



OPEN MEETING  
THE GOLDEN RAIN FOUNDATION  
MEDIA AND COMMUNICATIONS COMMITTEE  
Monday, April 19, 2021, at 1:30 p.m.  
Laguna Woods Village Community Center  
Virtual Meeting  
24351 El Toro Road, Laguna Woods, CA 92637

REPORT

**MEMBERS PRESENT:** Chair Joan Milliman; Directors Elsie Addington, Neda Ardani, Maggie Blackwell and Lynn Jarrett; Advisors Tom Nash, Carmen Pacella, Lucy Parker and Juanita Skillman; Alternates Bunny Carpenter and Deborah Dotson

**MEMBERS ABSENT:** Directors Annie McCary and Ryna Rothberg; Advisor Theresa Frost

**OTHERS PRESENT:** Richard Rader, Doug Rook, James Hopkins, Arlene OC-CA

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

1. **Call to Order**  
Meeting was called to order at 1:30 p.m. and a quorum established by Chair Milliman.
2. **Acknowledgement of Media**  
None present.
3. **Approval of the Agenda**  
Approved by unanimous consent.
4. **Approval of Meeting Report from February 22, 2021**  
Approved by unanimous consent.
5. **Chair's Remarks**  
Chair Milliman commented on the VMS year-in-review video presentation, the updated Media and Communications Committee charter and a reopening plan for Village amenities.

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

Richard Rader and Director Addington asked how to access the VMS year-in-review video presentation.

**7. Director and Staff Responses to Member Comments**

Ms. Rothrock and Mr. Ortiz answered Mr. Rader and Director Addington on how to navigate to the video on the Village Television YouTube channel, which is at this link: <https://www.youtube.com/watch?v=Z6txjMzwnZc>

**REPORTS:**

**8. Media and Communications Report – Eileen Paulin**

Ms. Paulin announced that Mr. Ortiz accepted the position of General Manager of Broadband Services.

Ms. Paulin also highlighted projects her department worked on last month:

- VMS Year-in-Review video presentation
- Vaccination program
- Launch of the bi-weekly Manor Alterations newsletter

Ms. Paulin mentioned that subscriptions have grown steadily for the weekly "What's Up in the Village" email newsletter.

**9. Broadband Update – Paul Ortiz**

Mr. Ortiz gave a PowerPoint presentation that included:

- Cable operations report and budget update through February 2021
- Overview of expiring programming contracts
- Pay subscription report
- Programming legislation report

After his presentation, Mr. Ortiz invited questions.

Director Addington asked about expiring programming. Mr. Ortiz explained how the process works and how contracts are negotiated on residents' behalf.

Director Dotson asked about internet bandwidth to support smart TVs and streaming services. Mr. Ortiz referenced The Broadband Group report recommendations on whether to split the nodes or install fiber to the curb, and a discussion ensued.

**ITEMS FOR DISCUSSION AND CONSIDERATION:**

**10. Recommendations from The Broadband Group Cable System Assessment**

Referencing The Broadband Group Cable System Assessment and Business Case Scenarios study, Ms. Paulin discussed with the committee these recommendations:

- Succession planning for tech team
- The technicians' fleet needs air-conditioned vehicles
- The radio tower maintenance
- Splitting the nodes vs. fiber to the curb
- Content caches from West Coast Internet
- Franchise fees

Director Carpenter asked about the Broadband Ad Hoc Committee. Chair Milliman listed the names of directors who are on this committee: James Hopkins, Jon Pearlstone, Richard Rader, Lynn Jarrett, Annie McCary, Debbie Dotson and Joan Milliman.

Ms. Paulin mentioned the possibility of a second-phase study by The Broadband Group and a discussion ensued.

**11. Distribution of Resident Telephone Directories**

Members of the committee discussed the policy that regulates visitors entering the Village and distributing publications and other printed materials, such as the resident telephone directories. Chair Milliman thanked everyone for their feedback and said these points will be taken into consideration.

**ITEMS FOR FUTURE AGENDAS:**

- The Broadband Group recommendations
- Survey of Village residents
- Continued town halls by CEO Jeff Parker

**CONCLUDING BUSINESS:**

**12. Committee Member Comments**

Advisor Parker commended the meeting and mentioned new television delivery technology and how that likely will impact Village residents in the future.

Director Dotson mentioned that education will be key in adapting to the new technology.

Director Addington commended the meeting and thanked everyone involved.

Advisor Pacella commended the meeting and congratulated Mr. Ortiz. He also mentioned the value of CEO Jeff Parker's town-hall-style communications with the Village and recommended they continue after the pandemic and be added to future agendas.

Director Jarrett congratulated Mr. Ortiz, commended the meeting and thanked everyone involved.

Chair Milliman congratulated Mr. Ortiz and thanked everyone involved in the meeting.

**13. Date of Next Meeting – Monday, May 17, 2021, at 1:30 p.m.**

**14. Adjournment**

3:12 p.m.

  
Joan Milliman, Chair  
Media and Communications Committee