



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

**Monday, June 15, 2020 – 1:30 PM – VIRTUAL MEETING**  
**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 Agenda**
4. **Approval of Meeting Report – May 18, 2020**
5. **Chair's Remarks**
6. **Member Comments – Open Forum (Items Not on the Agenda)**  
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.
7. **Director's and Staff Responses to Member Comments**
8. **California Legislative Update – Chair Annette Sabol Soule**

#### **REPORTS:**

9. **Marketing and Communications Report – Director Eileen Paulin**
10. **Broadband Consultant Update – Director Eileen Paulin**

**ITEMS FOR DISCUSSION AND CONSIDERATION:**

- 11. GRF Survey – Director Beth Perak**
- 12. Sewing Supers – Mask Distribution With \$5 Donation**

**ITEMS FOR FUTURE AGENDAS:**

**CONCLUDING BUSINESS:**

- 13. Committee Member Comments**
- 14. Date of Next Meeting – Monday, July 20 at 1:30 p.m.**
- 15. Adjournment**



### OPEN MEETING

THE GOLDEN RAIN FOUNDATION MEDIA AND  
COMMUNICATIONS COMMITTEE MEETING  
Monday, May 18, 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, Juanita Skillman and Beth Perak; Advisors Tom Nash, Carmen Pacella and Frank Tybor

**MEMBERS ABSENT:** Director Ryna Rothberg

**OTHERS PRESENT:** None

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

1. **Call to Order**  
Meeting was called to order at 1:30 p.m.

2. **Acknowledgement of Media**  
Paul Ortiz from Village TV was present.

3. **Approval of the Agenda**  
Approved.

4. **Approval of Meeting Report from April 20, 2020**  
Approved.

5. **Chair's Remarks**  
GRF is extremely grateful for the commitment and excellent work Eileen Paulin and her team continues to provide during this pandemic.

The COVID-19 pandemic has upended our 2020 outlook. Let us continue doing what we should daily: Sunshine, exercise, 7+ hours sleep, lots of water and healthy nutrition strengthens our immune system against COVID-19 while we stay at home.

Golf opened last Monday. Tennis opens today. For safety reasons, pedestrians are no longer allowed to walk the inner golf cart paths, only the outer paths. Please call the Pro Shop at 949-597-4336 during business hours and after hours call Security at 949-580-1400 if you see pedestrians on inner golf cart paths. Let us continue to be mindful of everyone's safety as we look forward, adapting and accepting short-term changes. Please continue to participate in Village life, bringing your best selves and ideas to the table to facilitate our getting through this in the best way possible. Please send your recommendations to [info@vmsinc.org](mailto:info@vmsinc.org).

GRF acknowledges and gives heartfelt thanks to Chuck Holland and his team who are amazing! Mr. Holland's commitment to our Village is extraordinary! He has been keeping the Village internet running seamlessly during this pandemic. Overseeing lots of equipment upgrades to ensure we are up and running during this time of unprecedented use of the internet and our electronics. Thank you!

**6. Member Comments (Items Not on the Agenda)**

None.

**7. Director's and Staff Forum**

None.

**REPORTS:**

**8. California Legislative Updates – Chair Annette Sabol Soule**

The U.S. is operating under an emergency pandemic. This COVID-19 California Legislative update for Monday, May 18, 2020, is paraphrased and sourced from Reuters.

Governor Gavin Newsom reworks the California budget as COVID-19 wreaks havoc with the state economy, which is the world's fifth-largest economy.

The California governor is required by law to pass a balanced budget. Thursday, May 14, Governor Newsom unveiled a revised state budget reflecting an anticipated \$54.3 billion deficit reflecting \$13.4 billion in 2020 and \$40.9 billion in 2021 caused by the coronavirus crisis. This is a dramatic change from the projected \$5.6 billion surplus and the \$40.9 billion in reserves before the pandemic.

California is the most populous state with a predicted 18 percent unemployment rate. The California Department of Finance last week reported 4.2 million people filed unemployment claims since mid-March. Please listen to the governor's Thursday broadcast.

Visit [www.ochealthinfo.com](http://www.ochealthinfo.com) for the latest COVID-19 Orange County statistics. Currently, Laguna Woods Village has been holding steady with eight folks having contracted COVID-19 within the city limits. This statistic does not reflect any one person living within Laguna Woods Village, as we have several assisted living facilities located within the city limits.

GRF President Bunny Carpenter has tasked the newly formed GRF Strategic Planning Committee to review the existing GRF 2020 budget. The first virtual meeting will take place on May 27, 2020. This GRF Strategic Planning Committee will be working with the Village Management Services executives to determine the required revisions due to the COVID-19 impact on GRF 2020 revenues and expenses. The GRF 2021 budget will be brought to an all-boards meeting on July 22.

**9. Broadband & Contracts Report – Eileen Paulin for Chuck Holland**

Ms. Paulin stated that she would be presenting this report each month from now on.

Ms. Paulin stated that Broadband Services as a whole is doing well and maintaining budget. The Broadband Group will need to do a site inspection before signing, which has been delayed, due to COVID-19.

Ms. Paulin updated the committee on:

- The transition to HD (only 40 residents using SD now)
- Sales and renewal services
- Operating statements listed in the Broadband report

#### **10. Marketing and Communications Report – Eileen Paulin**

Ms. Paulin commended the TV6 crew for their hard work during this pandemic.

Ms. Paulin recounted working with the City of Laguna Woods on the crisis management and communications regarding the Ayres Hotel designation for Project Roomkey.

Ms. Paulin commended the staff, Good Neighbor Captains and residents who participated in the mask distribution project, which was well received by the residents.

Ms. Paulin said that docent tours and new resident orientations continue to be on hold, but having virtual new resident orientations may become a possible alternative.

Ms. Paulin mentioned other department accomplishments, acknowledging the team effort of each person in the department:

- The launch of a virtual recreation page
- Communications about kitchen safety amid resident stove fires
- A new virtual vehicle registration program
- The TV6 movies
- CEO Jeff Parker's regular updates on TV6
- The exercise programming on TV6
- The Village Breeze, which got out on time

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

- Broadband 1Q 2020 Financial Operations Review along with Consultant update.

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

- Broadband Equipment and Consultant update.
  - Headend equipment status of second remaining piece: age of equipment, useful life, replacement targeted date, monies reserved for same.
- Ad Revenue Report – Eileen Paulin
- Ideas for distributing Sewing Supers' face masks and collecting donations

#### **CONCLUDING BUSINESS:**

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

Ms. Paulin mentioned a virtual Town Hall to give residents an opportunity to ask questions and the possibility of running a community survey in the magazine.

Director Beth Perak commended Chair Soule, Ms. Paulin and her team, Ellyce Rothrock, Mr. Ortiz for his job on the Thrive banner, the Foundation for contributing face masks to the residents and the Kindness campaign. She also requested Kindness remarks.

Director Elsie Addington commended on the work in Media and Communications and the work performed by Mr. Holland and Ms. Paulin.

Director Pat English congratulated everyone.

Director Lynn Jarrett commended on Ms. Paulin's team and those who distributed face masks. She also thanked everyone and said she is happy to be on this committee.

Director Annie McCary commended on Ms. Paulin and her team. She also complimented the meeting and thanked Chair Soule.

Director Juanita Skillman asked if the board room could be reconfigured to allow for social distancing and make in-person meetings a possible alternative to virtual meetings. She complimented Ms. Paulin and her department for the alerts on the webpage, Mr. Ortiz for the movies on TV6 and Susan McCracken and Becky Jackson for their work on mask distribution.

Advisor Tom Nash congratulated all for doing a great job in a difficult situation. He also mentioned as part of the Video Club, he would try to find ways to produce new programming to add to Village Television.

Advisor Carmen Pacella agreed with all the commendations and added his own regarding the communications on the website and COVID-19 information. He also commended Ms. Jackson for helping him with volunteer to distribute masks. He also suggested having a reporter conduct interviews and take pictures for the Village Breeze, which he said is beautiful.

Chair Soule commended Mr. Ortiz for the movies on TV6 and thanked the department for all the alerts on the coronavirus.

Ms. Paulin thanked Jackie Kupfert for her work on mask distribution. She also mentioned that the Sewing Supers club has produced a significant number of masks. She asked for ideas to safely distribute them to residents and to collect voluntary \$5 donations that will go to the Foundation and Meals on Wheels. Director Skillman suggested the outdoor library. Director Addington suggested the two Garden Centers. Advisor Pacella suggested the gates. More ideas and discussion are needed.

**11. Date of Next Meeting – June 15 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:** June 15, 2020  
**FOR:** GRF Media and Communications Committee  
**SUBJECT:** Marketing and Communications Activities Report – May 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 May 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 May, Trello tracked 46 projects. Aside from the workflow on Trello, Media and Communications also entered 20 emails into iContact, posted 140 items on the website and microsite.

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

- Village Breeze magazine (June/July 2020 edition)
- What's Up in the Village (Friday eblast): Five editions
- Employee Newsletter (April/May 2020 edition)



In addition, the Media and Communications team sent the following eblasts in May:

- COVID-19 Village Update
- Memorial Day Weekend BBQ Safety Tips
- Pickleball and Paddle Tennis Reopen May 27
- Alterations Offers Limited Service Starting Monday
- Golf Management Alters Some Procedures Going Forward
- Gate Code Change at Garden Center 1
- Tennis Center Reopens May 18
- Gate A Inoperable Until Further Notice

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 & Communications delivered in May include:

- Work Begins at Gate 11 on Monday
- How to Handle Too-Close Urban Wildlife
- BBQs in the Village
- Connect With a Phone Buddy
- Laundry Rooms Are for Laundry
- Bulky-Item Pickup Schedule
- SCE to Send PSPS Updates
- Current Hours of Operation: For landscaping, general services, transportation, resident services and more
- Comprehensive Virtual Recreation Online
- TV6 Movie Schedule Update
- Coronavirus and Our Community
- OCHCA Issues Updated Face Covering Order
- Upcoming Meetings
- Memorial Day Observance, Hours
- Commemorate Memorial Day Virtually
- Weekend-Long Memorial Day Special at Restaurant 19
- Pickleball, Paddle Tennis Reopen May 27
- Identifying Mosquito Impostors
- Work to Begin on Gate 11
- How to Use Landscape Crew Assignment Maps
- Join Great Plates Delivered
- Comprehensive Virtual Recreation Online
- Follow California's Reopening Plan
- Tennis Center Reopens May 18
- Alterations Offers Limited Services

- Third Streetlight Update
- Stay Safe While Walking
- Golf Courses, Driving Range Reopen May 11
- Emeritus Institute Offers Online Classes
- Keep Our Koi Safe
- Routine Broadband Maintenance Scheduled
- Restaurant 19 Offers a Mother's Day Special
- Slope Maintenance Plan Underway
- For-Sale Properties Now Shown by Appointment
- Garage Scrubbing Postponed
- In-Home Bulky-Item Pickup Remains Suspended
- United Resident Advisory Committee Procedure
- OC Sheriff, VMS Security Increase Watch
- Resident Volunteers Distribute Masks
- Watch Committee Meetings Online
- New Vehicle Registration, RFID Tags During Shutdown

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

- Created three CEO update reports for regular board meetings
- 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 Woods Globe
- 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
- Village-wide signage designed for posting throughout GRF facilities

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
- Movies for residents' enjoyment
- 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 May, these tours remained 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 May, new resident orientations remained 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, May 2020

Recreation	Marketing and Communications
Golf email blast updates	June/July 2020 Village Breeze
Garden Center eblast gate code change	5-1-20 Friday eblast
Restaurant 19 menu update Memorial Day	5-7-20 Globe press releases
Pickleball/Paddle Tennis procedures	5-8-20 Friday eblast
Pickleball/Paddle Tennis eblast	5-14-20 Globe press releases
Equestrian Center newsletter template	5-15-20 Friday eblast
Golf courses reopening eblast	5-21-20 Globe press releases
Golf courses procedures	5-22-20 Friday eblast
Tennis Center procedures	5-28-20 Globe press releases
Tennis Center reopening eblast	5-29-20 Friday eblast
Equestrian Center documents update	Daily web COVID-19 county counts
Board Relations	Village-wide signage on masks
CEO Update GRF	Compile Google Analytics stats report
CEO Update United	Compile and maintain food services list
CEO Update Third	June/July 2020 Village Breeze links, webpage content
Virtual board meeting instructions	MACC activities report, agenda, minutes
PPT presentations for various directors	Village Television
Transportation	Ongoing message boards
Signage	Daily posting of This Day broadcasts
Mask signage	Advertising signage
Webmaster	Media kit
Posted 140 Items to the website	Club Events to Website
Human Resources	Daily tennis court reservation web postings
Sent out Apr/May employee newsletter	iContact Emails
Correspondence	Entered 20 email addresses
Sales	Security & Social Services
Real estate eblast manor alterations	Phone buddy flyer
Assessments infographic	Maintenance/Construction
Landscape	Laundry room signage
Landscape Maintenance Schedules	Gate A eblast
Tree pruning schedule eblast	Gate 11 notice

### iContact Report, May 2020

Date	Title	Contacts	Open	Bounce	No Info.	Clicks	Smartphone	Tablet	Computer	Unsubscribe	Complained
5/1/2020	What's Up in the Village	15,837	50.4%	0.5%	49.1%	34.0%	45.0%	8.0%	47.0%	7	1
5/4/2020	Employee Newsletter April/May 2020	326	44.2%	0.0%	55.8%	28.0%	27.0%	3.0%	70.0%	0	0
5/5/2020	Gate A Inoperable Until Further Notice	15,777	55.7%	0.5%	43.8%	0.0%	52.0%	8.0%	40.0%	8	1
5/7/2020	Tennis Center Reopens May 18	15,774	45.7%	0.5%	53.8%	2.0%	54.0%	8.0%	39.0%	4	2
5/8/2020	What's Up in the Village	16,068	54.5%	0.5%	45.0%	32.0%	46.0%	8.0%	47.0%	7	0
5/12/2020	Gate Code Change at Garden Center 1	203	69.0%	3.9%	27.1%	0.0%	56.0%	8.0%	36.0%	0	0
5/15/2020	What's Up in the Village	16,006	55.5%	0.5%	43.9%	33.0%	45.0%	8.0%	47.0%	9	1
5/16/2020	Golf Management Alters Some Procedures Going Forward	15,894	50.6%	0.6%	48.8%	0.0%	53.0%	8.0%	39.0%	6	1
5/16/2020	Alterations Offers Limited Services Starting Monday	327	50.2%	1.2%	48.6%	0.0%	80.0%	2.0%	19.0%	0	0
5/22/2020	What's Up in the Village	16,000	54.1%	0.6%	45.4%	33.0%	46.0%	8.0%	47.0%	7	3
5/23/2020	Pickleball and Paddle Tennis Reopen May 27	15,901	41.5%	0.5%	58.0%	1.0%	52.0%	7.0%	41.0%	4	1
5/23/2020	Memorial Day Weekend BBQ Safety Tips	15,714	46.3%	0.5%	53.1%	0.0%	54.0%	9.0%	38.0%	5	1
5/29/2020	What's Up in the Village	15,982	54.0%	0.5%	45.5%	34.0%	46.0%	7.0%	46.0%	2	1
5/29/2020	COVID-19 Village Update	15,728	56.5%	0.5%	43.0%	0.0%	55.0%	7.0%	37.0%	4	1
			<b>Averages</b>							<b>Totals</b>	
			52.0%	0.8%	47.2%	14.1%	50.8%	7.1%	42.4%	63	13

### 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	0	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	0	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:** June 15, 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 and subscriber counts.

### **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.

### **FINANCIAL ANALYSIS**

None

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

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

### **ATTACHMENTS(S)**

- i. Subscriber Counts
- ii. Contract Renewals

Golden Rain Foundation of Laguna  
Woods Media and Communications  
Committee June 15, 2020

## Subscriber Counts

	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
<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	6,812
<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	5,756
Standard	704	711	697	687	674	653	642	624	603	530	412	372	333	236	131	104	26
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	2,045
TiVo MG2	184	191	218	228	277	299	336	360	369	383	397	404	415	424	427	436	443
TiVo Qi3	182	194	224	236	277	298	346	369	381	399	415	427	440	450	452	459	467
DTA	386	380	371	370	368	363	363	363	360	355	350	343	339	337	337	335	332
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	1,677
<b>Pay-TV</b>																	
HBO	916	914	912	940	932	920	915	913	904	892	889	877	871	861	860	857	860
Cinemax	122	124	124	122	118	119	117	116	115	115	112	115	114	115	120	115	115
Showtime	448	448	450	441	437	441	436	437	439	427	424	428	424	425	427	426	430
Starz/Encore	323	306	301	297	292	291	289	289	284	281	271	275	271	293	296	297	293
PBC	17	18	18	18	18	18	17	18	18	17	16	16	16	19	18	20	18
<b>International Ch.</b>																	
TV Asia	2	2	2	2	2	2	2	2	1	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	14
The Filipino Channel	45	46	46	43	43	42	44	43	43	43	43	43	42	41	42	43	40
CCTV4	10	10	10	9	9	9	10	9	9	8	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	10
tvK	10	10	10	10	9	10	11	11	11	12	12	12	11	11	11	11	11
TV5Monde	27	27	27	26	26	27	27	26	25	24	24	24	23	24	24	23	24
RAI Italia	9	9	8	7	7	8	8	8	8	8	8	8	8	8	8	9	9
TV Japan	50	50	49	49	48	50	51	51	51	50	51	51	51	50	50	51	51
Total International	179	180	178	171	170	174	180	177	175	173	173	173	168	167	168	170	168
<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	10,217



## 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