



OPEN MEETING
THE GOLDEN RAIN FOUNDATION
MEDIA AND COMMUNICATIONS COMMITTEE
Monday, May 17, 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, Lynn Jarrett, Annie McCary and Ryna Rothberg; Advisors Theresa Frost, Tom Nash, Carmen Pacella, Lucy Parker and Juanita Skillman; Alternate Deborah Dotson

MEMBERS ABSENT: None

OTHERS PRESENT: Egon Garthoffner, Richard Rader and Doug Rook

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

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 April 19, 2021**
Approved by unanimous consent.
5. **Chair's Remarks**
Chair Milliman discussed the responsibilities of the Media and Communications Committee ensuring the accuracy of Village communications.

Chair Milliman reminded members of the three-minute time limit to discuss items not on the agenda.

6. **Member Comments (Items Not on the Agenda)**
None.
7. **Director and Staff Responses to Member Comments**
None.

REPORTS:

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

Ms. Paulin provided an update on the following:

- The final Village vaccination clinic on Saturday, May 15
- The large volume of phone calls and emails handled by the Media and Communications department
- The twice-monthly Manor Alterations newsletter
- Plans for next year to renovate and update the Laguna Woods Village website
- Plans to distribute a Village survey next year
- Working with The Broadband Group on recommendations from the report

9. **Broadband Update – Paul Ortiz**

Mr. Ortiz presented the first-quarter 2021 cable operations report, which included:

- Operating costs
- Non-assessment revenue
- Programming costs
- Franchise fees
- Net revenue and expenses

Mr. Ortiz' presentation also included the first-quarter 2021 Broadband Services operation report, which included internet, cable operation, Village television and Media Services.

He further discussed from his presentation expiring programming contracts report, pay subscription report and what future services may look like.

Mr. Ortiz took questions and comments, which included discussion on internet speeds and streaming.

ITEMS FOR DISCUSSION AND CONSIDERATION:

10. **Distribution of Publications by Non-Residents of Laguna Woods Village Policy**

Chair Milliman and the committee went over the Distribution of Publications by Non-Residents of Laguna Woods Village policy changes to be presented to the Golden Rain Foundation board of directors on June 1, 2021.

Director Addington moved that we accept the changes.

Discussion ensued.

Chair Milliman moved that "which shall be required to follow only Section 3: A, B and C of this policy" be stricken from the policy.

Director McCary seconded the motion to strike "which shall be required to follow only Section 3: A, B and C of this policy" from the policy.

The motion passed and there were no objections to amend the policy.

11. Broadband Group Recommendations

Ms. Paulin discussed working with The Broadband Group on:

- West Coast Internet contract
- Franchise tax fees
- The pros and cons of splitting nodes vs. fiber to the curb
- A five-year plan

A discussion on the advantages and disadvantages of cable vs. internet streaming ensued.

12. Survey of Village Residents

Ms. Paulin discussed a survey of Village residents as an initiative for next year.

13. Town Halls With CEO Jeff Parker

Ms. Paulin discussed resuming live town halls with CEO Jeff Parker, which were scheduled twice monthly prior to the pandemic. The plan is to bring those back.

ITEMS FOR FUTURE AGENDAS:

Mr. Ortiz will present a Broadband Services Fee Schedule for Services at next month's meeting.

CONCLUDING BUSINESS:

14. Committee Member Comments

Director Blackwell commented on transitioning to new technology and how that will take time and working together.

Advisor Nash commented on the Village survey and offered his services, having doctoral training on surveys.

Advisor Parker discussed COVID information on the Laguna Woods Village website and microsite.

Ms. Paulin mentioned laminating vaccination cards can cause the stickers to turn black and become unreadable. She advised taking a picture of vaccination cards but not laminating them.

Director Jarrett stated that this was one of the best meetings the committee has had this year with a lot of information sharing.

Director Addington stated it was a great meeting and appreciated all the patience with questions and comments.

Director Ardani stated it was a great meeting, very informative, and thanked everyone.

Director McCary stated it was a great meeting, informative, and thanked everyone.

Director Dotson thanked everyone, stated it was a good meeting and that change is inevitable.

Advisor Skillman stated that the April/May 2021 Village Breeze has a beautiful cover and good content inside. She requested extras be sent to the Village library.

Ms. Paulin stated that anyone who hasn't received their Village Breeze should email Ms. Rothrock at Ellyce.Rothrock@vmsinc.org.

Director Rothberg stated it was a very informative meeting.

Advisor Frost thanked everyone for a good meeting and discussion.

15. Date of Next Meeting – Monday, June 21, 2021, at 1:30 p.m.

16. Adjournment
3:28 p.m.


Joan Milliman, Chair
Media and Communications Committee