29.0%	1.0%	70.0%	2	0
4/23/2020	Village Alert: Keep Your Vehicle Secure	15,854	57.8%	0.6%	41.6%	1.0%	54.0%	8.0%	38.0%	7	3
4/24/2020	What's Up in the Village	16,106	56.5%	0.5%	43.0%	35.0%	46.0%	9.0%	45.0%	3	1
4/28/2020	Mask Distribution Tomorrow Golf Courses and Driving Range Reopen May 11	15,840	58.5%	0.5%	41.0%	0.0%	59.0%	7.0%	34.0%	3	1
4/30/2020	For-Sale Village Properties May Be Shown by Appointment	354	51.7%	1.1%	47.2%	1.0%	63.0%	0.0%	36.0%	0	0
<b>Averages</b>											<b>Totals</b>
			57.1%	0.8%	41.8%	13.7%	52.8%	6.6%	40.8%	95	43

### New Resident Orientations Year to Date

United Mutual		
Date	Attendance	Director
Wednesday, January 08, 2020	20	Achrekar
Friday, February 07, 2020	16	Addington
Wednesday, March 11, 2020	11	Armendariz
Friday, April 03, 2020	0	Ardani
Wednesday, May 13, 2020		Bastani
Friday, June 05, 2020		Gilmore
Wednesday, July 08, 2020		Liberatore
Friday, August 07, 2020		Margolis
Wednesday, September 09, 2020		Randazzo
Friday, October 02, 2020		Skillman
Wednesday, November 11, 2020		Torng
Friday, December 04, 2020		
	47	
Third Mutual		
Date	Attendance	Director
Friday, January 17, 2020	18	Frankel
Wednesday, February 19, 2020	30	Parsons
Friday, March 20, 2020	0	Pearlstone
Wednesday, April 15, 2020	0	Karimi
Friday, May 15, 2020		McCary
Wednesday, June 17, 2020		Jarrett
Friday, July 17, 2020		Engdahl
Wednesday, August 19, 2020		Wayne
Friday, September 18, 2020		Mutchnick
Wednesday, October 21, 2020		Parsons
Friday, November 20, 2020		Jarrett
Wednesday, December 16, 2020		Gibson
	48	

## **STAFF REPORT**

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**DATE:** May 18, 2020  
**FOR:** GRF Media and Communications Committee  
**SUBJECT:** Broadband Services Update

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### **RECOMMENDATION**

Receive and file report.

### **BACKGROUND**

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

### **DISCUSSION**

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

- 1) Contract Renewals  
See the list of 2020 contract renewals on page 4 of 5. The CBS contracts are bundled together and will have a significant financial impact. We budgeted for a 20% increase, but we are waiting to see what CBS comes back with.
- 2) Headend  
All headend maintenance projects have been completed for 2020. This is both for cable TV and Internet services. Very successful year.
- 3) High Definition Channel Conversion  
There are only 40 or so Standard Definition Set Top Boxes left in the manors and they are all scheduled to be replaced in the next 30 days. The goal established in Mr. Holland's 2020 business plan was to convert to an all HD cable TV operation by year-end. We are still on target to complete this plan, despite obvious environmental factors, by year-end. This will save the community hundreds of thousands of dollars in replacement hardware and annual licensing, transmission and support fees. There will also be a significant energy reduction at the headend as well. So this will be a huge win for the community.
- 4) Broadband Consulting Group  
The contract for the analysis of the cable operation has been approved and signed off by the Board. Mr. Holland is working with them on the financial analysis at this point in the project while they are working out their travel arrangements and limitations during the current environment.

## **FINANCIAL ANALYSIS**

Financials through first quarter were pretty strong. We were a bit light on ad revenue, but rental and internet fees are up, so no negative impact through March. A reminder to the committee: Residents can't cut off their cable. It's part of their assessment and is factored into the community's bundled agreement.

**Prepared By:** Susan Logan-McCracken, Communications Specialist

**Reviewed By:** Eileen Paulin, Director of Media and Communications

## **ATTACHMENTS(S)**

- i. Subscriber Counts
- ii. Contract Renewals
- iii. Proforma Operating Statements



## Subscriber Counts

	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR
<b>Subscriber Counts</b>																
Digital Subscribers	6,379	6,634	6,657	6,627	6,622	6,692	6,726	6,773	6,793	6,811	6,833	6,850	6,848	6,851	6,811	6,814
<b>Set-Top Boxes</b>																
DVR's	6,064	6,076	6,060	6,017	5,616	5,889	5,829	5,832	5,821	5,816	5,822	5,829	5,812	5,809	5,783	5,764
Standard	704	711	697	687	674	653	642	624	603	530	412	372	333	236	131	104
HD Standard	2,072	2,068	2,068	2,069	2,086	2,069	2,067	2,052	2,030	2,036	2,034	2,032	2,025	2,029	2,034	2,036
TiVo MG2	184	191	218	228	277	299	336	360	369	383	397	404	415	424	427	436
TiVo Qi3	182	194	224	236	277	298	346	369	381	399	415	427	440	450	452	459
DTA	386	380	371	370	368	363	363	363	360	355	350	343	339	337	337	335
HD Converter's	598	764	796	828	843	882	941	1,028	1,089	1,171	1,299	1,348	1,391	1,492	1,576	1,613
<b>Pay-TV</b>																
HBO	916	914	912	940	932	920	915	913	904	892	889	877	871	861	860	857
Cinemax	122	124	124	122	118	119	117	116	115	115	112	115	114	115	120	115
Showtime	448	448	450	441	437	441	436	437	439	427	424	428	424	425	427	426
Starz/Encore	323	306	301	297	292	291	289	289	284	281	271	275	271	293	296	297
PBC	17	18	18	18	18	18	17	18	18	17	16	16	16	19	18	20
<b>International Ch.</b>																
TV Asia	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1
CTI-Zhong Tian	14	14	14	13	14	14	15	15	15	15	15	15	14	14	14	14
The Filipino Channel	45	46	46	43	43	42	44	43	43	43	43	43	42	41	42	43
CCTV4	10	10	10	9	9	9	10	9	9	8	8	8	8	8	8	8
Channel One Russia	12	12	12	12	12	12	12	12	12	12	11	11	10	10	10	10
tvK	10	10	10	10	9	10	11	11	11	12	12	12	11	11	11	11
TV5Monde	27	27	27	26	26	27	27	26	25	24	24	24	23	24	24	23
RAI Italia	9	9	8	7	7	8	8	8	8	8	8	8	8	8	8	9
TV Japan	50	50	49	49	48	50	51	51	51	50	51	51	51	50	50	51
Total International	179	180	178	171	170	174	180	177	175	173	173	173	168	167	168	170
<b>High Speed Data</b>																
High Speed Data	9,905	9,934	9,934	9,944	9,966	9,899	9,920	9,950	9,966	9,981	10,031	10,087	10,116	10,181	10,190	10,200

## 2020 Contract Renewals

Channel	Parent Company	Expiration Date	Estimated Increase	Negotiations
CNN	Turner Networks	6/14/2020	15%	NCTC
CNN International	Turner Networks	6/14/2020	10%	NCTC
HeadLine News	Turner Networks	6/14/2020	10%	NCTC
TBS	Turner Networks	6/14/2020	5%	NCTC
Ovation	OVA	6/29/2020	10%	NCTC
Stingray Music	Stingray	8/30/2020	4%	NCTC
Bloomberg	Bloomberg	12/31/2020	5%	Independent
CBS	CBS Networks	12/31/2020	20%	Independent
CBS-KCAL TV	CBS Networks	12/31/2020	15%	Independent
CBS Sports Network	CBS Networks	12/31/2020	10%	Independent
Smithsonian	CBS Networks	12/31/2020	15%	Independent

Golden Rain Foundation of Laguna Woods  
Media and Communications Committee  
May 18, 2020

Golden Rain Foundation of Laguna Woods  
Operating Statement  
3/31/2020  
SUMMARY: DEPARTMENT OF BROADBAND SERVICES

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	TOTAL BUDGET
Revenues:					
Non-Assessment Revenues:					
<b>Merchandise Sales</b>					
41503500 - Merchandise Sales - Broadband	\$5,216	\$7,824	(\$2,608)	(33.33%)	\$31,300
<b>Total Merchandise Sales</b>	<b>5,216</b>	<b>7,824</b>	<b>(2,608)</b>	<b>(33.33%)</b>	<b>31,300</b>
<b>Clubhouse Rentals and Event Fees</b>					
42502000 - Clubhouse Event Fees - Residents	(20)	0	(20)	0.00%	0
42502500 - Clubhouse Event Fees - Non Residents	349	0	349	0.00%	0
<b>Total Clubhouse Rentals and Event Fees</b>	<b>329</b>	<b>0</b>	<b>329</b>	<b>0.00%</b>	<b>0</b>
<b>Broadband Services</b>					
45001500 - Premium Channel	87,893	99,999	(12,106)	(12.11%)	400,000
45002000 - Cable Service Call	19,370	24,915	(5,545)	(22.26%)	99,670
45002500 - Cable Commission	32,302	14,247	18,055	126.73%	57,000
45003000 - High Speed Internet	412,197	399,999	12,198	3.05%	1,600,000
45003500 - Equipment Rental	469,225	466,998	2,227	0.48%	1,868,000
<b>Total Broadband Services</b>	<b>1,020,987</b>	<b>1,006,158</b>	<b>14,829</b>	<b>1.47%</b>	<b>4,024,670</b>
<b>Miscellaneous</b>					
47001500 - Late Fee Revenue	657	1,449	(792)	(54.65%)	5,800
<b>Total Miscellaneous</b>	<b>657</b>	<b>1,449</b>	<b>(792)</b>	<b>(54.65%)</b>	<b>5,800</b>
<b>Total Non-Assessment Revenue</b>	<b>1,027,189</b>	<b>1,015,431</b>	<b>11,758</b>	<b>1.16%</b>	<b>4,061,770</b>
<b>Total Revenue</b>	<b>1,027,189</b>	<b>1,015,431</b>	<b>11,758</b>	<b>1.16%</b>	<b>4,061,770</b>
Expenses:					
<b>Employee Compensation</b>					
51011000 - Salaries & Wages - Regular	144,235	150,751	6,516	4.32%	616,352
51041000 - Wages - Overtime	2,180	4,500	2,320	51.55%	18,000
51061000 - Holiday & Vacation	19,886	11,870	(8,017)	(67.54%)	48,530
51071000 - Sick	3,285	4,842	1,557	32.15%	19,795
51091000 - Missed Meal Penalty	289	0	(289)	0.00%	0
51981000 - Compensation Accrual	(10,074)	0	10,074	0.00%	0
<b>Total Employee Compensation</b>	<b>159,802</b>	<b>171,962</b>	<b>12,160</b>	<b>7.07%</b>	<b>702,676</b>
<b>Compensation Related</b>					
52411000 - F.I.C.A.	12,528	12,811	283	2.21%	52,378
52421000 - F.U.I.	462	525	63	12.00%	700
52431000 - S.U.I.	3,157	2,625	(532)	(20.27%)	3,500
52451000 - Workers' Compensation Insurance	7,184	9,159	1,974	21.56%	37,446
52461000 - Non Union Medical & Life Insurance	14,790	20,232	5,442	26.90%	80,927
52481000 - Non-Union Retirement Plan	3,690	6,247	2,558	40.94%	25,542
52981000 - Compensation Related Accrual	(1,304)	0	1,304	0.00%	0
<b>Total Compensation Related</b>	<b>40,507</b>	<b>51,598</b>	<b>11,091</b>	<b>21.50%</b>	<b>200,492</b>
<b>Materials and Supplies</b>					
53001000 - Materials & Supplies	7,637	8,760	1,123	12.81%	35,065
53004000 - Freight	49	0	(49)	0.00%	0
<b>Total Materials and Supplies</b>	<b>7,686</b>	<b>8,760</b>	<b>1,074</b>	<b>12.26%</b>	<b>35,065</b>
<b>Utilities and Telephone</b>					
53301000 - Electricity	22,662	29,900	7,238	24.21%	124,400
<b>Total Utilities and Telephone</b>	<b>22,662</b>	<b>29,900</b>	<b>7,238</b>	<b>24.21%</b>	<b>124,400</b>
<b>Legal Fees</b>					
53401500 - Legal Fees	0	624	624	100.00%	2,500
<b>Total Legal Fees</b>	<b>0</b>	<b>624</b>	<b>624</b>	<b>100.00%</b>	<b>2,500</b>
<b>Outside Services</b>					
53601500 - Credit Card Transaction Fees	20,844	17,250	(3,594)	(20.84%)	69,000
53704000 - Outside Services	146,673	139,968	(6,705)	(4.79%)	559,856
<b>Total Outside Services</b>	<b>167,517</b>	<b>157,218</b>	<b>(10,299)</b>	<b>(6.55%)</b>	<b>628,856</b>

Golden Rain Foundation of Laguna Woods  
Media and Communications Committee  
May 18, 2020

**Golden Rain Foundation of Laguna Woods  
Operating Statement  
3/31/2020**  
SUMMARY: DEPARTMENT OF BROADBAND SERVICES

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	TOTAL BUDGET
<b>Repairs and Maintenance</b>					
53701000 - Equipment Repair & Maint	18,188	4,273	(13,915)	(325.64%)	33,632
53702500 - Building Repair & Maint	290	0	(290)	0.00%	0
<b>Total Repairs and Maintenance</b>	<b>18,477</b>	<b>4,273</b>	<b>(14,204)</b>	<b>(332.42%)</b>	<b>33,632</b>
<b>Other Operating Expense</b>					
53801000 - Mileage & Meal Allowance	0	48	48	100.00%	200
53801500 - Travel & Lodging	0	0	0	0.00%	2,000
53802000 - Uniforms	463	840	377	44.84%	3,368
53802500 - Dues & Memberships	580	825	245	29.75%	3,300
53803500 - Training & Education	0	0	0	0.00%	600
<b>Total Other Operating Expense</b>	<b>1,043</b>	<b>1,713</b>	<b>670</b>	<b>39.12%</b>	<b>9,468</b>
<b>Property and Sales Tax</b>					
54301500 - State & Local Taxes	375	0	(375)	0.00%	0
<b>Total Property and Sales Tax</b>	<b>375</b>	<b>0</b>	<b>(375)</b>	<b>0.00%</b>	<b>0</b>
<b>Cable Programming/Franchise</b>					
54501000 - Cable - Programming Fees	874,597	874,998	401	0.05%	3,500,000
54501500 - Cable - Copyright Fees	0	16,749	16,749	100.00%	67,000
54502000 - Cable - City of Laguna Woods Franchise Fees	61,150	57,912	(3,238)	(5.59%)	231,648
<b>Total Cable Programming/Franchise</b>	<b>935,747</b>	<b>949,659</b>	<b>13,912</b>	<b>1.46%</b>	<b>3,798,648</b>
<b>Net Allocation to Mutuals</b>					
54602500 - Allocated Expenses	65,667	29,606	(36,061)	(121.80%)	120,017
<b>Total Net Allocation To Mutuals</b>	<b>65,667</b>	<b>29,606</b>	<b>(36,061)</b>	<b>(121.80%)</b>	<b>120,017</b>
<b>Uncollectible Accounts</b>					
54602000 - Bad Debt Expense	0	2,499	2,499	100.00%	10,000
<b>Total Uncollectible Accounts</b>	<b>0</b>	<b>2,499</b>	<b>2,499</b>	<b>100.00%</b>	<b>10,000</b>
<b>Depreciation and Amortization</b>					
55001000 - Depreciation And Amortization	68,536	68,536	0	0.00%	68,536
<b>Total Depreciation and Amortization</b>	<b>68,536</b>	<b>68,536</b>	<b>0</b>	<b>0.00%</b>	<b>68,536</b>
<b>Total Expenses</b>	<b>1,488,019</b>	<b>1,476,349</b>	<b>(11,671)</b>	<b>(0.79%)</b>	<b>5,734,290</b>
<b>Excess of Revenues Over Expenses</b>	<b>(\$460,831)</b>	<b>(\$460,918)</b>	<b>\$87</b>	<b>0.02%</b>	<b>(\$1,672,520)</b>

Golden Rain Foundation of Laguna Woods  
Media and Communications Committee  
May 18, 2020

Golden Rain Foundation of Laguna Woods  
Operating Statement  
3/31/2020  
020 - CABLE TV NETWORK

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	TOTAL BUDGET
Revenues:					
Non-Assessment Revenues:					
<b>Merchandise Sales</b>					
41503500 - Merchandise Sales - Broadband	\$5,216	\$7,824	(\$2,608)	(33.33%)	\$31,300
<b>Total Merchandise Sales</b>	<b>5,216</b>	<b>7,824</b>	<b>(2,608)</b>	<b>(33.33%)</b>	<b>31,300</b>
<b>Clubhouse Rentals and Event Fees</b>					
42502000 - Clubhouse Event Fees - Residents	(20)	0	(20)	0.00%	0
42502500 - Clubhouse Event Fees - Non Residents	349	0	349	0.00%	0
<b>Total Clubhouse Rentals and Event Fees</b>	<b>329</b>	<b>0</b>	<b>329</b>	<b>0.00%</b>	<b>0</b>
<b>Broadband Services</b>					
45001500 - Premium Channel	87,893	99,999	(12,106)	(12.11%)	400,000
45002000 - Cable Service Call	19,370	24,915	(5,545)	(22.26%)	99,670
45002500 - Cable Commission	32,302	14,247	18,055	126.73%	57,000
45003500 - Equipment Rental	465,025	466,998	(1,973)	(0.42%)	1,868,000
<b>Total Broadband Services</b>	<b>604,590</b>	<b>606,159</b>	<b>(1,569)</b>	<b>(0.26%)</b>	<b>2,424,670</b>
<b>Miscellaneous</b>					
47001500 - Late Fee Revenue	657	1,449	(792)	(54.65%)	5,800
<b>Total Miscellaneous</b>	<b>657</b>	<b>1,449</b>	<b>(792)</b>	<b>(54.65%)</b>	<b>5,800</b>
<b>Total Non-Assessment Revenue</b>	<b>610,791</b>	<b>615,432</b>	<b>(4,641)</b>	<b>(0.75%)</b>	<b>2,461,770</b>
<b>Total Revenue</b>	<b>610,791</b>	<b>615,432</b>	<b>(4,641)</b>	<b>(0.75%)</b>	<b>2,461,770</b>
Expenses:					
<b>Employee Compensation</b>					
51011000 - Salaries & Wages - Regular	144,235	141,288	(2,948)	(2.09%)	577,661
51041000 - Wages - Overtime	2,180	4,500	2,320	51.55%	18,000
51061000 - Holiday & Vacation	19,886	11,064	(8,822)	(79.74%)	45,237
51071000 - Sick	3,285	4,513	1,228	27.21%	18,452
51091000 - Missed Meal Penalty	289	0	(289)	0.00%	0
51981000 - Compensation Accrual	(10,074)	0	10,074	0.00%	0
<b>Total Employee Compensation</b>	<b>159,802</b>	<b>161,365</b>	<b>1,563</b>	<b>0.97%</b>	<b>659,350</b>
<b>Compensation Related</b>					
52411000 - F.I.C.A.	12,528	12,000	(528)	(4.40%)	49,063
52421000 - F.U.I.	462	483	21	4.35%	644
52431000 - S.U.I.	3,157	2,415	(742)	(30.72%)	3,220
52451000 - Workers' Compensation Insurance	7,277	8,456	1,179	13.94%	34,573
52461000 - Non Union Medical & Life Insurance	14,790	18,546	3,756	20.25%	74,183
52481000 - Non-Union Retirement Plan	3,690	5,823	2,134	36.64%	23,809
52981000 - Compensation Related Accrual	(1,304)	0	1,304	0.00%	0
<b>Total Compensation Related</b>	<b>40,600</b>	<b>47,723</b>	<b>7,123</b>	<b>14.93%</b>	<b>185,492</b>
<b>Materials and Supplies</b>					
53001000 - Materials & Supplies	7,637	8,760	1,123	12.81%	35,065
53004000 - Freight	49	0	(49)	0.00%	0
<b>Total Materials and Supplies</b>	<b>7,686</b>	<b>8,760</b>	<b>1,074</b>	<b>12.26%</b>	<b>35,065</b>
<b>Utilities and Telephone</b>					
53301000 - Electricity	22,662	29,900	7,238	24.21%	124,400
<b>Total Utilities and Telephone</b>	<b>22,662</b>	<b>29,900</b>	<b>7,238</b>	<b>24.21%</b>	<b>124,400</b>
<b>Legal Fees</b>					
53401500 - Legal Fees	0	624	624	100.00%	2,500
<b>Total Legal Fees</b>	<b>0</b>	<b>624</b>	<b>624</b>	<b>100.00%</b>	<b>2,500</b>
<b>Outside Services</b>					
53601500 - Credit Card Transaction Fees	20,844	17,250	(3,594)	(20.84%)	69,000
53704000 - Outside Services	146,673	139,968	(6,705)	(4.79%)	559,856
<b>Total Outside Services</b>	<b>167,517</b>	<b>157,218</b>	<b>(10,299)</b>	<b>(6.55%)</b>	<b>628,856</b>
<b>Repairs and Maintenance</b>					

Golden Rain Foundation of Laguna Woods  
Media and Communications Committee  
May 18, 2020

Golden Rain Foundation of Laguna Woods  
Operating Statement  
3/31/2020  
020 - CABLE TV NETWORK

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	TOTAL BUDGET
53701000 - Equipment Repair & Maint	18,188	4,273	(13,915)	(325.64%)	33,632
53702500 - Building Repair & Maint	290	0	(290)	0.00%	0
<b>Total Repairs and Maintenance</b>	<b>18,477</b>	<b>4,273</b>	<b>(14,204)</b>	<b>(332.42%)</b>	<b>33,632</b>
<b>Other Operating Expense</b>					
53801000 - Mileage & Meal Allowance	0	48	48	100.00%	200
53801500 - Travel & Lodging	0	0	0	0.00%	2,000
53802000 - Uniforms	463	840	377	44.84%	3,368
53802500 - Dues & Memberships	580	825	245	29.75%	3,300
53803500 - Training & Education	0	0	0	0.00%	600
<b>Total Other Operating Expense</b>	<b>1,043</b>	<b>1,713</b>	<b>670</b>	<b>39.12%</b>	<b>9,468</b>
<b>Property and Sales Tax</b>					
54301500 - State & Local Taxes	375	0	(375)	0.00%	0
<b>Total Property and Sales Tax</b>	<b>375</b>	<b>0</b>	<b>(375)</b>	<b>0.00%</b>	<b>0</b>
<b>Cable Programming/Franchise</b>					
54501000 - Cable - Programming Fees	874,597	874,998	401	0.05%	3,500,000
54501500 - Cable - Copyright Fees	0	16,749	16,749	100.00%	67,000
54502000 - Cable - City of Laguna Woods Franchise Fees	61,150	57,912	(3,238)	(5.59%)	231,648
<b>Total Cable Programming/Franchise</b>	<b>935,747</b>	<b>949,659</b>	<b>13,912</b>	<b>1.46%</b>	<b>3,798,648</b>
<b>Net Allocation to Mutuals</b>					
54602500 - Allocated Expenses	55,451	25,615	(29,835)	(116.47%)	103,829
<b>Total Net Allocation To Mutuals</b>	<b>55,451</b>	<b>25,615</b>	<b>(29,835)</b>	<b>(116.47%)</b>	<b>103,829</b>
<b>Uncollectible Accounts</b>					
54602000 - Bad Debt Expense	0	2,499	2,499	100.00%	10,000
<b>Total Uncollectible Accounts</b>	<b>0</b>	<b>2,499</b>	<b>2,499</b>	<b>100.00%</b>	<b>10,000</b>
<b>Depreciation and Amortization</b>					
55001000 - Depreciation And Amortization	68,536	68,536	0	0.00%	68,536
<b>Total Depreciation and Amortization</b>	<b>68,536</b>	<b>68,536</b>	<b>0</b>	<b>0.00%</b>	<b>68,536</b>
<b>Total Expenses</b>	<b>1,477,896</b>	<b>1,457,886</b>	<b>(20,010)</b>	<b>(1.37%)</b>	<b>5,659,776</b>
<b>Excess of Revenues Over Expenses</b>	<b>(\$867,105)</b>	<b>(\$842,454)</b>	<b>(\$24,651)</b>	<b>(2.93%)</b>	<b>(\$3,198,006)</b>



Golden Rain Foundation of Laguna Woods  
Media and Communications Committee  
May 18, 2020

Golden Rain Foundation of Laguna Woods  
Operating Statement  
3/31/2020  
050 - INTERNET SERVICE

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	TOTAL BUDGET
Revenues:					
Non-Assessment Revenues:					
<b>Broadband Services</b>					
45003000 - High Speed Internet	\$412,197	\$399,999	\$12,198	3.05%	\$1,600,000
45003500 - Equipment Rental	4,200	0	4,200	0.00%	0
<b>Total Broadband Services</b>	<b>416,397</b>	<b>399,999</b>	<b>16,398</b>	<b>4.10%</b>	<b>1,600,000</b>
<b>Total Non-Assessment Revenue</b>	<b>416,397</b>	<b>399,999</b>	<b>16,398</b>	<b>4.10%</b>	<b>1,600,000</b>
<b>Total Revenue</b>	<b>416,397</b>	<b>399,999</b>	<b>16,398</b>	<b>4.10%</b>	<b>1,600,000</b>
Expenses:					
<b>Employee Compensation</b>					
51011000 - Salaries & Wages - Regular	0	9,463	9,463	100.00%	38,690
51061000 - Holiday & Vacation	0	805	805	100.00%	3,293
51071000 - Sick	0	329	329	100.00%	1,343
<b>Total Employee Compensation</b>	<b>0</b>	<b>10,597</b>	<b>10,597</b>	<b>100.00%</b>	<b>43,326</b>
<b>Compensation Related</b>					
52411000 - F.I.C.A.	0	811	811	100.00%	3,314
52421000 - F.U.I.	0	42	42	100.00%	56
52431000 - S.U.I.	0	210	210	100.00%	280
52451000 - Workers' Compensation Insurance	(93)	702	795	113.23%	2,872
52461000 - Non Union Medical & Life Insurance	0	1,686	1,686	100.00%	6,744
52481000 - Non-Union Retirement Plan	0	424	424	100.00%	1,733
<b>Total Compensation Related</b>	<b>(93)</b>	<b>3,875</b>	<b>3,968</b>	<b>102.40%</b>	<b>15,000</b>
<b>Net Allocation to Mutuals</b>					
54602500 - Allocated Expenses	10,216	3,991	(6,225)	(155.99%)	16,188
<b>Total Net Allocation To Mutuals</b>	<b>10,216</b>	<b>3,991</b>	<b>(6,225)</b>	<b>(155.99%)</b>	<b>16,188</b>
<b>Total Expenses</b>	<b>10,123</b>	<b>18,463</b>	<b>8,340</b>	<b>45.17%</b>	<b>74,514</b>
<b>Excess of Revenues Over Expenses</b>	<b>\$406,274</b>	<b>\$381,536</b>	<b>\$24,738</b>	<b>6.48%</b>	<b>\$1,525,486</b>

Golden Rain Foundation of Laguna Woods  
Media and Communications Committee  
May 18, 2020

Golden Rain Foundation of Laguna Woods  
Operating Statement  
3/31/2020  
SUMMARY: DEPARTMENT OF MEDIA AND COMMUNICATIONS

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	TOTAL BUDGET
Revenues:					
Non-Assessment Revenues:					
<b>Broadband Services</b>					
45001000 - Ad Insertion	\$214,051	\$246,249	(\$32,198)	(13.08%)	\$985,000
45004000 - Video Production	14,968	12,498	2,470	19.76%	50,000
45004500 - Video Re-Production	297	498	(201)	(40.36%)	2,000
45005000 - Message Board	4,900	4,749	151	3.18%	19,000
45005500 - Advertising	9,635	9,498	137	1.44%	38,000
<b>Total Broadband Services</b>	<b>243,850</b>	<b>273,492</b>	<b>(29,642)</b>	<b>(10.84%)</b>	<b>1,094,000</b>
<b>Total Non-Assessment Revenue</b>	<b>243,850</b>	<b>273,492</b>	<b>(29,642)</b>	<b>(10.84%)</b>	<b>1,094,000</b>
<b>Total Revenue</b>	<b>243,850</b>	<b>273,492</b>	<b>(29,642)</b>	<b>(10.84%)</b>	<b>1,094,000</b>
Expenses:					
<b>Employee Compensation</b>					
51011000 - Salaries & Wages - Regular	219,234	182,240	(36,994)	(20.30%)	744,789
51041000 - Wages - Overtime	2,128	2,250	123	5.44%	9,000
51061000 - Holiday & Vacation	19,531	13,174	(6,356)	(48.25%)	53,863
51071000 - Sick	2,129	5,374	3,244	60.37%	21,970
51091000 - Missed Meal Penalty	768	471	(297)	(63.07%)	1,900
51101000 - Temporary Help	0	123	123	100.00%	500
51981000 - Compensation Accrual	(5,810)	0	5,810	0.00%	0
<b>Total Employee Compensation</b>	<b>237,980</b>	<b>203,632</b>	<b>(34,348)</b>	<b>(16.87%)</b>	<b>832,023</b>
<b>Compensation Related</b>					
52411000 - F.I.C.A.	18,008	15,360	(2,648)	(17.24%)	62,778
52421000 - F.U.I.	391	441	50	11.43%	788
52431000 - S.U.I.	2,669	2,205	(464)	(21.05%)	3,408
52451000 - Workers' Compensation Insurance	2,602	1,533	(1,069)	(69.70%)	6,266
52461000 - Non Union Medical & Life Insurance	19,896	17,703	(2,193)	(12.39%)	70,811
52481000 - Non-Union Retirement Plan	6,404	8,032	1,628	20.27%	32,825
52981000 - Compensation Related Accrual	(1,670)	0	1,670	0.00%	0
<b>Total Compensation Related</b>	<b>48,299</b>	<b>45,274</b>	<b>(3,025)</b>	<b>(6.68%)</b>	<b>176,875</b>
<b>Materials and Supplies</b>					
53001000 - Materials & Supplies	2,156	3,129	973	31.11%	12,600
53004000 - Freight	36	0	(36)	0.00%	0
<b>Total Materials and Supplies</b>	<b>2,192</b>	<b>3,129</b>	<b>937</b>	<b>29.95%</b>	<b>12,600</b>
<b>Outside Services</b>					
53601500 - Credit Card Transaction Fees	1,491	2,124	633	29.80%	8,500
53602500 - Licensing Fees	0	1,473	1,473	100.00%	5,900
53704000 - Outside Services	39,232	25,506	(13,726)	(53.81%)	102,050
<b>Total Outside Services</b>	<b>40,723</b>	<b>29,103</b>	<b>(11,620)</b>	<b>(39.93%)</b>	<b>116,450</b>
<b>Repairs and Maintenance</b>					
53701000 - Equipment Repair & Maint	187	396	209	52.76%	1,600
<b>Total Repairs and Maintenance</b>	<b>187</b>	<b>396</b>	<b>209</b>	<b>52.76%</b>	<b>1,600</b>
<b>Other Operating Expense</b>					
53801000 - Mileage & Meal Allowance	647	840	193	22.95%	3,375
53801500 - Travel & Lodging	0	999	999	100.00%	4,000
53802500 - Dues & Memberships	0	60	60	100.00%	250
53803000 - Subscriptions & Books	0	24	24	100.00%	100
53803500 - Training & Education	0	123	123	100.00%	500
53901500 - Volunteer Support	330	24	(306)	(1272.92%)	100
54002000 - Postage	2,977	0	(2,977)	0.00%	0
54502500 - Cable Promotions	0	873	873	100.00%	3,500
<b>Total Other Operating Expense</b>	<b>3,954</b>	<b>2,943</b>	<b>(1,011)</b>	<b>(34.35%)</b>	<b>11,825</b>
<b>Property and Sales Tax</b>					
54301500 - State & Local Taxes	21	48	27	55.50%	200
54302000 - Property Taxes	19	0	(19)	0.00%	0
<b>Total Property and Sales Tax</b>	<b>40</b>	<b>48</b>	<b>8</b>	<b>16.56%</b>	<b>200</b>



**Golden Rain Foundation of Laguna Woods  
Operating Statement  
3/31/2020**  
SUMMARY: DEPARTMENT OF MEDIA AND COMMUNICATIONS

	<u>Actual</u>	<u>YEAR TO DATE Budget</u>	<u>VAR\$ B/(W)</u>	<u>VAR% B/(W)</u>	<u>TOTAL BUDGET</u>
<b>Cable Programming/Franchise</b>					
54502000 - Cable - City of Laguna Woods Franchise Fees	10,416	15,000	4,584	30.56%	60,000
<b>Total Cable Programming/Franchise</b>	<b>10,416</b>	<b>15,000</b>	<b>4,584</b>	<b>30.56%</b>	<b>60,000</b>
<b>Net Allocation to Mutuals</b>					
48501000 - Allocated To Grf Departments	(102,160)	(39,908)	62,252	155.99%	(161,883)
54602500 - Allocated Expenses	51,145	26,969	(24,176)	(89.65%)	108,317
<b>Total Net Allocation To Mutuals</b>	<b>(51,015)</b>	<b>(12,939)</b>	<b>38,076</b>	<b>294.27%</b>	<b>(53,565)</b>
<b>Uncollectible Accounts</b>					
54602000 - Bad Debt Expense	0	1,308	1,308	100.00%	5,250
<b>Total Uncollectible Accounts</b>	<b>0</b>	<b>1,308</b>	<b>1,308</b>	<b>100.00%</b>	<b>5,250</b>
<b>Depreciation and Amortization</b>					
55001000 - Depreciation And Amortization	18,097	18,097	0	0.00%	18,097
<b>Total Depreciation and Amortization</b>	<b>18,097</b>	<b>18,097</b>	<b>0</b>	<b>0.00%</b>	<b>18,097</b>
<b>Total Expenses</b>	<b>310,872</b>	<b>305,991</b>	<b>(4,881)</b>	<b>(1.60%)</b>	<b>1,181,355</b>
<b>Excess of Revenues Over Expenses</b>	<b><u>(\$67,021)</u></b>	<b><u>(\$32,499)</u></b>	<b><u>(\$34,523)</u></b>	<b><u>(106.23%)</u></b>	<b><u>(\$87,355)</u></b>

Golden Rain Foundation of Laguna Woods  
Media and Communications Committee  
May 18, 2020

Golden Rain Foundation of Laguna Woods  
Operating Statement  
3/31/2020  
010 - MEDIA AND COMMUNICATIONS ADMIN

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	TOTAL BUDGET
Expenses:					
<b>Employee Compensation</b>					
51011000 - Salaries & Wages - Regular	\$57,388	\$29,204	(\$28,183)	(96.50%)	\$119,404
51041000 - Wages - Overtime	198	0	(198)	0.00%	0
51061000 - Holiday & Vacation	4,708	2,485	(2,223)	(89.43%)	10,162
51071000 - Sick	945	1,014	69	6.83%	4,145
51091000 - Missed Meal Penalty	22	0	(22)	0.00%	0
51981000 - Compensation Accrual	3,034	0	(3,034)	0.00%	0
<b>Total Employee Compensation</b>	<b>66,294</b>	<b>32,704</b>	<b>(33,591)</b>	<b>(102.71%)</b>	<b>133,711</b>
<b>Compensation Related</b>					
52411000 - F.I.C.A.	4,616	2,502	(2,114)	(84.50%)	10,229
52421000 - F.U.I.	77	63	(14)	(22.27%)	84
52431000 - S.U.I.	526	315	(211)	(67.10%)	420
52451000 - Workers' Compensation Insurance	605	238	(366)	(153.58%)	975
52461000 - Non Union Medical & Life Insurance	8,981	2,529	(6,452)	(255.13%)	10,116
52481000 - Non-Union Retirement Plan	413	1,308	895	68.41%	5,348
52981000 - Compensation Related Accrual	244	0	(244)	0.00%	0
<b>Total Compensation Related</b>	<b>15,462</b>	<b>6,955</b>	<b>(8,507)</b>	<b>(122.30%)</b>	<b>27,172</b>
<b>Materials and Supplies</b>					
53001000 - Materials & Supplies	547	0	(547)	0.00%	0
<b>Total Materials and Supplies</b>	<b>547</b>	<b>0</b>	<b>(547)</b>	<b>0.00%</b>	<b>0</b>
<b>Outside Services</b>					
53704000 - Outside Services	19,857	0	(19,857)	0.00%	0
<b>Total Outside Services</b>	<b>19,857</b>	<b>0</b>	<b>(19,857)</b>	<b>0.00%</b>	<b>0</b>
<b>Other Operating Expense</b>					
53801500 - Travel & Lodging	0	249	249	100.00%	1,000
53901500 - Volunteer Support	330	0	(330)	0.00%	0
54002000 - Postage	2,977	0	(2,977)	0.00%	0
<b>Total Other Operating Expense</b>	<b>3,307</b>	<b>249</b>	<b>(3,058)</b>	<b>(1227.98%)</b>	<b>1,000</b>
<b>Property and Sales Tax</b>					
54302000 - Property Taxes	19	0	(19)	0.00%	0
<b>Total Property and Sales Tax</b>	<b>19</b>	<b>0</b>	<b>(19)</b>	<b>0.00%</b>	<b>0</b>
<b>Net Allocation to Mutuals</b>					
48501000 - Allocated To Grf Departments	(102,160)	(39,908)	62,252	155.99%	(161,883)
54602500 - Allocated Expenses	10,196	10,902	705	6.47%	43,149
<b>Total Net Allocation To Mutuals</b>	<b>(91,964)</b>	<b>(29,006)</b>	<b>62,958</b>	<b>217.05%</b>	<b>(118,734)</b>
<b>Depreciation and Amortization</b>					
55001000 - Depreciation And Amortization	11,730	11,730	0	0.00%	11,730
<b>Total Depreciation and Amortization</b>	<b>11,730</b>	<b>11,730</b>	<b>0</b>	<b>0.00%</b>	<b>11,730</b>
<b>Total Expenses</b>	<b>25,252</b>	<b>22,632</b>	<b>(2,620)</b>	<b>(11.58%)</b>	<b>54,878</b>
<b>Excess of Revenues Over Expenses</b>	<b><u>(\$25,252)</u></b>	<b><u>(\$22,632)</u></b>	<b><u>(\$2,620)</u></b>	<b><u>(11.58%)</u></b>	<b><u>(\$54,878)</u></b>

Golden Rain Foundation of Laguna Woods  
Media and Communications Committee  
May 18, 2020

Golden Rain Foundation of Laguna Woods  
Operating Statement  
3/31/2020  
030 - TV STUDIO

	Actual	Budget	YEAR TO DATE VAR\$ B/(W)	VAR% B/(W)	TOTAL BUDGET
Revenues:					
Non-Assessment Revenues:					
<b>Broadband Services</b>					
45004000 - Video Production	\$14,968	\$12,498	\$2,470	19.76%	\$50,000
45004500 - Video Re-Production	297	498	(201)	(40.36%)	2,000
45005000 - Message Board	4,900	4,749	151	3.18%	19,000
45005500 - Advertising	9,635	9,498	137	1.44%	38,000
<b>Total Broadband Services</b>	<b>29,799</b>	<b>27,243</b>	<b>2,556</b>	<b>9.38%</b>	<b>109,000</b>
<b>Total Non-Assessment Revenue</b>	<b>29,799</b>	<b>27,243</b>	<b>2,556</b>	<b>9.38%</b>	<b>109,000</b>
<b>Total Revenue</b>	<b>29,799</b>	<b>27,243</b>	<b>2,556</b>	<b>9.38%</b>	<b>109,000</b>
Expenses:					
<b>Employee Compensation</b>					
51011000 - Salaries & Wages - Regular	95,015	106,463	11,448	10.75%	435,240
51041000 - Wages - Overtime	1,113	1,500	387	25.77%	6,000
51061000 - Holiday & Vacation	13,065	8,760	(4,305)	(49.14%)	35,816
51071000 - Sick	1,109	3,573	2,464	68.96%	14,609
51091000 - Missed Meal Penalty	645	435	(210)	(48.30%)	1,750
51101000 - Temporary Help	0	123	123	100.00%	500
51981000 - Compensation Accrual	(7,121)	0	7,121	0.00%	0
<b>Total Employee Compensation</b>	<b>103,827</b>	<b>120,855</b>	<b>17,028</b>	<b>14.09%</b>	<b>493,916</b>
<b>Compensation Related</b>					
52411000 - F.I.C.A.	8,199	9,088	889	9.78%	37,153
52421000 - F.U.I.	230	294	64	21.91%	392
52431000 - S.U.I.	1,569	1,470	(99)	(6.72%)	1,960
52451000 - Workers' Compensation Insurance	1,458	866	(592)	(68.32%)	3,541
52461000 - Non Union Medical & Life Insurance	8,919	11,802	2,883	24.43%	47,207
52481000 - Non-Union Retirement Plan	3,207	4,752	1,545	32.50%	19,427
52981000 - Compensation Related Accrual	(2,001)	0	2,001	0.00%	0
<b>Total Compensation Related</b>	<b>21,580</b>	<b>28,272</b>	<b>6,691</b>	<b>23.67%</b>	<b>109,680</b>
<b>Materials and Supplies</b>					
53001000 - Materials & Supplies	1,222	2,472	1,250	50.57%	9,950
53004000 - Freight	23	0	(23)	0.00%	0
<b>Total Materials and Supplies</b>	<b>1,245</b>	<b>2,472</b>	<b>1,227</b>	<b>49.64%</b>	<b>9,950</b>
<b>Outside Services</b>					
53704000 - Outside Services	19,105	24,447	5,342	21.85%	97,800
<b>Total Outside Services</b>	<b>19,105</b>	<b>24,447</b>	<b>5,342</b>	<b>21.85%</b>	<b>97,800</b>
<b>Repairs and Maintenance</b>					
53701000 - Equipment Repair & Maint	155	186	31	16.67%	750
<b>Total Repairs and Maintenance</b>	<b>155</b>	<b>186</b>	<b>31</b>	<b>16.67%</b>	<b>750</b>
<b>Other Operating Expense</b>					
53801000 - Mileage & Meal Allowance	0	30	30	100.00%	125
53803500 - Training & Education	0	123	123	100.00%	500
53901500 - Volunteer Support	0	24	24	100.00%	100
<b>Total Other Operating Expense</b>	<b>0</b>	<b>177</b>	<b>177</b>	<b>100.00%</b>	<b>725</b>
<b>Property and Sales Tax</b>					
54301500 - State & Local Taxes	21	48	27	55.50%	200
<b>Total Property and Sales Tax</b>	<b>21</b>	<b>48</b>	<b>27</b>	<b>55.50%</b>	<b>200</b>
<b>Cable Programming/Franchise</b>					
54502000 - Cable - City of Laguna Woods Franchise Fees	1,571	1,500	(71)	(4.76%)	6,000
<b>Total Cable Programming/Franchise</b>	<b>1,571</b>	<b>1,500</b>	<b>(71)</b>	<b>(4.76%)</b>	<b>6,000</b>
<b>Net Allocation to Mutuals</b>					
54602500 - Allocated Expenses	40,949	16,067	(24,882)	(154.86%)	65,169
<b>Total Net Allocation To Mutuals</b>	<b>40,949</b>	<b>16,067</b>	<b>(24,882)</b>	<b>(154.86%)</b>	<b>65,169</b>

Golden Rain Foundation of Laguna Woods  
Media and Communications Committee  
May 18, 2020

Golden Rain Foundation of Laguna Woods  
Operating Statement  
3/31/2020  
030 - TV STUDIO

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	TOTAL BUDGET
<b>Uncollectible Accounts</b>					
54602000 - Bad Debt Expense	0	60	60	100.00%	250
<b>Total Uncollectible Accounts</b>	<b>0</b>	<b>60</b>	<b>60</b>	<b>100.00%</b>	<b>250</b>
<b>Depreciation and Amortization</b>					
55001000 - Depreciation And Amortization	6,367	6,367	0	0.00%	6,367
<b>Total Depreciation and Amortization</b>	<b>6,367</b>	<b>6,367</b>	<b>0</b>	<b>0.00%</b>	<b>6,367</b>
<b>Total Expenses</b>	<b>194,821</b>	<b>200,451</b>	<b>5,630</b>	<b>2.81%</b>	<b>790,806</b>
<b>Excess of Revenues Over Expenses</b>	<b><u>(\$165,022)</u></b>	<b><u>(\$173,208)</u></b>	<b><u>\$8,186</u></b>	<b><u>4.73%</u></b>	<b><u>(\$681,806)</u></b>

Golden Rain Foundation of Laguna Woods  
Media and Communications Committee  
May 18, 2020

Golden Rain Foundation of Laguna Woods  
Operating Statement  
3/31/2020  
040 - MEDIA SERVICES

	Actual	YEAR TO DATE Budget	VAR\$ B/(W)	VAR% B/(W)	TOTAL BUDGET
Revenues:					
Non-Assessment Revenues:					
<b>Broadband Services</b>					
45001000 - Ad Insertion	\$214,051	\$246,249	(\$32,198)	(13.08%)	\$985,000
<b>Total Broadband Services</b>	<b>214,051</b>	<b>246,249</b>	<b>(32,198)</b>	<b>(13.08%)</b>	<b>985,000</b>
<b>Total Non-Assessment Revenue</b>	<b>214,051</b>	<b>246,249</b>	<b>(32,198)</b>	<b>(13.08%)</b>	<b>985,000</b>
<b>Total Revenue</b>	<b>214,051</b>	<b>246,249</b>	<b>(32,198)</b>	<b>(13.08%)</b>	<b>985,000</b>
Expenses:					
<b>Employee Compensation</b>					
51011000 - Salaries & Wages - Regular	66,831	46,573	(20,259)	(43.50%)	190,145
51041000 - Wages - Overtime	816	750	(66)	(8.76%)	3,000
51061000 - Holiday & Vacation	1,757	1,928	171	8.88%	7,885
51071000 - Sick	76	787	711	90.40%	3,216
51091000 - Missed Meal Penalty	101	36	(65)	(180.28%)	150
51981000 - Compensation Accrual	(1,723)	0	1,723	0.00%	0
<b>Total Employee Compensation</b>	<b>67,858</b>	<b>50,074</b>	<b>(17,784)</b>	<b>(35.52%)</b>	<b>204,396</b>
<b>Compensation Related</b>					
52411000 - F.I.C.A.	5,193	3,771	(1,423)	(37.74%)	15,395
52421000 - F.U.I.	84	84	0	0.00%	312
52431000 - S.U.I.	574	420	(154)	(36.67%)	1,028
52451000 - Workers' Compensation Insurance	540	429	(111)	(25.84%)	1,751
52461000 - Non Union Medical & Life Insurance	1,996	3,372	1,376	40.81%	13,488
52481000 - Non-Union Retirement Plan	2,783	1,972	(812)	(41.17%)	8,050
52981000 - Compensation Related Accrual	87	0	(87)	0.00%	0
<b>Total Compensation Related</b>	<b>11,257</b>	<b>10,047</b>	<b>(1,210)</b>	<b>(12.04%)</b>	<b>40,024</b>
<b>Materials and Supplies</b>					
53001000 - Materials & Supplies	386	657	271	41.19%	2,650
53004000 - Freight	13	0	(13)	0.00%	0
<b>Total Materials and Supplies</b>	<b>400</b>	<b>657</b>	<b>257</b>	<b>39.15%</b>	<b>2,650</b>
<b>Outside Services</b>					
53601500 - Credit Card Transaction Fees	1,491	2,124	633	29.80%	8,500
53602500 - Licensing Fees	0	1,473	1,473	100.00%	5,900
53704000 - Outside Services	270	1,059	789	74.50%	4,250
<b>Total Outside Services</b>	<b>1,761</b>	<b>4,656</b>	<b>2,895</b>	<b>62.18%</b>	<b>18,650</b>
<b>Repairs and Maintenance</b>					
53701000 - Equipment Repair & Maint	32	210	178	84.73%	850
<b>Total Repairs and Maintenance</b>	<b>32</b>	<b>210</b>	<b>178</b>	<b>84.73%</b>	<b>850</b>
<b>Other Operating Expense</b>					
53801000 - Mileage & Meal Allowance	647	810	163	20.09%	3,250
53801500 - Travel & Lodging	0	750	750	100.00%	3,000
53802500 - Dues & Memberships	0	60	60	100.00%	250
53803000 - Subscriptions & Books	0	24	24	100.00%	100
54502500 - Cable Promotions	0	873	873	100.00%	3,500
<b>Total Other Operating Expense</b>	<b>647</b>	<b>2,517</b>	<b>1,870</b>	<b>74.28%</b>	<b>10,100</b>
<b>Cable Programming/Franchise</b>					
54502000 - Cable - City of Laguna Woods Franchise Fees	8,844	13,500	4,656	34.49%	54,000
<b>Total Cable Programming/Franchise</b>	<b>8,844</b>	<b>13,500</b>	<b>4,656</b>	<b>34.49%</b>	<b>54,000</b>
<b>Uncollectible Accounts</b>					
54602000 - Bad Debt Expense	0	1,248	1,248	100.00%	5,000
<b>Total Uncollectible Accounts</b>	<b>0</b>	<b>1,248</b>	<b>1,248</b>	<b>100.00%</b>	<b>5,000</b>
<b>Total Expenses</b>	<b>90,799</b>	<b>82,908</b>	<b>(7,891)</b>	<b>(9.52%)</b>	<b>335,670</b>
<b>Excess of Revenues Over Expenses</b>	<b>\$123,252</b>	<b>\$163,341</b>	<b>(\$40,088)</b>	<b>(24.54%)</b>	<b>\$649,330</b>