

MINUTES OF THE SPECIAL OPEN MEETING OF THE  
BOARD OF DIRECTORS OF THIRD LAGUNA HILLS MUTUAL  
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION

**July 6, 2016**

A Special Open Meeting of the Third Laguna Hills Mutual, a California non-profit mutual benefit corporation, was held on Wednesday, July 6, 2016 at 1:30 PM at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Jim Matson, James Tung, Bert Moldow, Rosemarie di Lorenzo Dickins, Ray Gros, Bunny Carpenter, David Finley, Bill Walsh, Wei-Ming Tao

Directors Absent: Burt Baum

Staff Present: Brad Hudson, Betty Parker, Kelly Farano, Kim Taylor

Others Present: None

**CALL TO ORDER**

Jim Matson, President of the Corporation, called the meeting to order at 1:30 PM, and established a quorum.

**APPROVAL OF THE AGENDA**

Without objection the Board approved the agenda as written.

**MEMBER COMMENTS**

Maxine McIntosh (68-C) commented on the CEO's leadership and thanked him for visiting the various facilities.

David Kessinger (2296-D) commented on an issue that he is having with West Coast Internet.

**DIRECTOR RESPONSE TO MEMBER COMMENTS**

Directors briefly responded to Member Comments.

**REVIEW PRELIMINARY 2017 BUSINESS PLAN WITH CEO**

The Board reviewed the Preliminary 2017 Business Plan with CEO Brad Hudson, who provided an overview of his strategic plan and initiatives that are address in the proposed budget. Key issues included wage and staffing assumptions, organizational restructuring, and how the four pillars of excellence will help achieve customer service and operational goals. Discussion ensued and Mr. Hudson answered questions form the Board.

Ms. Betty Parker continued review of the consolidated 2017 Business Plan line items and answered questions from the Boards.

It was noted that the proposed budget will be reviewed in more detail at a special Third Board Meeting scheduled for Friday, July 22, 2016.

**ADJOURNMENT**

There being no further business to come before the Board of Directors, the special meeting was adjourned at 3:30 PM.

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Jim Matson, President  
Third Laguna Hills Mutual