



INFORMATION TECHNOLOGY SERVICES COMMITTEE

Agenda

Administration Conference Room

Monday, October 3, 2016

1:00 p.m.

- 1. Call to Order/Pledge of Allegiance**
- 2. Roll Call/Notice of Quorum**
- 3. Chairs Announcements**
 - a. Introduction of Guests and Staff
Randy Ankeny, Executive Director
Daniel Fabian, ITS System Analyst
Katya Lukina, Recording Secretary
 - b. Rules of Order
 - c. Chair's Report
- 4. Approval of Minutes**
 - a. Minutes of August 29, 2016 (pp. 1-6)
- 5. Shareholder/Member Comments – Agenda Items Only**
(Limited to 3 minutes per person)
- 6. Correspondence**
(Website Comments/ Contact Form) (pp. 7-22)
- 7. Old Business**
 - a. Digital Alert System. Update (pp. 23-26)
 - b. Mutual Websites Management. Update
 - c. Digital Billboard at Clubhouse Two. Update (pp. 27-30)
 - d. Taking off the Old At-home Website. Update
 - e. Telephone Tree Implementation. Update (pp. 31-32)
- 8. New Business**
 - a. Website Search - Discussion
- 9. Policies**
- 10. Staff Reports**
 - a. Executive Director – Randy Ankeny



INFORMATION TECHNOLOGY SERVICES COMMITTEE

b. ITS System Analyst

- i. Budget Variance Report Cost Center 34 (pp. 33-34)
- ii. Website Statistics (p. 35)

11. President's Comments

12. Shareholders/ Members Comments

(Limited to 3 minutes per person)

13. Committee Member Comments

14. Next Meeting/ Adjournment

Monday, November 7, 2016, 1:00 p.m.



INFORMATION TECHNOLOGY SERVICES COMMITTEE MINUTES
August 29, 2016

The regular meeting of the Information Technology Services (ITS) Committee was called to order at 10:00 a.m. by Chair Snowden and was held on Monday, August 29, 2016, in the Administration Conference Room, followed by the Pledge of Allegiance.

ROLL CALL

Present:	Ms. P. Snowden, Chair	Mr. P. Pratt
	Mrs. M. Greer	Ms. L. Stone
	Mr. P. Hood	Mr. R. Stone
		Mrs. C. Damoci, Ex-Officio

Absent: Mr. B. Lukoff

Also Present: Mr. D. Fabian, ITS Systems Analyst
Mrs. K. Lukina, Recording Secretary
Mrs. L. Perrotti, GRF Representative, Mutual One
Mrs. J. Reed, GRF Representative, Mutual Four
Mr. B. Scheuermann, GRF Representative, Mutual Ten
Three Foundation Members

CHAIR'S ANNOUNCEMENTS

The Chair stated that in accordance with California Civil Code Section 4090, please be advised that a quorum of the GRF Board of Directors is present at today's posted meeting. The business of the ITS Committee will be conducted in accordance with the agenda. As a quorum of the Board is present, this meeting will be conducted as a committee meeting and a Board meeting. The agenda actions of the committee will be limited only to the members of the committee and will only constitute such actions in accordance with stated committee policy and/or provide recommendations to the GRF Board of Directors at its regular Board meeting on the 4th Tuesday of the month. GRF Board members who are not committee members will be allowed to comment when recognized by the Chair and only during the proscribed Foundation member comment period, not to exceed three minutes, as set forth in Policy 5610, Participation by Foundation Members. The minutes of today's Board meeting will be presented to the Board for approval following the approval of the committee meeting minutes in October, 2016.

APPROVAL OF MINUTES

The minutes from the regularly scheduled meeting of August 1, 2016, were approved, as submitted.

SHAREHOLDER/MEMBER COMMENTS

Three shareholders/members spoke on the ITS Committee.

CORRESPONDENCE

The ITS Systems Analyst informed the Committee that since the launch of the Leisure World website the GRF received about 400 pieces of digital correspondence, which have been forwarded to the appropriate departments.

The Chair advised the ITS Systems Analyst to capture the data from the previous month's comments for future meetings.

The Committee also discussed creating multiple contact forms relating to type of inquiry or department.

OLD BUSINESS

Telephone System

The ITS Systems Analyst presented to the Committee members a schema and the recording of an updated telephone system based on the statistics of the departments inquiries. He also suggested adding "listen carefully as the options might have changed" statement to the presented recording.

After a brief discussion, it was the consensus of the Committee to approve the new Golden Rain Foundation Auto Assistant Tree.

Digital Alert System

The Committee members discussed two digital alert systems – Constant Contact and Callfire, and compared the costs and benefits of both. Ms. Stone advised the ITS Systems Analyst to consider the use of the Constant Contact as it works well for the Leisure World in the City of Laguna Woods.

In the meantime, the Committee members advised the ITS Systems Analyst to seek out the less expensive alert telephone system while considering the Constant Contact in the long run, and obtain the Publications Committee feedback on both digital alert systems at its next scheduled meeting.

After a brief discussion, it was the consensus of the Committee to discuss the Digital Alert System at the next ITS Committee meeting and also address it at the next Publications Committee meeting.

Mutual Websites Management

The Committee members spoke on the time and costs associated with the website management for the Mutuals, which could put more responsibilities on the ITS Systems Analyst. The Committee also considered it as a potential revenue opportunity if the ITS Systems Analyst's time was broken down into a 15 minute increments, and the Mutuals' maintenance and updates requests are not accomplishable within the allocated time period.

After a brief discussion, it was the consensus of the Committee to forward the Mutual Websites Management project to the Executive Director to provide a rough draft of the Mutual Websites Management Policy, including costs, at the next ITS Committee meeting.

NEW BUSINESS

Clubhouse Internet Services

The ITS Systems Analyst presented a spreadsheet of the current Internet services, and the Internet service providers at the Clubhouses, along with the currently used wireless extender – Netgear N600 Desktop WiFi Range Extender (WN2500RP), and the proposed wireless access point – Hawking Wireless-1200AC Manged AP Pro WirelessAC Concurrent Ceiling mount (HW12ACM).

He also informed the Committee members about upgrading the Internet services at the Clubhouses One and Two, and switching them from the Frontier DSL to a better speed.

After a brief discussion, it was the consensus of the Committee to purchase one Hawking wireless access point – 1200AC Managed AP Pro Wireless-AC Concurrent Ceiling Mount (HW12AACM) and install it for a trial period at Building Five to improve the service throughout the building.

The Chair also advised the Committee to review this topic at the next ITS Committee meeting.

Internet Café

After a brief discussion, it was the consensus of the Committee to forward this project to the Recreation Committee.

Digital Billboards in Clubhouses

The ITS Systems Analyst presented the breakdown of the digital billboards, installation, and accessories costs in the Clubhouses Two, Three, Six, and Building Five (Café Area) along with the schematic proposal of the digital billboards installation areas.

After a brief discussion Ms. Greer MOVED, seconded by Ms. Stone -

TO move forward with the purchase of three 40" LG TVs, three Chromecasts, and three TV wall brackets for the Clubhouses Three, Five (Café area), and Six with the change in the proposed amount of \$1,441.92 to \$1,139.94 including the labor fees for the installation of six units, and not exceeding the total amount of \$1,400.

The motion was carried unanimously by the Committee members present.

Taking off the Old At-home Website

The Committee members and the ITS Systems Analyst discussed their options on modifying an existing LWSB website.

The ITS Systems Analyst and the Committee members agreed on removing all content from previous AtHomeNet LWSB website, and replace it with links to all Mutual websites, and the new Word Press LWSB website.

After a brief discussion, it was the consensus of the Committee to have the ITS Systems Analyst determine the amount of time needed to re-develop the Mutual websites in WordPress.

Policy 5118-34 Charter

It was the consensus of the Committee to adopt Policy 5118-34 Charter, as written.

STAFF REPORTS

Executive Director

No report were presented at this time.

ITS System Analyst

The ITS System Analyst reviewed the budget variance report for cost center 34, ITS, and the Leisure World website using statistics from July 23rd to August 22nd, 2016, the most popular categories of which are the Newspaper, On-site sales, and Policies.

The ITS Systems Analyst also suggested providing the Committee with the website use statistics report monthly, at the Committee's regular meetings.

PRESIDENT'S COMMENTS

The President provided an update on the Mutual Sixteen GRF Representative vacancy.

SHAREHOLDER COMMENTS

One shareholder/member spoke on an item pertaining to the Committee's area of purview.

COMMITTEE MEMBERS COMMENTS

Five Committee members spoke on the proceedings and accomplishments of today's Committee meeting.

CHAIR'S COMMENTS

Chair Snowden thanked the Committee members, shareholders, and staff present for attending and participating in today's meeting.

ADJOURNMENT

Chair Snowden adjourned the meeting at 11:42 a.m.

Paula Snowden, Chair
INFORMATION TECHNOLOGY SERVICES COMMITTEE

kl/08.29.16

RECAP OF MOTIONS AND ACTIONS TAKEN AT THE IT SERVICES COMMITTEE MEETING

MOTIONS

- The minutes from the regularly scheduled meeting of August 1, 2016, were approved, as submitted.
- **TO** move forward with the purchase of three 40" LG TVs, three Chromecasts, and three TV wall brackets for the Clubhouses Three, Five (Café area), and Six with the change in the proposed amount of \$1,441.92 to \$1,139.94 including the labor fees for the installation of six units, and not exceeding the total amount of \$1,400.
- Meeting adjourned at 11:42 a.m.

ACTIONS

- After a brief discussion, it was the consensus of the Committee to approve the new Golden Rain Foundation Auto Assistant Tree.
- After a brief discussion, it was the consensus of the Committee to discuss the Digital Alert System at the next ITS Committee meeting and also address it at the next Publications Committee meeting.
- After a brief discussion, it was the consensus of the Committee to forward the Mutual Websites Management project to the Executive Director to provide a rough draft of the Mutual Websites Management Policy, including costs, at the next ITS Committee meeting.
- After a brief discussion, it was the consensus of the Committee to purchase one Hawking wireless access point – 1200AC Managed AP Pro Wireless-AC Concurrent Ceiling Mount (HW12AACM) and install it for a trial period at Building Five to improve the service throughout the building.
- After a brief discussion, it was the consensus of the Committee to forward this project to the Recreation Committee.
- After a brief discussion, it was the consensus of the Committee to have the ITS Systems Analyst determine the amount of time needed to re-develop the Mutual websites in WordPress.
- It was the consensus of the Committee to adopt Policy 5118-34 Charter, as written.

CORRESPONDENCE
Item 6

#	Date	Name	Email	Phone	Message
446	26/09/2016	Kevin	Kevin@getbusinessontop.com	901 306 1554	We can put your website on 1st page of Google to drive relevant traffic to your site. Let us know if you would be interested in getting detailed proposal. We can also schedule a call & will be pleased to explain our services in detail. We look forward to hearing from you soon. Thanks!
445	25/09/2016	Nancy Hofmann	g8idea@gmail.com	562-493-4279	I am researching housing information for a friend of mine. She is 70 and recently widowed. I understand that LW does not allow rentals but found on your website that you do have a provision for a "non-owner co-occupant". Can you tell me what the one-time \$2595 + \$50 fees cover and if that would entitle her to use of your facilities. Are there any additional financial requirements? If she was interested, doe LW maintain a list of people that may be looking to have a roommate? Thank you very much for your assistance. Nancy Hofmann Seal Beach resident
444	24/09/2016	sam kim	kimsae2234@att.net	661 350 8869	Would like to schedule a visit
443	24/09/2016	Joseph Packer	jmphpacker@gmail.com	480 560 5234	Would like information please, thank you!
442	22/09/2016	Leonard Slater	minotaur@roadrunner.com	562 598 7140	FOR PUBLICATION IF TIMELY To the Editor: NEW PARKING REGULATIONS.....IMPORTANT Residents, If it's important to you to be able to park in any

#	Date	Name	Email	Phone	Message
					<p>Clubhouse Parking Lot overnight, please speak to your GRF representative and express your concerns. There is a proposal to make parking in Clubhouse Lots 1,2,3 and 4 ILLEGAL for the hours from 11PM to 5AM or 7AM.</p> <p>There will be 2 town hall meetings on this subject on September 29, in Clubhouse 4. The first session starts at 2PM and the second starts at 6 PM..... PLEASE ATTEND. This affects EVERY resident not only those that park in clubhouse lots.</p> <p>WHY?</p> <p>The lost clubhouse parking spaces mean that everyone will now have to park on the trust streets or in mutual spaces overnight, if they have more than one car or choose not to use their carport. Consider the ramifications for yourself and please contact your GRF representative and express your concerns.</p> <p>While we applaud the volunteers that serve on the GRF committees, few have prior experience or expertise in community planning. The founders of Leisure World were true visionaries and their work has stood the test of time.</p> <p>Dr. Leonard M. Slater Mutual 14 20A</p>
441	22/09/2016	Cathy Martin	cmartin@plannet.com	714 397 7247	<p>Hello,</p> <p>We have had family friends that lived happily at your location and my parents are interested.</p> <p>How can we get a tour and more information?</p>

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440	22/09/2016	Charlotte Atorick c/o Sandra Lail	Smlail.home@gmail.com	704 970 7615	Does Leisure World Seal Beach have a website for residents that will allow payments of dues, submitting of maintenance requests, etc? If so, please supply it in your response.
439	21/09/2016	Lisa Benedict	blmdegeer@aol.com		The \$25,000 that is mandatory to have in my bank account at all times, does that also include 401k's, IRA's, etc. or does that mean only checking or savings accounts? Also, can you mail a informational package to: Thank you, Lisa
438	20/09/2016	Patricia Eklund	Hunnybare1@gmail.com	714 818-7975	I would like some information I am a senior my sister and I live together and I was thinking about a senior place to live. We live in Anaheim and we rent at this time . please call me or email me back. we were born here in Calif but things are getting to expense to live here. we don't want to leave here if possible. thank you
437	19/09/2016	Jackie Harper	jemsdance1@gmail.com	(714) 379-9700	Hello, My name is Jackie Harper and I am the Owner of J.E.M.S. Dance Center in Westminster. We would like to come and perform a dance show for your residence. We are not looking for any payment, we just want to get more performing experience and share our gifts and talents with our elders. We have found that they are the most welcoming and appreciative audience. Thank you for your time and I hope to chat with you soon. Sincerely, Jackie Harper of J.E.M.S. Dance Center

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436	19/09/2016	Darla Gordon	Gordongang4@me.com		<p>Can you please email me back and advise me on what your monthly HOA fee is? In addition, are there any exceptions to the "55" requirement. I'm 48. My mom lives in OC. I want to move back down. I currently live in visalia. It's between Fresno and Bakersfield. My mom is getting up in age and I'd like to be closer to care for her. Your facility looks beUtiful with an amazing array of activities. It looks perfect for me. So with all that being said I'm wondering if there are any exceptions to the age requirement. I'm a very quiet clean lady wanting to be closer to her mom.</p> <p>Thanks in ad an email for your help. I look forward to your reply.</p> <p>Darla :-)</p> <p>Thanks a bunch for your time.</p>
435	18/09/2016	Dave Kobets	dave@kobets.com		<p>Do we need an appointment to look around the facility, or even get a formal tour.</p>
434	18/09/2016	Darla Gordon	Gordongang4@me.com		<p>Can you please email me back and advise me on what your monthly HOA fee is? In addition, are there any exceptions to the "55" requirement. I'm 48. My mom lives in OC. I want to move back down. I currently live in visalia. It's between Fresno and Bakersfield. My mom is getting up in age and I'd like to be closer to care for her. Your facility looks beUtiful with an amazing array of activities. It looks perfect for me. So with all that being said I'm wondering if there are any exceptions to the age requirement. I'm a very quiet clean lady wanting to be closer to her mom.</p>

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					Thanks in ad an email for your help. I look forward to your reply. Darla :-) Thanks a bunch for your time.
433	18/09/2016	Julie O. Nguyen	Julieng1000@gmail.com	760 666 0356	I am interested in getting information about living in Leisure World. Thanks
432	17/09/2016	Binh dinh	Bdinh123@hotmail.com	520.245.8040	Please send me info include price on the units over there . Thanks Lisa Benedict 351 Summerbrook Rd. Braselton, GA 30517 Or is it available on-line and I just can't find it?
431	16/09/2016	Carol Weathermon	carol@nsightrecovery.com	949 648 8138	I am looking for a place to live for my parents who are both retired. Please contact me at your earliest convenience. I am very interested in your community and would like to speak with a representative and/or tour your community. Thank you Carol Weathermon
430	16/09/2016	Chris ball	Cballfv@gmail.com		I am interested in understanding the monthly association fees for property in your facility. Additionally if I purchase a unit do I own it fee simple or is it a lease? Do I have to pay cash for a unit or can it be financed. Thank you
429	16/09/2016	Chris Ball	Cballfv@gmail.com		I am interested in understanding the monthly association fees for property in your facility. Additionally if I purchase a unit do I own it fee simple or is it a lease? Do I have to pay cash for a unit or can it be financed. Thank you

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428	15/09/2016	Roger	roger@getbusinessontop.com	901 306 1554	We can put your website on 1st page of Google to drive relevant traffic to your site. Let us know if you would be interested in getting detailed proposal. We can also schedule a call & will be pleased to explain our services in detail. We look forward to hearing from you soon. Thanks!
427	15/09/2016	Sang J. Kim	edwardsang@hotmail.com	818-889-2470	I would like to have your detailed information on your cooperating housing for one bedroom or two bed room. How much do I need to pay for your cooperating housing? If I can meet your requirements I will think it over to move in your community after I sell my house in Oak Park, California amounting around \$800,000..
426	15/09/2016	Denise Gorman	grammydenise@gmail.com	909 682 7322	Interested in rentals also buying
425	13/09/2016	Erik	Epsorenson76@gmail.com	714 809 2862	Hello ... Are you in need of dermatologists to treat your leisure world residents? We are beach cities dermatology in seal beach, please see our website and practice information. www.beachcitiesderm.com Can you please pass along our info to appreciate persons to discuss how we may serve you. Please let us know if you may be in need of dermatologists. Thank You
424	13/09/2016	Amber	Craigslister079@gmail.com		Hello! I was wondering what your policy was for disabled adults. Is a disabled adult allowed to purchase a condo and use the facility amenities? Our son has autism and

#	Date	Name	Email	Phone	Message
					<p>is very quiet but requires the community that you offer. He is comparable to a senior citizen.</p> <p>Also, my senior aged father is considering a condo in your facility but we do not want to have him to live alone. Is he allowed to have a caretaker live with him full time? He has macular degeneration and requires help with daily activities. A full time caretaker would be ideal and we would most likely consider a 2 bedroom so the caretaker could stay with my father.</p> <p>Thanks! Amber</p>
423	13/09/2016	Pat De Collibus	pdecollibus@msn.com	562-522-0080	<p>Hello, my husband and I just moved into Mutual 8 and I was interested in getting my name on the list for a mini farm. I was told the wait is quite a long time but would like to be added to the list anyway.</p> <p>I could not find a link on the home page which allowed me to add my name.</p> <p>Thanks in advance, Pat De Collibus</p>
422	13/09/2016	Maggie Wilson	Magpie_9@hotmail.com	714 983 7409	<p>I have a friend who was thinking of moving to Leisure World. She definitely wants to move to that area and has already sold her home in preparation to buy a new place. She and another friend and I went to Leisure World Sunday to drive around to see if she likes the area. When we entered, we were told to go to the real estate building. We went there and were told that we are not allowed to see the area without choosing them for her realtor. She said she already has a realtor. They refused to show us the area or allow us to drive</p>

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					around. A lady at the real estate office (who looked and acted like a bulldog) was very rude to us. She had absolutely no desire to show customer service. That made my friend decide she has no interest moving into Leisure World. Any place I've ever been before has, at least, been happy to show people around to see what it is like. Even if my friend did not want to use them as a realtor, they (or a Leisure World staff) should have taken 15-30 minutes to drive us around. That would have shown good customer service and even made her more likely to move there and maybe even use them as her realtor.
421	13/09/2016	Joe Sniezak	jandssniezak@msn.com	562 438 9753	I'm looking for a one bedroom to rent. Could you please tell me what price range I am looking at? What availability do you have?
420	12/9/2016	SUSAN CORUM	sabrelady8@gmail.com	916 804 3568	I have questions about leisure village Thankx
419	12/9/2016	Sandra B Valencia-Yarbrough	sandidawg@yahoo.com	562 726 4889	I am inquiring on behalf of my mother who is turning 65 this year. She is considering selling her home in Fontana and moving to a location closer to myself and my sister. I would like to see what the requirements are for purchasing a property in your community. What are the income requirements?
418	12/9/2016	Yehoshua Sivan	yehoshua.sivan@gmail.com		If I am not mistaken, Mr. Lionel Okun, who died on July 14th 2016, was a resident of Leisure World. He was my late father's first cousin. I wondered whether a photo of him had been published in any edition of Golden Rain News, as I do not have a photo.

#	Date	Name	Email	Phone	Message
					Alternatively, maybe you can direct me to another source. Yours sincerely, Y. Sivan
417	11/9/2016	Helen Cheng	hcheng36@gmail.com		To Whom This May Concern, Hello there! My name is Helen Cheng and I am currently a student at Cal-State Long Beach. Right now I am majoring in child development and family studies and am currently taking a human development class that requires students to volunteer for an organization that works with older adults. I was wondering if there were any volunteer opportunities available at Leisure World that would give me experience with working with the elderly community. Please let me know if there are any available volunteer positions, I would love to see how this organization helps the elderly live a fun and fulfilling life. Thank you, Helen Cheng
416	11/9/2016	Terri Fausey	Terri.fausey@gmail.com	407-520-1666	Hello, I am interested in looking at available units. Thank you
415	10/9/2016	Richard Parrish	richardparrish3@gmail.com	619 426 2417	Need information re: building permit requirements (counter top replacement). Thanks
414	10/9/2016	Janice Anderson	janan2@aol.com	909 980 5075	Hi, I am 65 and own my own home in Rancho Cucamonga. Both my sister, who also owns her own

#	Date	Name	Email	Phone	Message
					home in the same town, have thought about getting closer to the beach area. My grandmother lived in Leisure World many years ago and we thought about that as a possible place to move to. Though we would still want to keep separate places. Right now, I would like to get some written information about this subject. I am a little confused about all the fees and the share holding. Is there something you could send me? I appreciate your time and help in regards to this.
413	10/9/2016	Fletcher B.	fletchieb@gmail.com	714 315 8633	Please mail a Brochure of your community. Thanks. Fletcher B. 27662 Aliso Creek Road Apt. 2203 Aliso Viejo, CA 92656
412	10/9/2016	Wendy Kitagawa Higa	Wendy@puritanbakery.com		Would like to know if you offer tours so I can have my Uncle visit and see if he would be comfortable in the environment. Thank you!
411	9/9/2016	Joseph Rony	jospeh.rony@gmail.com		Re: Website Promotion Hy Sir, Greetings, We can fairly quickly promote your website to the top of the search rankings with no long term contracts! We can place your website on top of the Natural Listings on Google, Yahoo and MSN. Our Search Engine Optimization team delivers more top rankings than anyone else and we can prove it. We do not use "link farms" or "black hat" methods that Google and the other search engines frown upon and can use to de-list or ban your site. The techniques are proprietary,

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					<p>involving some valuable closely held trade secrets. Our prices are less than half of what other companies charge.</p> <p>We will also provide you with a checklist to show you the strengths and weaknesses of your current website. If you would like to have a no-obligation discussion with me, please reply with Name and your phone number?</p> <p>Can I call you this week to discuss your campaign?</p> <p>Best regards, Joseph Rony jospeh.rony@gmail.com IPERANET INC GOOGLE PARTNER Headquarters: 5859 Canoga Ave, Woodland Hills, CA 91367. Other Offices: Hong Kong & China Australia New Zealand UAE Singapore</p>
410	8/9/2016	Fred Hoyt	fwhoyt@gmail.com		<p>Where's the online edition of today's Newspaper? Please resume making it available online Wednesday evenings. Thanks.</p>
409	7/9/2016	Kathy Salazar	ogrammas@gmail.com	562-626-8079	<p>What do I need to do in order to change the name of Computer Club to Leisure World Computer Club (LWCC) and get access so that we are highlighted in blue and have a page with our information. Thank you, Kathy Salazar, Board member Computer CluB 2nd Tuesdays, 1:30pm Clubhouse 4 (562) 544-2210</p>
408	6/9/2016	Jinmi Hyun	jinmi43@hotmail.com	+82 10 2932 6238	<p>To whom it may concern, Hello, hope you had a good long weekend.</p>

#	Date	Name	Email	Phone	Message
					<p>My name is Jinmi Hyun who is working for Gangwon Provincial Government in S. Korea.</p> <p>We are currently working on a plan to build up a retirement community in our province.</p> <p>As the first step of it, we would like to pay a visit to your wonderful place and facilities since your place is a success model in the silver industry.</p> <p>We would like to arrange our visit to your place. Please let me know any staff who I can discuss this visit, then I will talk about it in details.</p> <p>Thank you for your reply.</p> <p>Kind regards, Jinmi Hyun Senior Consultant Gangwon Province, Korea Global Investment & Trade Bureau Investment Promotion Division</p>
407	6/9/2016	Theodore Wieber	tjw2453969@aol.com	562-596-8661	Where do I register for the library? It tells me I must register to check my records.
406	6/9/2016	Richard Winslow	Rhwins1060@aol.com	269 986 4831	Is the current telephone directory for GRF available on your website? If not, can I suggest it be added Trying to contact Cindy (sounds like) Tostada. Working at Pathways and writing a grant. Need to ask a couple of questions. Thank you so much.
405	4/9/2016	Judy dickinson	Dickinsonjas@gmail.com	714 524-6951	Judy

#	Date	Name	Email	Phone	Message
404	2/9/2016	Mark Griffith	craigslis7067@gmail.com		Could the front entrance to LWSB be any more uglier? It's embarrassing.
403	2/9/2016	Judith Albus	papabolo1@gmail.com		Would you please E-mail us the price of the Mutuals Thank You
402	1/9/2016	Max Williams	Seo2@googlepositions.com	707 706 0205	<p>Hello and Good Day</p> <p>I am Max , Marketing Manager with a reputable online marketing company based in India.</p> <p>We can fairly quickly promote your website to the top of the search rankings with no long term contracts!</p> <p>We can place your website on top of the Natural Listings on Google, Yahoo and MSN. Our Search Engine Optimization team delivers more top rankings than anyone else and we can prove it. We do not use "link farms" or "black hat" methods that Google and the other search engines frown upon and can use to de-list or ban your site. The techniques are proprietary, involving some valuable closely held trade secrets. Our prices are less than half of what other companies charge.</p> <p>We would be happy to send you a proposal using the top search phrases for your area of expertise.</p> <p>Please contact me at your convenience so we can start saving you some money.</p> <p>In order for us to respond to your request for information, please include your company's website address (mandatory) and or phone number.</p>

#	Date	Name	Email	Phone	Message
					<p>So let me know if you would like me to mail you more details or schedule a call. We'll be pleased to serve you.</p> <p>I look forward to your mail.</p> <p>Thanks and Regards</p>
401	1/9/2016	Monet Shelton	theatresw@vanguard.edu	714 668 6145	<p>Hello, I am from the Vanguard University Theatre Department and would like to submit one of our upcoming shows, Blame it on the Movies!, to your event calendar.</p> <p>Here is some information regarding this event: "Blame it on the Movies!" is A Musical Revue celebrating the greatest music to come from the silver screen.</p> <p>Musical sequences compiled and conceived by RON ABEL, BILLY BARNES and DAVID GALLIGAN Original Music and Lyrics by BILLY BARNES Musical Direction and Arrangements by RON ABEL Directed by Susan K. Berkompas</p> <p>With a staggering collection of over 75 of the most well-known songs from the most well-known films ranging from Gone with the Wind to Footloose, Blame It On The Movies! is a delicious romp through cinematic history. It's a fun-filled homage to movie musicals, screwball comedies, shoot-em-up westerns, sizzling screen romances, thrillers, action-adventure flicks, historical epics, and auteurs alike. Suitable for ages 6 and older</p> <p>Show dates and times are as follows: Friday, September 16, 7:30 pm (Open Forum)</p>

#	Date	Name	Email	Phone	Message
					400 1/9/2016 Robert Kay cyrilkay@juno.com 213-446-1448
400	1/9/2016	Robert Kay	cyrilkay@juno.com	213-446-1448	call or e mail-----Do you get full approval before you start looking for a place or after you are in escrow

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DIGITAL ALERT SYSTEM

E-mails: Constant Contact (www.constantcontact.com)



Constant Contact®

CONSTANT CONTACT

Email Plus

Pricing is based on list size.

List Size

Nonprofit

Monthly:	6-mo. Prepaid:	12-mo. Prepaid:
\$65.00	\$52.00 <i>(20% off)</i>	\$45.50 <i>(30% off)</i>

Calls / Texts: CallHub (www.callhub.io)



Voice

SMS

Rates

Country	Outbound Calls	Inbound Calls
United States	USD 0.014	USD 0.012

Rates are for billing increment of 30 seconds

Example usage cost

# Calls	Total Calls
1000	USD 14
5000	USD 70
100000	USD 1400

Rates

Country	Per-message Sent	Per-message Received
United States	USD 0.016	USD 0.012

Buy local numbers at USD 2 per month

Example usage cost

# Text messages	Total Cost
1000	USD 18
5000	USD 82
100000	USD 1602

Calls / E-mails: PhoneBurner (www.phoneburner.com)



PhoneBurner®

MOST POPULAR Unlimited All you can dial	7.5 hours per month 7.5 hours of usage per month
✓ Instantly drop voicemails	✓ Instantly drop voicemails
✓ Instantly send emails	✓ Instantly send emails
✓ Built in CRM (+Salesforce integration)	✓ Built in CRM (+Salesforce integration)
✓ Advanced search, sort, and contact tagging	✓ Advanced search, sort, and contact tagging
✓ Custom dispositions	✓ Custom dispositions
✓ Integrated Google search	✓ Integrated Google search
✓ Personal "do-not-call" list	✓ Personal "do-not-call" list
✓ Local ID (optional extra)	✓ Local ID (optional extra)
✓ Use your own email server	✗ Use your own email server
✓ Call recording	✗ Call recording
✓ SmartSender trackable attachments	✗ SmartSender trackable attachments
✓ SmartSender with retargeting	✗ SmartSender with retargeting
✓ Phone and email support	✓ Phone and email support
\$149 _{/MO}	\$67.50 _{/MO}

Start Free Trial - No Card Required

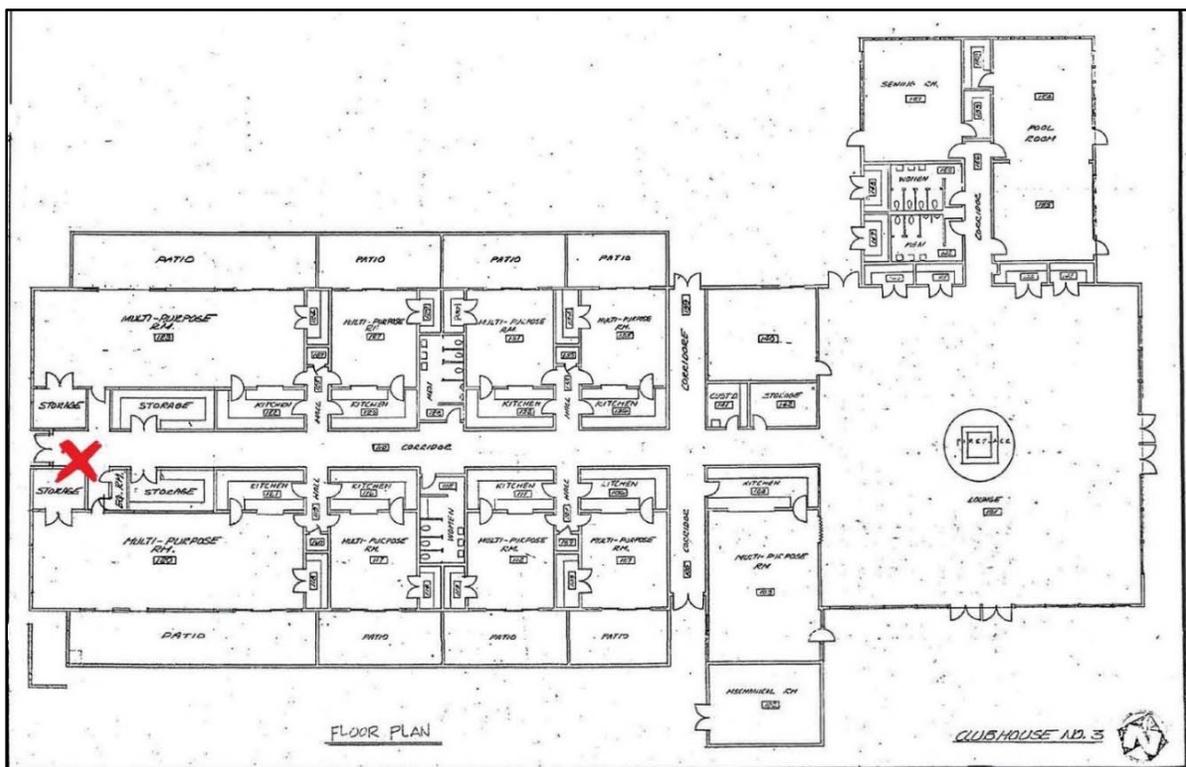
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DIGITAL BILLBOARDS

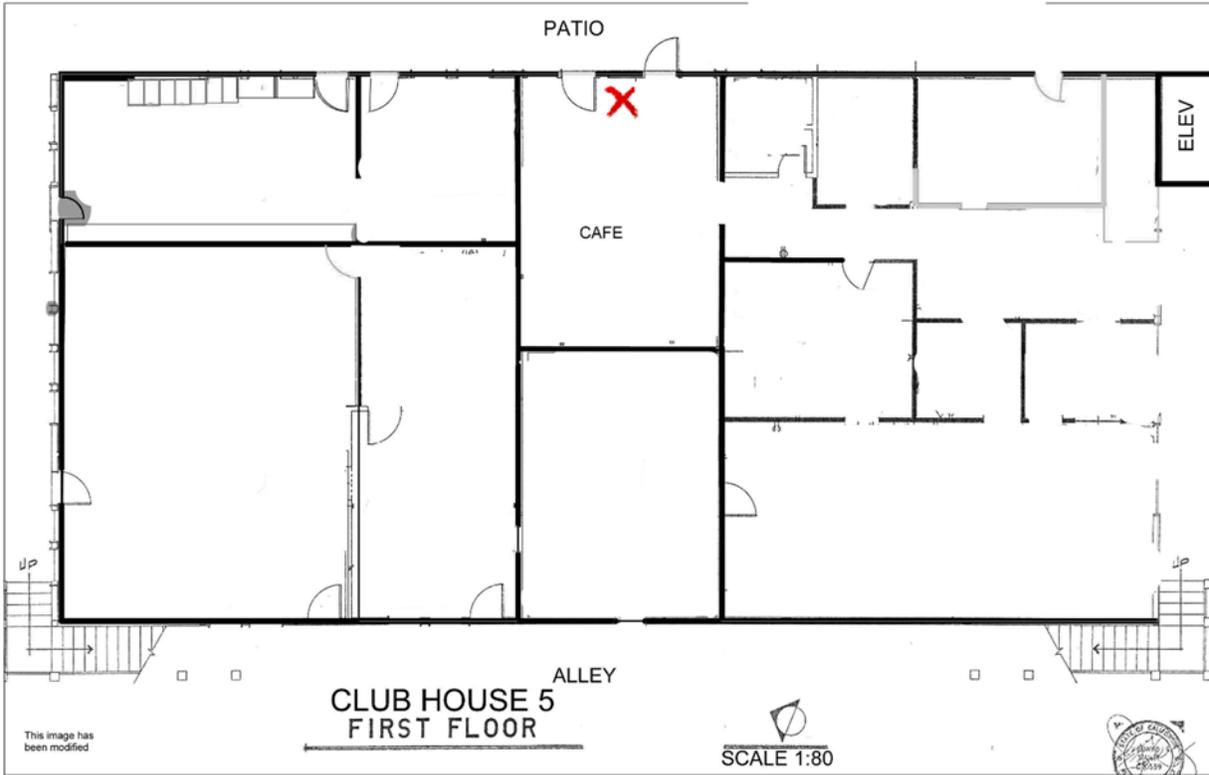
Item	Description	Price	Quantity	Total
LG 40" TV	Display	\$250.00	3	\$750.00
Chromecast	Manage content remotely	\$70.00	3	\$210.00
TV Wall Bracket	Mount TV	\$17.00	3	\$51.00
Labor	Install brackets, mount TV, pull power	\$39.00	4.5	\$175.50
				*1.5 hrs labor per TV
			Total	\$1,186.50

X = Digital Billboard Location

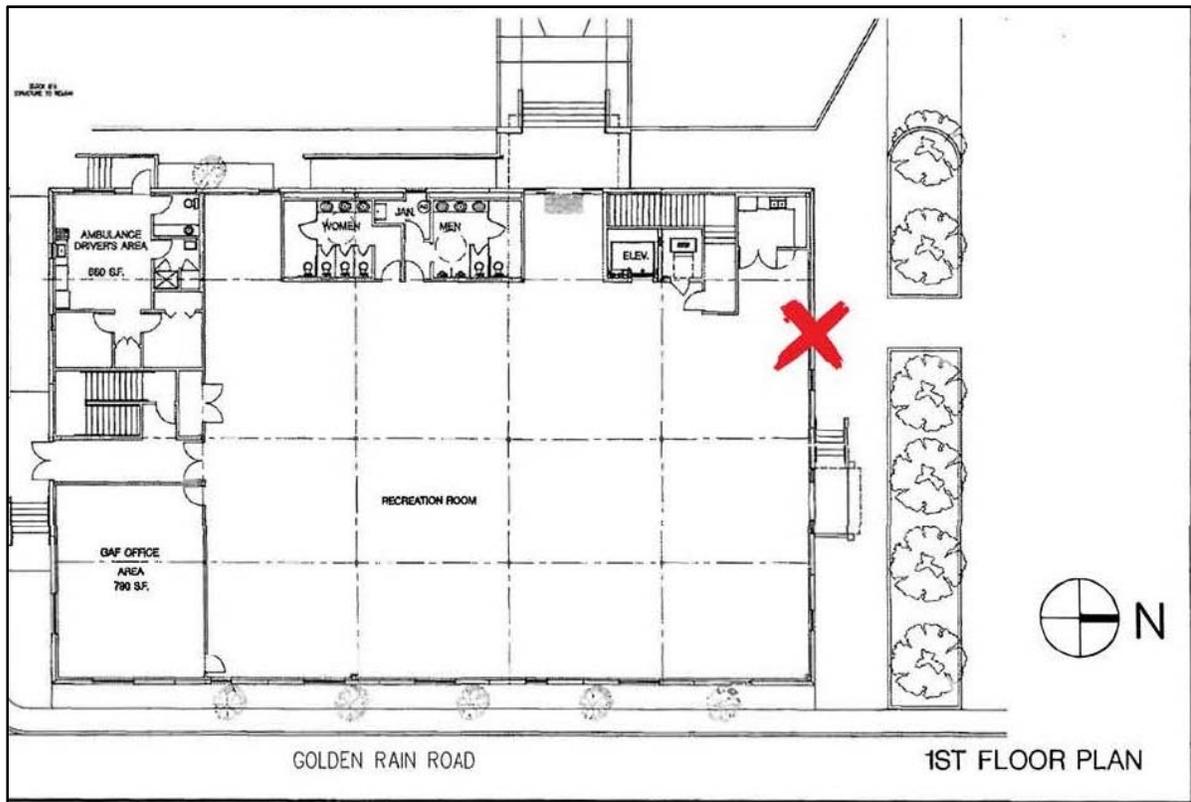
CLUBHOUSE 3



BUILDING 5 / CAFÉ

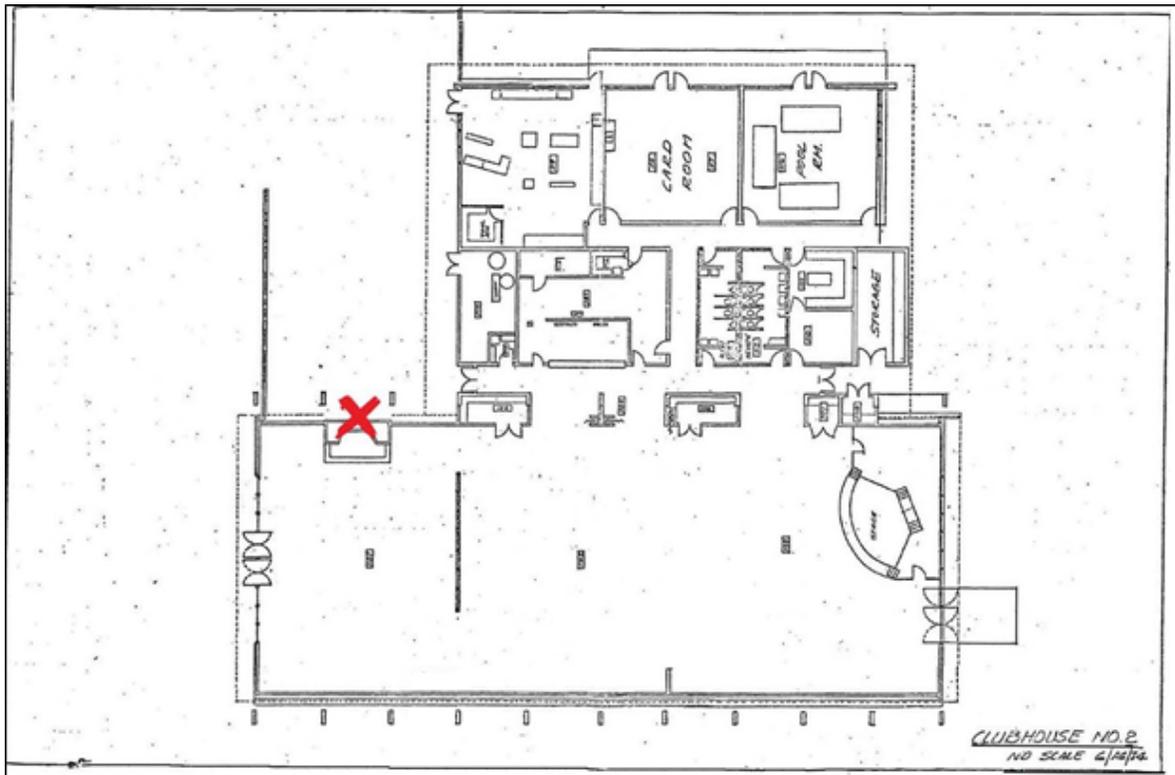


CLUBHOUSE 6



CLUBHOUSE 2

Item	Description	Price	Quantity	Total
Vizio D70-D3	Display	\$1200.00	1	\$1200.00
Chromecast	Manage content remotely	\$70.00	1	\$70.00
TV Wall Bracket	Mount TV	\$20.00	1	\$20.00
Labor	Install brackets, mount TV, pull power	\$39.00	1.5	\$58.50
				*1.5 hrs labor per TV
			Total	\$1348.50



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GRF Voicemail

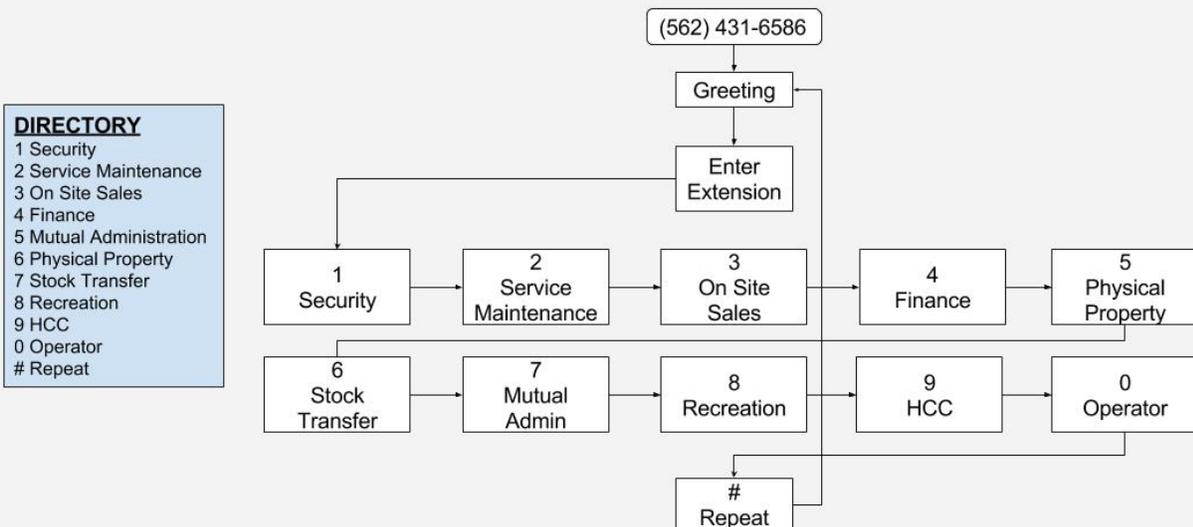
Thank you for calling the Golden Rain Foundation in Seal Beach California. If you know your party's extension you may enter it now. Please listen closely as our menu items have changed:

- For the Security office, enter 1 (377),
- Service Maintenance 2 (363),
- On-Site Sales 3 (394),
- Finance 4 (330),
- Physical Property 5,
 - o For general questions, enter 1 (351). Permits, 2 (352). Escrows or inspections, 3 (353).
- Stock Transfer 6 (346),
- Mutual Administration, 7 (313)
- Recreation 8,
 - o For general questions, enter 1 (350). Events, 2 (371). Reservations, 3 (398).
- Health Care Center 9 (106).

For the operator, enter 0 (521). To repeat this message, enter the pound sign.

Thank you.

Updated Golden Rain Foundation Auto Assistant Tree



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Budget Variance Report - August 2016

IT Services - CC 34

Acct #	Description	Y-T-D Actual	Y-T-D Budget	Budget Variance
Expenses - Information Technology				
610000 34	Salaries & Wages - Info Technology	77,116	137,350	60,234
614000 34	Employment Taxes - Info Technology	5,914	10,887	4,973
614200 34	Workers' Compensation - Info Technology	3,251	4,795	1,544
614300 34	Group Insurance - Medical - Info Technol	10,131	10,766	635
614330 34	Group Insurance - Dental - Info Technolo	218	378	160
614350 34	Group Insurance - Vision - Info Technolo	140	147	7
614400 34	401(k) Match - Info Technology	1,693	1,194	(499)
614500 34	Group Insurance - Life - Info Technology	369	658	289
614600 34	Long Term Disability Insurance - Info Te	293	770	477
621100 34	Continuing Education - Info Technology	0	250	250
621500 34	Mileage - Info Technology	0	0	0
641000 34	Office Supplies - Info Technology	110	350	240
6410005 34	Building Supplies - Info Technology	5,230	0	(5,230)
6410010 34	Hospitality - Info Technology	53	140	87
6410015 34	Computer Supplies - Info Technology	8,086	3,787	(4,299)
6410030 34	Printer / Copier Supplies - Info Technol	0	385	385
643800 34	Other Professional Fees - Info Technolog	46,831	0	(46,831)
644400 34	Equipment Rental - Info Technology	781	784	3
647200 34	Equipment Repair & Maintenance - Info Te	47	280	233
647800 34	Service Contracts - Info Technology	14,441	33,285	18,844
648100 34	Computer Maintenance & Software - Info T	47,291	40,398	(6,893)
648550 34	Record Retention - Info Technology	1,290	1,050	(240)
695100 34	Non-Budgeted Exp for Committee - Info Te	0	0	0
	Total Expenses	223,284	247,654	24,370

GL Code	Account Description	Variance	Explanation
61xxxxx	Salaries & Benefits	77884	Favorable - IT Manager position eliminated.
6410005	Building Supplies	(5326)	Unfavorable - Purchased furniture (workstations, partitions, overheads, pedestals) for new ITS office. Includes invoice from Talimar Systems, Inc.
6410015	Computer Supplies	(4975)	Unfavorable - Purchased tools and equipment for network re-wiring project and general use laptop for ITS.
6438000	Other Professional Fees	(55838)	Unfavorable - New GL created for Technijian ongoing support. Includes monthly contract invoice for \$9,006.95. Offset by favorable variance in 61xxxxx Salaries & Benefits account.
6478000	Service Contracts	21082	Favorable - Mazztec service contract not renewed (\$800). Invoice from TelePacific for (\$1,055.94 - running in parallel with FTS.
6481000	Computer Maint. & Software	(7351)	Unfavorable - Technijian SANS remediation and Axserion invoices charged to this account.
	Total Explained Variances	25,476	

WEBSITE STATISTICS

Overview
Aug 26, 2016 - Sep 25, 2016

Email Export Add to Dashboard Shortcut

All Users
100.00% Pageviews

+ Add Segment

Overview
Pageviews vs. Select a metric
Hourly Day Week Month

Pageviews

35,075

Unique Pageviews

25,181

Avg. Time on Page

00:01:26

Bounce Rate

39.81%

% Exit

28.48%

Site Content	Page		Pageviews	% Pageviews
Page	1. /		10,291	29.34%
Page Title	2. /newspaper/		2,785	7.94%
Site Search	3. /amenities/on-site-sales-office/		1,734	4.94%
Search Term	4. /grf/policies/7000-series/		1,150	3.28%
Events	5. /grf/contact-us/		793	2.26%
Event Category	6. /mutuals/		719	2.05%
	7. /about/		703	2.00%
	8. /grf/policies/		687	1.96%
	9. /grf/committees/		666	1.90%
	10. /about/faq/		620	1.77%

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