Services: The service and equipment associated with the service

Start: Year the equipment was purchased.

Status: Okay, failing, abandoned, etc

Value: Value to the residents that use the service.

Use: Approximate peak number of residents that use the service.

Rate: Days out of the year 365, 52, 12, seasonal = 100

| **Services** | **Start** | **Status** | **VTR** | **Use** | **Rate** | **Comment** |
| --- | --- | --- | --- | --- | --- | --- |
| TV Grande Ball Room | 2018 | New | High | 140 | 12 |  |
| TV Exercise Room | 2004 | Okay | High | 50 | 365 |  |
| TV Conference Room | 2004 | Failing | Low | 8 | 12 |  |
| TV Game Rooms | None |  | Med | 50 | 365 |  |
| PA System Grande Ball Room | 2004 | Okay | Med | 140 | 52 |  |
| Speakers Grande Ball Room | 2004 | Okay | Med | 140 | 52 | Need to be properly installed |
| Clubhouse Radio | 2004 | Okay | Med | 100 | 365 | Unable to access when office closed |
| Clubhouse Satellite Radio | None |  |  |  |  |  |
| Portable Blue Ray Players | None |  |  |  |  |  |
| Exercise Equipment | 2004 | Okay | Med | 50 | 365 | Need to review Leisure World Irvine study on aging |
| Community Data On Aging | None | Privacy |  |  |  | Participate in aging studies? Protect our data. |
| Heater Air Cond Smart Thermostats | None |  | None | - | - |  |
| Smart lights on/off | None |  | None | - | - |  |
| Pool tables | 2004 | Okay | High | 100 | 365 | Ensure proper maintenance |
| Game Rooms | 2004 | Okay | High | 100 | 365 | Replace games periodically |
| Hobby Rooms | 2004 | Okay | High | 100 | 365 | Replace equipment periodically |
| Indoor Pool | 2004 | Okay | Med | 100 | 100 | Pumps and monitoring equipment |
| Outdoor Pool | 2004 | Okay | High | 100 | 100 | Pumps and monitoring equipment |
| Bocce | 2004 | Okay | High | 100 | 100 |  |
| Tennis Pickle Ball | 2004 | Okay | High | 100 | 100 |  |
| WIFI Pool Area | None |  | Low |  |  | Need to confirm with community survey |
| WIFI Grande Ball Room | None |  | Low |  |  | Need to confirm with community survey |
| WIFI Club Rooms | None |  | Low |  |  | Need to confirm with community survey |
| Public Computer 1 | None |  | Low |  |  | Need to confirm with community survey |
| Public Printer 1 | None |  | Low |  |  | Need to confirm with community survey |
| Public Tablet Computer 1 | None |  | Low |  |  | Need to confirm with community survey |
| Physical Library | 2004 |  | Med | 50 | 365 |  |
| Ebook Readers | None |  | Low | 50 |  |  |
| Office Computer | 2004 |  | None | - | - | Unable to access when office closed |
| Office Printer | 2004 |  | None |  |  | Unable to access when office closed |
| Office Copier | 2004 |  | Med | 50 | 52 | Unable to access when office closed |
| Office FAX | 2004 |  | Low | 10 | 12 | Unable to access when office closed |
| Office Records Local Electronic Archive | None |  | None | - | - |  |
| Office Records Offsite Electronic Archive | None |  | None | - | - | Need disaster recovery approach |
| Office Records Local Physical Archive | 2004 |  | None | - | - |  |
| Office Records Offsite Physical Archive | None |  | None | - | - | Need disaster recovery approach |
| Public Access All In One Printer | None |  | None | - | - | Can this replace expensive office copier? |
| HOA Clubhouse Bulletin Board | 2004 | Aged | High | 800 |  | New cork board? |
| Residents Clubhouse Bulletin Board | 2004 | Aged | High | 400 |  | New cork board? |
| Community News Letter | 2004 | Sporadic | High | 800 |  | Some is electronic some is paper |
| Community Flyers | 2004 | Okay | High | 800 |  |  |
| Email Event Notifications | 2015 | Check | High | 800 |  | Is Email tracking enabled? Do we care? |
| External clubs flyers, payments, returns | 2004 | Broken | High | 100 |  | Cynthia does not support, this is problematic when collecting money and returning money, big issue. |
| Community Website | None |  | High | 600 | 365 | Need to confirm with community survey |
| Resident VGEM email addresses | None |  | Low |  |  |  |
| Community Social Media Presence | None | Unknown | Low |  |  | Do we need to monitor? |
| Wired Fire Alarm | 2004 | Okay | None | - | - |  |
| Wireless Fire Alarm | None |  | None | - | - |  |
| Wired Intrusion Alarm | 2015 | Okay | None | - | - |  |
| Wireless Intrusion Alarm | None |  | None | - | - |  |
| Community Street Cameras 1-4 | None |  | None | - | - | To help after crime events |
| TV Instructions | 2018 | Review | High | 140 | 52 | Not found during New Year’s party, typical |
| DVD Player Instructions | 2018 | Review | High | 140 | 52 | Not found during New Year’s party, typical |
| Cable Box Use Instructions | 2018 | Review | High | 140 | 52 | Not found during New Year’s party, typical |
| Smart TV Functions Instructions | 2018 | Review | High | 140 | 52 | New TV feature |
| PA System Mic Instructions | 2018 | Review | High | 140 | 52 | The approach should not be to deny access but to instead make it idiot proof. Not found during New Year’s party |
| PA System TV Instructions | 2018 | Review | High | 140 | 52 | The approach should not be to deny access but to instead make it idiot proof. Not found during New Year’s party |
| PA System External Device Instructions | 2018 | Review | High | 140 | 52 | The approach should not be to deny access but to instead make it idiot proof. Not found during New Year’s party |
| Heater Air Conditioner Setting Instructions | 2018 | Review | High | 140 | 52 | It appears that most residents always wait for someone to rescue them from the cold or heat. They don’t feel empowered. |
| Clubhouse Radio Instructions | None |  | Low | 50 | 365 |  |
| Clubhouse Radio 24 access | None |  | Low | 50 | 365 |  |
| Community Technology Classes | None |  | Low | 10 | 12 | The idea is to facilitate anyone that wants to offer a class: smart phone tricks, tablet computer, social media, PC, email, website maintenance. We normally think Grande Ball room but Conference Room or other more cozy rooms might be better. This means a TV. |
| Comcast TV | 2004 | Issue | Med |  |  | What did we pay for what are we getting |
| Comcast Music | None | Issue | Med |  |  | Is this is part of our bundle |
| Comcast TV On Demand | None |  |  |  |  |  |
| Comcast TV DVR | None |  |  |  |  |  |
| Comcast Internet | 2004 | Okay |  |  |  |  |
| FIOS | None |  |  |  |  |  |
| Verizon Phone 1 Office | 2004 | Okay | None | - | - |  |
| Verizon Phone 2 Fax | 2004 | Okay | None | - | - |  |
| Verizon Phone 3 Pool | 2004 | Issue | None | - | - | Can this be shared |
| Verizon Phone 4 Alarm | 2004 | Issue | None | - | - | Can this be shared |
| Verizon Phone 5 Fire | 2004 | Issue | None | - | - | Can this be shared |
| Verizon Phone 6 | 2004 | Issue | None | - | - | Shut down? |
| Verizon Phone 7 | 2004 | Issue | None | - | - | Shut down? |
| Conference room phone | None |  | None | - | - | Use Phone 1 line |
| Door Entry System 1 | 2004 | Abandoned | None | - | - | Key and card entry |
| Door Entry System 2 | 2016 | Okay | None | - | - | Card entry, not sure what happens during power failure of system failure |

**Tech team guiding principles**

To investigate and implement technologies that improve the quality of life for residents

To not misuse technology where residents are engaged in useless activity, waste time, are harassed, intimidated or perceive loss of freedom or liberty when using HOA assets

To review and ensure that existing technologies are working, useful, and sustainable

To ensure that security related technologies are not applied except after extensive review and significant community involvement

To periodically engage in community outreach where technology suggestions are requested via email