

Golden Rain Foundation

Year in Review

November 8, 2023



Introduction

President Bunny Carpenter

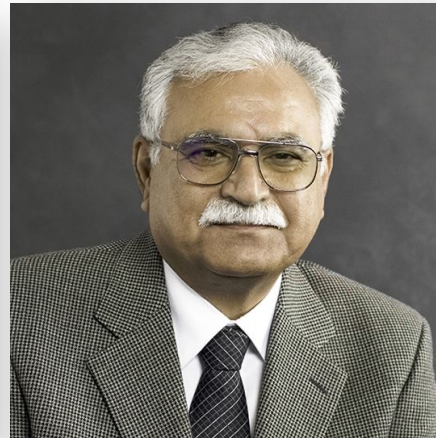
GRF Board of Directors



Bunny Carpenter
President



Debbie Dotson
First Vice President



Reza Karimi
Second Vice President



Joan Milliman
Secretary



James Hopkins
Treasurer

GRF Board of Directors



Elsie Addington
Director



Egon Garthoffner
Director



Yvonne Horton
Director



Gan Mukhopadhyay
Director



Martin Roza
Director



Juanita Skillman
Director

General Services

Elsie Addington, Director and
Chair, Mobility and Vehicles Committee

Transportation

- In accordance with VMS rightsizing program, two new Promaster low-floor buses were approved; smaller vans are less expensive, more efficient and environmentally friendly



Transportation

- Due to efforts orchestrated and coordinated by GRF President Bunny Carpenter, in June, Mobility and Vehicles Committee approved participation of General Services Department in Sourcewell, a service cooperative which, at no cost/obligation to its members, combines 50,000 government, education and nonprofit organizations to negotiate fleet purchases at competitive prices:
 - Saves Village time and money in replacing vehicles as needed when repair of existing vehicles is no longer cost effective
 - Improves efficiency, saves time and labor in purchasing approximately 400 vehicles

Transportation

- As a result of Sourcewell agreement, additional efficiencies allow for quarterly M&V meetings rather than bi-monthly
- While preserving our purchase and pricing procedures, and freedom to shop elsewhere, new procedure will reduce steps necessary to purchase vehicles for M&C, General Services, Landscaping Services, Security Services and others

Maintenance and Construction

Reza Karimi, Second Vice President and
Chair, Maintenance and Construction Committee

Maintenance and Construction

- Completed Equestrian Center trim, stall door painting (\$30K)
- Completed Clubhouse 1 interior design (\$48K)
- Completed landscape repair shop electrical design (\$13K)
- Installed new rooftop HVAC unit at broadband building (\$10K)



Maintenance and Construction

- Completed GRF paving, seal coat and concrete replacements (\$830K)
- Installed Gate 3 shepherds crook fencing (\$93K)
- Started golf driving range turf renovation and fence replacement; on schedule to reopen early November (\$375K)
- Awarded contracts for equestrian security gates and fencing (\$82K)



Security

Juanita Skillman, Director and
Chair, Security and Community Access Committee

Security

- Security operations and administration successfully moved into new location 24361 El Toro Suite 205 in April
- Security dispatch relocated twice:
 - April: To Community Center third floor in April
 - Mid-June: Joined rest of Security at new location
- Completed flashing stop sign installation:
 - Assessment is ongoing
- Revamped Gate 12 policy and procedures
- Created Gate 12 visitor pass dropdown for daily passes on dwellingLIVE

Security

- Secured approval and funding for added stop signage and crosswalks at Avenida Sevilla and Via Mendoza (securing services for traffic engineering consultant)
- Completed review and status update on Fire Avert pilot program:
 - With two successful activations from burnt food on stovetop
- Revamped Security's trespassing procedures with Orange County Sheriff's Department (OCSD) to ensure effective and lawful detentions and citizen arrests for misdemeanor crime of trespassing

Security

- Introduced committee and members to current OCSD Chief of Services Captain Cruz Alday and his staff to enhance our communications and relationships
- Updated gate ambassador training manual:
 - Gate ambassador SOP manual is currently being updated and revised)
- Re-established direct communication with Laguna Beach Animal Control Officer to conduct numerous trainings and open meetings on coyote hazing and safety, and address recent encounters with members and their pets

Media and Communications

Joan Milliman, Secretary and
Chair, Media and Communications Committee

GOVERNANCE

- Board and committee meetings (in person, TV6, recorded, Zoom, Granicus)
- Agendas, reports and minutes

ELECTRONIC

- Weekly “What’s Up”
- Targeted emails
- Emails from GRF, United, Third
 - Website
 - Social media

HIGH-VISIBILITY TOUCHPOINTS

- Literature racks
- Monitors
- Flyers/Posters
- Signage

PRINT

- Village Breeze mailed bimonthly to every manor

BROADCAST

- Village Television
- Village YouTube
- “This Day” Mon. - Sat.
 - Cable PSAs
 - Message board



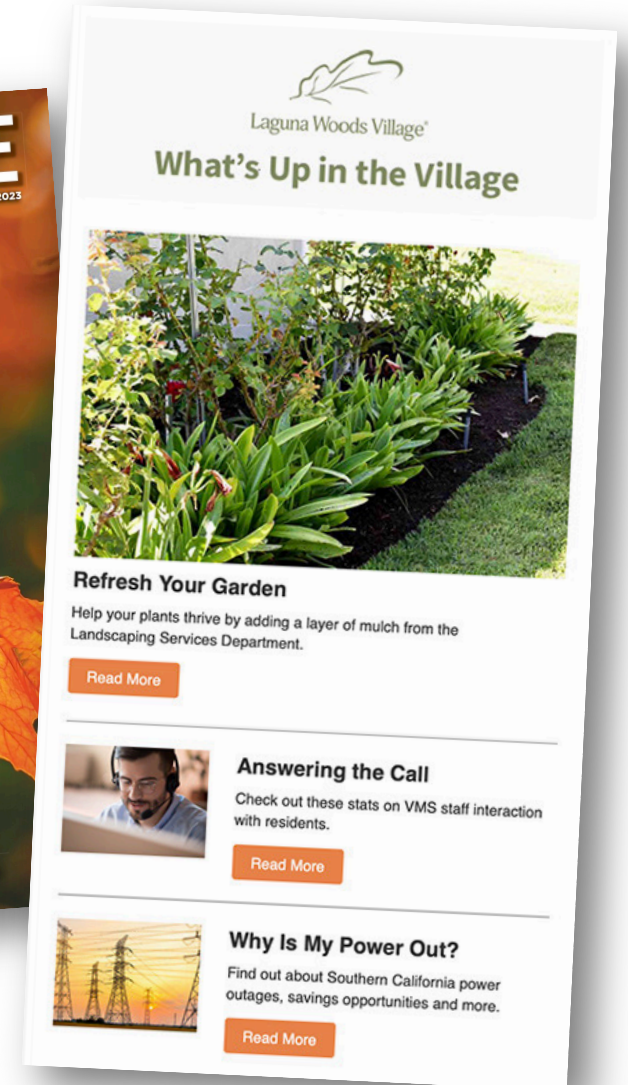
Communications

Village Breeze:

- Bimonthly magazine features information from all boards, topics of general interest to the Village
- Delivered to every manor via USPS every-door-direct program
- Printing, postage subsidized via MemorialCare
- Renewed \$600K contract

What's Up In the Village:

- Weekly Friday email features Village news, current events, programs, election notifications, etc.
- High open rate



Communications

The Laguna Woods Globe (OC Register):

- Village Bulletin: Current schedules tree trimming, weed abatement, bulky-item pickup, EZ Pay, etc.
- Village Report: Short Village news articles
- Village Recreation: News, programs, events, renovations, schedules

Other Services:

- Prepare multiformat presentations for boards, clubs/groups and staff
- Prepare written communications for public consumption
- Support all VMS departments—writing, editing, design, signage, news, correspondence, etc.
- Docent tours, new resident orientation

Village Television

- Local origination television since 1965
- Programming continues to grow with staff and club support
- “This Day” continues broadcasting six days per week
- Bobbi Higgins and Michael Taylor are new hosts on “This Day”
- Trading Post continues to be a popular free service for residents
- Message board is updated daily with important community information
- Special exercise classes for residents are broadcast daily
- “Let’s Talk Tech” with Debbie Dotson celebrated its two-year anniversary
- Village Television broadcasts over 2,000 minutes of original content each month
- Village Television YouTube subscribers grew by 24% year over year



Broadband Services

- Reduced service call truck rolls by 15%
- Reduced customer wait time for in-home calls due to enhanced customer service
- Completed over 2,000 service calls and broadband maintenance work orders
- One outage in 2023 related to a flooded Edison transformer
- Processed over \$4M in programming invoices
- Added new channels at no cost to the community: NewsNet and Sports News
- Pay TV subscribers fell 14% due to streaming competition and pricing
- Staff continues to work closely with The Broadband Group to bring up-to-date technologies to the broadband network
- Internet speeds were increased, 500 Mbps introduced as a top-tier service

Landscaping Services

Juanita Skillman, Director and
Chair, Landscape Committee

Landscaping Projects

- GRF funding for nursery modernization:
 - Installed new weather controlled irrigation system
 - Added electricity and data connections to network
 - New office replacing an old trailer
 - Digitized nursery inventory



Landscaping Projects

- Quarterly mulch giveaway for residents' personal use
- Held at Clubhouses 3 and 5
- Available Friday to Monday
- Average 27.5 cubic yards at each location



Landscaping Projects

- Gate renovation project:
 - Scheduled for 2024
 - Will evaluate all gates except Gate 1, completed in 2022
- Urban forest management plan
 - United, Third submitted final comments on 90% draft
 - Expected completion by end of November

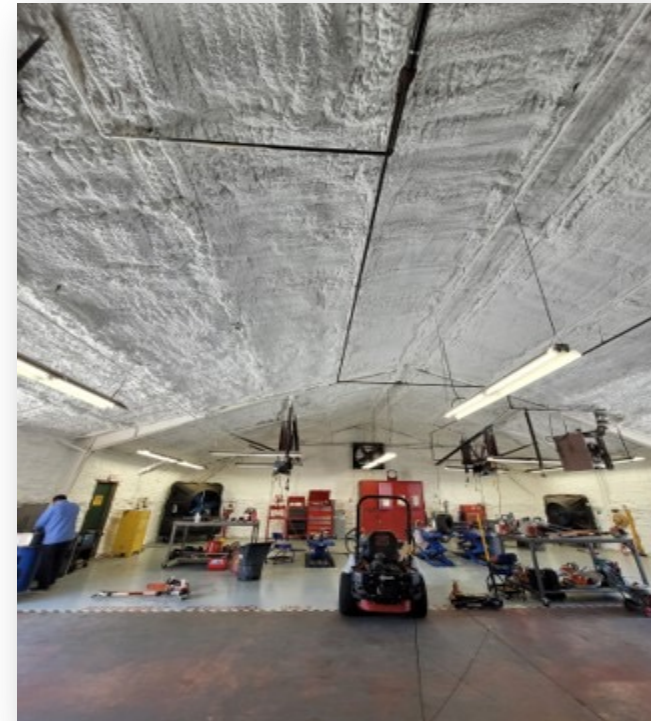
Landscaping Projects

- Completed analyses/design of conversion of mower shop electrical to accommodate charging stations for electric equipment
- Mower shop insulated to help with summer heat; was an uninsulated metal building that reached up to 110 degrees in summer

Before



After



Landscaping Projects

- Master control irrigation system
 - 99.5% complete; awaiting backordered parts
 - Estimated savings using WeatherTRAK ET irrigation controllers

Savings: 32%	Annual	10 Years
WeatherTRAK Savings	\$873,305	\$8,733,053
Environmental Impact, Gallons Saved	232,447,064	2,324,470,639

Landscaping Maintenance

- Aliso Creek
 - Completed two full cleanups, one small cleanup to date
 - Approximately 300 labor hours
 - Prewinter cleanup scheduled for week of November 13
 - Permanently removing enough cattails to maintain eight-foot channel, reducing damage from rain events
 - Removing willows that interfere with water flow

Before



After



El Toro Water District Cost Changes

- El Toro Water District is raising cost of water to help fund operations and required maintenance, invest in infrastructure and ensure reliable continuous service
- Will help ETWD be more reliable, stable and predictable; they took careful consideration of customer impact

	2022-2023 (\$/month)	2023-2024 (\$/month)	\$ Change	%
Third Mutual	\$5,134,480	\$5,6232,858	\$489,378	9.5%
United Mutual	\$4,052,897	\$4,448,216	\$395,319	9.8%
Golden Rain Foundation	\$906,180	\$994,505	\$88,325	9.7%
Mutual 50	\$211,636	\$231,144	\$19,508	9.2%
Total Community	\$10,305,192	\$11,297,724	\$992,531	9.6%

2024 Coming Attractions

- Landscaping gradually switching to electric tools; all tools will be battery powered
- Converting a portion of shop to charging station
- 246 electric tools will need 184 chargers for batteries
- Slope outside Clubhouse 6 being renovated
- Too steep to mow safely, mowers slide on turf
- Turf will be removed and professionally designed drought-tolerant plantings and irrigation installed



Recreation and Special Events

Yvonne Horton, Director and
Chair, Community Activities Committee

Community Activities

- General:
 - Held 63 total events
 - Performed facility walkthroughs as joint effort with Maintenance and Construction and General Services departments to identify maintenance items that need to be addressed
 - Charged ActiveNet credit card service fees to users for an estimated savings of \$3,600 to date
 - No cash payments (except for bar services and equestrian)
 - Adjusted annual lottery (room reservations) to include reoccurring events/activities for both club and private parties
 - Review of all 33 operating rules in progress

Community Activities

- Equestrian Center:
 - Installed screens for hay protection
 - Acquired new lesson program horse trained in various English riding disciplines
 - Delivered equestrian storage containers to open valuable grooming, veterinary and farrier area, protected from elements
 - Installed cross-ties to keep horses stable, centered and safe while grooming and tacking
 - Developed new horse experience and horsemanship classes
 - Completed quarantine pen (for incoming or ill horses)
 - Installed shade implements on all outdoor horse turnout pens
 - Seeking quotes for fence privacy barrier to protect from homeless encampment above horse arena
 - Created resident show team for dressage and flat showing locally
 - Developed new boarder services program – increase of \$15K+ in revenue
 - Completed door and trim maintenance project
 - Finalizing entry security gate plans and permits

Community Activities

- Golf:
 - Golf greens committee provides feedback to improve services
 - Replaced two full-time assistant golf professionals and hired two part-time golf shop coordinators to save payroll and enhance operations
 - Driving range project underway
- Garden centers:
 - Enhanced management of garden centers using existing golf operations team
 - Established garden center advisory group
- Library:
 - Over 15,000 cataloged items circulated
 - Over 22,000 resident visitors
 - Over 6,300 volunteer hours logged

Community Activities

- Aquatics:
 - Completed pool maintenance, scheduled to begin in November
 - Corrected locker room plumbing issue caused by tree roots
 - Painted pool chemical storage bins
 - Replaced water heater at Clubhouse 5
 - Established pool maintenance contract to cover pool maintenance employee
- Fitness centers:
 - On average, three days a week centers see more than 300 users at Clubhouse 1 fitness center and close to 300 at the community fitness center
 - Village Games had 502 entries:
 - 126 more than last year
 - 13 people older than 90
 - 1 at 100

Community Activities

Clubhouse 1:

- Completed floor maintenance in main lounge
- Repaired main lounge air conditioning
- Hired new team members (supervisor, recreation specialist)
- Improved Clubhouse 1 landscaping
- Painted bocce court, added extra electrical panel for club to better plan for group play
- Moved club to meeting room at Clubhouse 4 to save space at Clubhouse 1 to save club money
- Installed new emergency exit door for drop-in lounge
- Reinstated volunteer opportunities drop-in lounge

Community Activities

Clubhouses 2/7:

- Hired new team member (coordinator)
- Replaced Clubhouse 7 main lounge floor
- Repaired HVAC
- Clubhouses fully operational

Performing Arts Center:

- Hired new team member (specialist)
- Reassigned clubhouse supervisors to PAC and Clubhouse 2/7
- Open full hours during week (weekends coming soon)

Community Activities

- Clubhouse 4:
 - Fully operational with weekend hours added
 - Volunteer Supervisors, Emeritus instructors, Emeritus staff and Recreation staff held a meeting to build cooperation between all involved
 - The Art studio floor was recently stripped and waxed for the first time since before Covid
 - The first training for the long-arm quilting machine was held and will be repeated every Friday.
- Clubhouses 5/6:
 - New stage curtain
 - Baby grand piano refurbished
 - Floor Maintenance was completed

Finance

Jim Hopkins, Treasurer and
Chair, Finance Committee

Finance

- Completed 2022 accounting audit
- Continued refinement of budget process to educate and identify, and resolve issues early
- Established regular scheduling of updates for all GRF fees
- Pending approval, established new consistent universal cost-based formula for all room rental fees
- Developed goal and process for formulaic consistency for all fees

Finance

- Formalized committee to openly study/recommend space utilization resulting from closure of Building E
- Strategically changed investment in bond funds to treasuries; generating full-year increase over of \$1.0 million (5.8%) during 2023, \$1.5 million since 10/2022 (7% annualized)

Resident Services

Bunny Carpenter, President

Resident Services

- Created call center training area
- Improved cash handling process
- Installed additional security cameras
- Eliminated paper forms and receipts
- Updated resident escalations
- Established monthly all-hands staff meetings
- Developed follow-up work process improvements
- Created tracking system for repeat tickets to identify root cause
- Simplified kiosk check-in system
- Streamlined new hire onboarding
- Collected more than 6,000 surveys
- Developed customer service training for agents, supervisors
- Created two part-time resident employee positions

Information Technology

Jim Hopkins, Treasurer and
Chair, Information Technology Advisory Committee

Information Technology

- Completed Phase 1 of enterprise resource planning (Village-wide administrative/financial computer system)

Thank You