

MINUTES OF THE REGULAR MEETING OF THE
BOARD OF DIRECTORS OF GOLDEN RAIN FOUNDATION OF LAGUNA WOODS
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION

May 1, 2007

The Regular Meeting of the Golden Rain Foundation of Laguna Woods Board of Directors, a California non-profit mutual benefit corporation, was held on Tuesday May 1, 2007, at 9:30 A.M., at 24351 El Toro Road, Laguna Woods, California.

Directors Present: George Portlock, Bob Miller, Ruth May, Jack Bassler, Mark Schneider, Don Tibbetts, Bea McArthur, Joseph Heller (via telephone), Cynthia Chyba, Erwin Stuller, Noel Hatch

Directors Absent: None

Others Present: Milt Johns, Patty Fox, Janet Price (11:04 A.M.– 11:20 A.M.)
Executive Session: Milt Johns, Patty Fox, Cris Trapp

CALL TO ORDER

George Portlock, President, served as Chairman of the meeting and stated that it was a regular meeting held pursuant to notice duly given and that a quorum was present. The meeting was called to order at 9:30 A.M.

A moment of silence and reflection was held to honor our US Troops who are serving the Country, and for those in harm's way.

PLEDGE OF ALLEGIANCE TO THE FLAG

Director Noel Hatch led the membership in the Pledge of Allegiance to the Flag.

ACKNOWLEDGEMENT OF PRESS

Cheryl Walker from the Laguna Woods Globe, and by way of remote cameras, the TV Channel 6 Camera Crew staff were acknowledged.

APPROVAL OF AGENDA

The agenda was approved as submitted.

APPROVAL OF MINUTES

The Minutes of the Regular Board Meeting of April 3, 2007 were approved as written.

CORPORATE MEMBER AND RESIDENT MEMBER COMMENTS

- Dick Sharp (887-Q) addressed the Board on PCM usage of GRF credit cards
- Helen Ensweiler (2121-S) addressed the Board on PCM usage of GRF credit cards
- Jerry Sheinblum (3488-C) announced the next CCA Townhall Meeting at Clubhouse 5
- Bud Nesvig (2392-3H) commented on the RRLH lawsuit
- Len Peverieri (76-P) commented on obtaining copies of GRF credit card statements from 2000-2005
- Karel Brouwer (3189-C) commented on land sales

- Renald Saccone (3026-B) commented on GRF credit card charges
- Lucie Falk (3377-A) commented on GRF credit card charges
- Tony Sorich 3402-B) commented on need to stay healthy
- Kay Margason (510-C) commented on an audit review of GRF credit card charges
- Pamela Grundke (2214-B) announced the next Resident's Voice meeting on credit cards
- Rich Haskell (3240-A) commented on increase in monthly assessments
- Linda Wilson (816-P) commented on the recent Earthquake Drill event and complemented PCM on its participation
- Libby Marks (82-Q) commented on statements made on increasing monthly assessments
- Bud Bogin (3323-C) commented on Pool 2

CHAIRMAN'S REPORT

President Portlock thanked Linda Wilson on reporting on the successful Earthquake Drill event and thanked the Disaster Task Force Committee for their work in the Community.

OLD BUSINESS

President Portlock announced that due to the resignation of Paul Appelbaum, the Board is proposing Dennis McGovern as another appointee to the GRF Nominating Committee for approval by the Corporate Members.

The Secretary of the Corporation, Director Cynthia Chyba, read a proposed resolution approving the Inspectors of Election for the counting of ballots. Director Bob Miller moved to approve the resolution. Director Don Tibbetts seconded the motion.

By a vote of 10-0-0 the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 90-07-32

RESOLVED, May 1, 2007 that the Board of Directors of this Corporation hereby appoints the following persons as Inspectors of Election for the counting of ballots at a duly noticed Corporate Members Meeting on Monday May 14, 2007 for the approval of an additional proposed appointee to the GRF Nominating Committee:

Ed Pollard
Neil Benner, Alternate

Director Joseph Heller made a motion to remove from the table the motion to approve closure of Pool Two. The motion was seconded. By a vote 9-1-0 (Director Hatch opposed) the motion carried.

Director Heller made a motion to withdraw the previous motion to approve closure of Pool Two. Director Miller seconded the motion. By a vote of 9-0-1 (Director Hatch abstained), the motion carried.

Resident Member Bud Bogin (3323-C) addressed the Board on repairing Pool 2.

The Secretary of the Corporation read a proposed resolution authorizing a supplemental appropriation to re-construct Pool Two. Director Ruth May moved to approve the resolution. Director Miller seconded the motion and discussion ensued.

Resident Members Mary Stone (356-C), Norma Godfrey (939-A), Lucie Falk (3377-A), Phyllis Abbate (328-O), Sylvia Dimiziani (680-P), Marilyn Thorpe (140-B), Jewell Andersen (535-A), John Doyle (698-D), Richard Gustafson (3014-A), John Dalis (8-P), Ken Hammer (797-B), Charlene Sydow (646-A), and Patricia Gothard (61-Q) addressed their comments and concerns with repairing vs. reconstructing Pool 2.

By a vote of 9-0-1 (Director Hatch abstained) the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 90-07-33

WHEREAS, due to cracks and deterioration of the structural shell concrete in the Clubhouse Two Pool, repair or re-construction efforts are required to make it operational;

NOW THEREFORE BE IT RESOLVED, May 1, 2007 that the Board of Directors hereby authorizes a supplemental appropriation in the amount of \$175,120 from the Facilities Fund for the re-construction of the Clubhouse Two Pool; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

Mr. Johns addressed the allegations made earlier on PCM's GRF credit card usage and stated that the statements have been thoroughly evaluated by the GRF Board Members and that all expenditures are business related.

NEW BUSINESS

The Secretary of the Corporation read a proposed resolution on correcting errata in the Management Agreement. Director Chyba moved to approve the resolution. Director Miller seconded the motion and discussion ensued.

Resident Members Mary Stone (356-C) commented on the difference between PCM of California, Inc. and PCM, Inc. and Bud Nesvig (2392-3H) commented on the resolution.

By a vote of 10-0-0 the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 90-07-34

WHEREAS, the Management Agreement (Agreement) between Golden Rain Foundation of Laguna Woods (GRF) and Professional Community Management, Inc. (PCM) executed on March 5, 2007 contains two errata where the first page, first paragraph, states that the Agreement is between GRF and "PCM of California, Inc.," and that the signature line on the last page of the Agreement is executed by "PCM of California, Inc." and should read "PCM, Inc.;"

WHEREAS, upon the advise of corporate counsel, this errata may be corrected by "lining out" the words "of California" on the originally executed document and authorizing the correction by way of signature/initials and date; and,

NOW THEREFORE BE IT RESOLVED, May 1, 2007, that the Board of Directors of this Corporation hereby authorizes its President and Secretary to revise the first page, first paragraph, and the signature page accordingly by initialing the lined out language and there shall be no other changes made to the Agreement other than the aforementioned changes, and also directs staff to attach this resolution to the Management Agreement and to retain with the Management Agreement as part of the Corporation's records.

The Secretary of the Corporation read the proposed changes to the Committee Appointments resolution. Director Chyba moved to approve the resolution. Director McArthur seconded the motion.

By a vote of 10-0-0 the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 90-07-35

RESOLVED, May 1, 2007, that the following persons are hereby appointed to the Committees of this corporation:

Broadband Services Committee

Noel Hatch, Chair (GRF)
Bea McArthur, Vice Chair (GRF)
Bob Miller (GRF)

Rich Haskell (Third)

Isabel Muennichow (Third)

Beth O'Brien (United)

Marty Rubin (United)

Richard Wurzel (Mutual 50)

Non-Voting Advisors: Eliot Brody and Bob Payne

Business Planning

George Portlock, Chair (GRF)
Bob Miller, Vice Chair (GRF)
Noel Hatch (GRF)
Richard Moos (Third)
Jim Matson (Third)
Jim McNulty (United)
Beth O'Brien (United)

Bus Services Committee

Cynthia Chyba, Chair (GRF)
Ruth May, Vice Chair (GRF)
Don Tibbetts (GRF)
Dominic Burrasca (Third)
Ray Gros (Third)
John Dalis (United)
Marty Rubin (United)

Janet Schwartz (Mutual 50)

Non-Voting Advisors: Maury Kravitz

Community Activities

Ruth May, Chair (GRF)
Jack Bassler, Vice Chair (GRF)
Mark Schneider (GRF)
Carol Moore (Third)

Rich Haskell (Third)

Jan McLaughlin (United)
Jim McNulty (United)

Robert Lutz (Mutual 50)

Finance

Bob Miller, Chair (GRF)
Don Tibbetts, Vice Chair (GRF)
Erwin Stuller (GRF)
Robert Hatch (Third)
Richard Moos (Third)
Jim McNulty (United)
John Dalis (United)

Tom Jackson (Mutual 50)

Non-Voting Advisor: Jim Hart

Government & Public Relations

Mark Schneider, Chair (GRF)
Joseph Heller, Vice Chair (GRF)
Erwin Stuller (GRF)

Isabel Muennichow (Third)
Dominic Burrasca (Third)
Bevan Strom (United)
Jan McLaughlin (United)
Tom Jackson (Mutual 50)

Landscape Committee

Bea McArthur (GRF), Chair
Cynthia Chyba (GRF), Vice Chair
Jack Bassler (GRF)
Larry Souza (Third)
Gunter Vogt (Third)
Linda Wilson (United)
Maxine McIntosh (United)

Maintenance & Construction

Joseph Heller, Chair (GRF)
Noel Hatch, Vice Chair (GRF)
Don Tibbetts (GRF)
Jim Matson (Third)
Larry Souza (Third)
Mary Stone (United)
Ken Hammer (United)
Non-Voting Advisor: Bob Morton

Security

Jack Bassler, Chair (GRF)
Bob Miller, Vice Chair (GRF)
Joseph Heller (GRF)
Ray Gros (Third)
John Paulus (Third)
Linda Wilson (United)
Bevan Strom (United)
Non Voting Advisor: Nina Brice, John Dudley

Select Audit

Bob Miller
George Portlock

Laguna Canyon Foundation

Mark Schneider

RESOLVED FURTHER, that the officers and agents of this corporation are hereby authorized on behalf of the corporation to carry out the purpose of this resolution; and

RESOLVED FURTHER, that Resolution 90-07-25 adopted April 3, 2007 is hereby superseded and cancelled.

The Secretary of the Corporation read a proposed resolution on suspending chargeable services for delinquent payments for such services. Director Miller moved to approve the resolution. Director Heller seconded the motion and discussion ensued.

Resident Member Barbara Copley (410-D) addressed the Board on the motion.

Ms. Janet Price entered the meeting at 11:04 A.M.

By a vote of 10-0-0 the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 90-07-36

WHEREAS, there has been presented to the Board a proposal whereby this Corporation's managing agent, Professional Community Management, Inc. ("PCM"), would, as an administrative action, and without specific Board authorization as to each instance, suspend Chargeable Services for any Member whose account is delinquent; and

WHEREAS, Members request and agree to pay for, and services are provided by Staff and billed on a monthly basis; and

WHEREAS, if Members do not pay their balance within the monthly twenty-five (25) day grace period, they will incur a \$10.00 late charge each month, and if the charge or charges are delinquent for four consecutive months or a minimum of 120 days from the original billing and are not disputed, Chargeable Services may be suspended; and

WHEREAS, the Board has reviewed and discussed this proposal, and has determined that it is in the best interest of this Corporation and its Members to have it managing agent directly enforcing its policy regarding Chargeable Services by taking administrative action to suspend Chargeable Services when a Member is delinquent for a minimum of 120 days from the original billing;

NOW, THEREFORE BE IT RESOLVED, May 1, 2007 that the managing agent is hereby authorized to suspend Chargeable Services, except when the requested service is an emergency, as an administrative action for any Member who is delinquent in making the requisite payments for a minimum of 120 days from the original billing for non-disputed Chargeable Services; and

RESOLVED FURTHER, that any actions taken by the managing agent to date in suspending Chargeable Services as an administrative action for Members who were delinquent in making payments on their account are hereby ratified and approved; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

The Board reviewed and discussed a press release to the members of the Corporation regarding use of email correspondence for Corporation-related business between members of the Community and their Board of Directors. Mr. Johns provided background information on the purpose for the press release.

Without objection the Board approved the press release.

CONSENT CALENDAR

Without objection the Consent Calendar was approved and the Board approved the flu shot program.

COMMITTEE REPORTS

Director Bob Miller reported on the Treasurer's Report and from the Finance Committee.

Ms. Price announced the resignation of Jodie Martin, Risk Manager and introduced Scott Dunham as her replacement. Mr. Dunham provided a brief summary of his background and experiences.

Ms. Janet Price left the meeting at 11:20 A.M.

Director Cynthia Chyba reported from the Bus Services Committee.

Director Ruth May reported from the Community Activities Committee.

The Secretary of the Corporation read a proposed resolution on approving a donation of a Brothers Laser Printer. Director May moved to approve the resolution. Director Miller seconded the motion.

By a vote of 10-0-0 the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 90-07-37

RESOLVED, May 1, 2007 that the Board of Directors of this Corporation hereby accepts the donation of four Bosh ¼ sheet power sanders complete with dust collectors, valued at \$195, and a Jooltool sharpening system, valued at \$425 from the Woodshop Supervisors; and

RESOLVED FURTHER, that such equipment shall be used in the Clubhouse Four Woodshop; and

RESOLVED FURTHER, that the President of this Corporation is hereby authorized to advise said donor in writing and to express the thanks of the corporation.

The Secretary of the Corporation read a proposed resolution on accepting a donation of a tree to be planted on the golf course. Director May moved to approve the resolution. Director Miller seconded the motion and discussion ensued.

By a vote of 9-0-1 (Director McArthur abstained) the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 90-07-38

RESOLVED, May 1, 2007 that the Board of Directors of this Corporation hereby accepts the donation of a tree from the "Fun Bunch" to be planted on the Golf Course; and

RESOLVED FURTHER, that such tree would not contain any type of identification on or around the tree; and

RESOLVED FURTHER, that the President of this Corporation is hereby authorized to advise said donor in writing and to express the thanks of the corporation.

Director Bea McArthur reported from the Landscape Committee.

The Secretary of the Corporation read a proposed resolution authorizing a supplemental appropriation to purchase a small chipper. Director McArthur moved to approve the resolution. Director Heller seconded the motion. By a vote of 10-0-0 the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 90-07-39

WHEREAS, at times, manual trimming and removal of woody perennial shrubs take place in locations difficult for the currently used curbside chippers and grinders;

NOW THEREFORE BE IT RESOLVED, May 1, 2007 that the Board of Directors hereby authorizes a supplemental appropriation in the amount of \$15,000 from the Equipment Fund to purchase an additional small chipper for landscape maintenance areas with difficult access; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

Director McArthur made a motion to replace tree identification signs as stipulated in Resolution 90-06-07 with no redundancy of names on trees of the same species when they are in close proximity, and funding for these signs will come from the Landscape Budget. Director Miller seconded the motion. By a vote of 10-0-0 the motion carried.

Director Joseph Heller reported from the Maintenance and Construction Committee.

The Secretary of the Corporation read a proposed resolution on approving improvements to the tennis facility and accepting a donation of \$1,000 toward the cost of the improvements. Director Miller moved to approve the resolution. Director Heller seconded the motion and discussion ensued.

Resident Members Maxine McIntosh (68-C) commented on enhancing the appearance of the tennis facility, Lucie Falk (3377-A) addressed the Board on Pool 2 locker rooms, Bud Nesvig (2392-3H) commented on the Tennis Club's donation.

By a vote of 10-0-0 the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 90-07-40

WHEREAS, to improve the appearance of the tennis facility, the Board of Directors of the Laguna Woods Tennis Club requested the installation of an eight foot wide awning attached to the eave on the south side of the Tennis Clubhouse, and the installation of a new entrance door; and

WHEREAS, the Laguna Woods Tennis Club offered to donate \$1,000 toward the expense of the installations;

NOW THEREFORE BE IT RESOLVED, May 1, 2007 that the Board of Directors hereby approves the request of the Laguna Woods Tennis Club to install an eight foot wide awning attached on the south side of the Clubhouse and to install a new door at the same location; and

RESOLVED FURTHER, that such installations shall cost approximately \$3,500 to be funded from the Operating Budget; and

RESOLVED FURTHER, that the Board of Directors further accepts the Laguna Woods Tennis Club's \$1,000 donation toward the total cost of the upgrades; and

RESOLVED FURTHER, that the President of this Corporation is hereby authorized to advise said donors in writing and to express the thanks of the corporation; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

The Secretary of the Corporation read a proposed resolution on authorizing a supplemental appropriation for Clubhouse 4 Workshop improvements. Director Heller moved to approve the resolution. Director Tibbetts seconded the motion and discussion ensued.

Resident Members Bud Nesvig (2392-3H) addressed the Board on the conditions of the Woodshop; Patricia Gothard (61-Q) and Rich Haskell (3240-A) commented on the resolution.

By a vote of 10-0-0 the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 90-07-41

WHEREAS, the Clubhouse 4 Woodshop users have expressed their concerns with the environmental conditions in the Clubhouse 4 Woodshop; and

WHEREAS, an Industrial Hygiene Specialist from Travelers Insurance performed both air and noise testing and found that noise and airborne particulate matter exposure standards were exceeded, and efforts to investigate and apply engineering controls to reduce these overexposures should be conducted;

NOW THEREFORE BE IT RESOLVED, May 1, 2007 that the Board of Directors hereby authorizes a supplemental appropriation in the amount of \$35,600 from the Facilities Fund; and

RESOLVED FURTHER, that such funds shall be used to implement Phase 1 Engineering Control Improvements to reduce employee and resident-user exposure to wood dust and noise; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

Director Noel Hatch reported from the Broadband Committee.

The Secretary of the Corporation read a proposed resolution on suspending Member's premium channel services for delinquent payments of such service. Director Miller moved to approve the resolution. Director Stuller seconded the motion and discussion ensued.

Resident Member John Dalis (8-P) commented on the resolution.

By a vote of 10-0-0 the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 90-07-42

WHEREAS, there has been presented to the Board a proposal whereby the Broadband Division of Professional Community Management, Inc. ("PCM" or "Agent"), acting as managing agent on behalf of this Corporation, would automatically, when Members are delinquent in payment of their premium channel charges, send notices (in compliance with FCC regulations) and take action to suspend such Member's premium channel service; and

WHEREAS, it has further been proposed that such notices be sent as an administrative action and without separate Board review or approval as to each instance; and

WHEREAS, the Board of Directors of this Corporation has considered and discussed this procedure and has determined that it is in the best interests of this Corporation and its Members for its Agent to automatically send notices (which notices shall comply with all FCC regulations), to suspend premium channel service to Members who have been delinquent for at least ninety (90) days, without the need for any further Board approval.

NOW, THEREFORE BE IT RESOLVED, May 1, 2007 that the Agent, acting through its Broadband Division, effectuate a policy whereby for any Members who are at least ninety (90) days delinquent in payment of their premium channel charges, that notices sent out in compliance with FCC regulations would suspend premium channel service until such time as the Members have paid any outstanding delinquent amounts; and

RESOLVED FURTHER, that the Agent is hereby authorized and directed to take all such action and send all such notices as they deem necessary or advisable for the purpose of effectuating this Resolution; and

RESOLVED FURTHER, that any actions taken to date by the Agent pursuant to which they have previously delivered notices suspending premium channel service to Members who were delinquent in their premium channel charges, are hereby ratified and approved; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

Director Mark Schneider reported from the Government and Public Relations Committee.

Director Schneider made a motion to accept the Government and Public Relations Committee's recommendations on Assembly/Senate Bills. The motion failed due to the lack of a second.

Director Hatch made a motion directing staff to send appropriate letters of opposition or support of the Assembly/Senate Bills as recommended by the Government and Public Relations Committee.

Director Tibbetts seconded the motion and discussion ensued.

Director Heller left the meeting at 12:27 P.M.

By a vote of 8-0-1 (Director Bassler abstained and Director Heller was absent from the meeting), the motion carried.

Without objection the Board agreed to eliminate AB1164 and AB1244 from the Committee recommendations since they do not apply to the Community.

Resident Member Bud Nesvig (2392-3H) addressed the Board on obtaining a copy of a summary of the Bills.

Director Jack Bassler reported from the Security and Community Access Committee.

A discussion was held relative to the City of Laguna Woods's request for a golf-cart parade throughout the Community on July 4, 2007. By way of consensus the Board agreed with the Committee's recommendation to deny the request.

Resident Member Maxine McIntosh (68-C) commented on the request.

Resident Member Nina Brice (5558-B) addressed the Board on distribution of flyers.

Director Heller re-entered the meeting at 12:41 P.M.

DIRECTOR'S COMMENTS:

- Director Hatch commented on GRF credit cards
- Director Heller commented on forensic audits
- Director Bassler commented on the interpretation of the press release

The Board allowed Third Director Ray Gros to address the Board on building a team of Board Directors to speak with the Public Utilities Commission on high electricity bills.

MEETING RECESS

The meeting recessed at 12:51 P.M. and went into Executive Session at 1:26 P.M.

During the Regular Executive Session meeting of April 3, 2007, the Board of Directors reviewed and approved the Minutes of the Regular Executive Session Meeting of March 6, 2007 and the Special Executive Session Meeting of March 16, 2007. The Board heard

three (3) Disciplinary Hearings and suspended one Member's access to cable television service for 30 days; and discussed contractual and litigation issues.

During the Special Executive Session meeting of April 12, 2007, the Board of Directors discussed personnel issues.

During the Special Executive Session meeting of April 23, 2007, the Board of Directors discussed personnel and litigation issues.

On May 1, 2007, the Board of Directors approved settlement contributions for the RRLH matter by way of written unanimous consent.

ADJOURNMENT

There being no further business to come before the Board of Directors, the meeting adjourned at 3:23 P.M.

Cynthia Chyba, Secretary



NEWS & INFORMATION

For further information
Contact Wendy Bucknum,
Public Information Specialist
949-597-4483
E-mail: wendy.bucknum@pcm-lwv.com

LAGUNA WOODS, California, May 1, 2007

GOLDEN RAIN FOUNDATION OF LAGUNA WOODS PROCEDURE FOR REQUESTING CORPORATE DOCUMENTS, AND COMMUNICATING WITH DIRECTORS

After thorough discussion during their open session meeting today, May 1, 2007, the Golden Rain Foundation of Laguna Woods (GRF) agreed upon a policy on Director response to emails from members of the Community on business related to GRF. The Board was particularly concerned with requests from members regarding member access to Corporate records; due to the statutory requirement for turnaround of these documents, Directors of GRF will not respond to requests in this manner, but will instead ask that their members make document requests either in writing or in person to the Corporate Office of the Golden Rain Foundation.

The Board agreed that although they are happy to communicate with the membership via email, matters that pertain to the business of the Corporation, including requests for property/customer service or policy matters, should be directed to Laguna Woods Village website at lagunawoodsvillage.com and using the "Property Services" email link found at the top of the homepage. Residents may also call the Property Services number at 597-4600.

The Board wants the members to be reassured that any Corporation-related business will be properly processed by use of this email address or conventional calls to the Property Services number. This information will both ensure accountability of all parties and will also be used to provide data for GRF's business planning process.