

MINUTES - KTC Executive Meeting
Wednesday, January 13, 2016, 7:00pm
Doug's Home

Present: Ginette Blais, Doug Bowie, Rick Donaldson, Flame Eadie, Sam Faris, Lynne Hanson, Jocelyn Purdie, Paula Loh, Isabelle Pollock, David Stocks, Tom Thayer (via phone)

1. Meeting called to order 7:12 p.m.

2. December 16, 2015 minutes approved on consent, as amended.

3. Key dates for 2016 were reviewed and were approved as follows. Chloe Wilson will be coordinating the Junior Open House this year; Rick suggested that we should invite the OTA to come down to participate in the Junior Open House again, and Paula will ask. Ginette will be coordinating the Adult Open House. There was some discussion about the Adult Open House - it might be helpful to encourage new members to attend and to have the pros there. Ginette will explore possibilities to encourage community participation. Re. Social Director position, Ginette believed that she was responsible for both the monthly socials and the tournament barbeques, and is willing to fulfill those duties. Alma Thayer had previously volunteered to continue to do the barbeques - Tom will check as to what she would like to do.

Early Bird Membership Deadline - Fri. April 8
Spring Cleanup - Sat. April 16, 10:30am [Raindate: Sun. April 17]
Club Opening Day - Sat. April 30
Junior Open House - Sat. April 30, 11am-2pm [same day as Opening Day]
Adult Open House - Sat. May 7, 10:30-1:30pm
Mixed Singles Ladder - starts May 7
Mixed Doubles Ladder - starts May 7
First Social - Friday, May 20 [Victoria Day Weekend]

4. Planning for 2016 Season:

Membership Registration Jegysoft plans to have a preliminary version of the club software ready for testing by Flame and Paula in the next few days, and we hope to have it running by the end of February. We are also hoping to have the website revamped; Kurt Carter is working on options and has been in communication with Jegysoft. The plan is to get a price before we go ahead, with the goal of spending less than \$2000. For spring communications to the membership, we will not be doing a mailing via Canada Post, as members will now be able to register and pay online with a credit card. We will notify members by email of the revised registration format and will attach a membership form to enable those who are uncomfortable with using the online format this year to print out a hard copy to continue to mail in with a cheque. We discussed whether the 10% increase should apply only to early bird rates so that the two rates would move closer together (there is a difference of approximately 17%), but decided

that the 10% increase should apply to both sets of rates. We will revisit the rationale for the early bird concept in the summer.

Staffing – The staff pay rates for 2016 approved last year represent an increase from \$13.50 to \$14.00 for returning camp staff and an increase from \$19.50 to \$20.00 for the camp director. (New camp staff will receive \$13.50.) We approved \$11.25 for new stewards and \$12.50 for returning stewards. Currently it doesn't look like we will need to hire any more stewards. We don't yet know if we will need to hire any camp staff. The members of the hiring committee are Sam, Dave and Paula. We also need to find pros for next year – Isaac Jones would like to return. Jeff Elwood, a former club pro, is also a possibility as a part-time pro. Paula will contact Christian Carere as to his plans for 2016.

Spring Leisure Guide advertisement – The deadline for submission is February 2nd. Flame has the contact info and will design the ad, which will be a half-page. Tom will email the calculated membership rates for 2016 to Flame.

Spring Leisure Showcase – The spring leisure showcase is on Saturday, April 2 from 10am until 4pm at Portsmouth Olympic Harbour. Chloe has agreed to staff the booth this year, and Paula has emailed Nancy Orpana but has not yet heard back. If Nancy does not respond, then Paula will ask John Sylvester. We discussed the Try/Learn/Play program as a way to market the camps, as well as using cards and brochures to promote them. Ginette suggested bringing our instructors into the schools to promote the camps and that schools would probably pay for this type of programming; Paula mentioned that the OTA has provided this service to schools, on a request basis. Our T/L/P program is currently offered to schools within walking distance of the club; if we expand it to all schools, this would provide additional income for camp instructors as well as providing a valuable service for the schools - we may be able to apply for a Trillium grant to fund it. We need someone to commit to planning and executing such a program.

Club Outing to the Rogers Cup – this is an Olympic year, so it will be earlier this year on July 23-31, 2016. We are planning to book a suite for the day session of the Men's quarter-finals on Friday, July 29. In previous years we have sold advance tickets in the winter which allows us to have the flexibility to book a bigger suite if demand warrants it, and we will do the same thing this year.

5. Parking Permits There is good news on the parking permits. City staff have agreed to recommend that the club print and issue numbered annual permits to its members. It is proposed that the City would charge a flat fee of \$1,900-2,000 for an unlimited number of permits. The staff report goes to the EITP Committee for approval on February 9th and then goes to Council in March.

6. Strategic Plan Jocelyn is looking for feedback on whether we think it is a good idea to work on a strategic plan with a consultant. The cost for this starts at \$2,000 for a simple version. This person would work with the board on a goal-setting exercise and then put it into a plan. An external facilitator can help to get past any internal conflicts and develop an objective approach. The purpose is to

set out challenges and priorities that everyone thinks is important and then develop a timeline. It can give some kind of structure to what we are doing. Some observed that we have already engaged in a planning process, and we have already made some progress in looking at the bigger picture. Lynne suggested that a strategic plan might be good at the macro level to improve processes but its usefulness might be limited, given that the Board is re-elected every year. Doug suggested that the membership survey is a good starting place to address the varied opinions held by club members, and will improve our democratic processes. It will also provide the possibility of more input on the capital project. Tom observed that the membership survey is great as a first step to point us in a general direction. He believes that decisions like the features of the clubhouse, establishing a general manager position, the future of the junior camps, etc. are too complicated for a survey as they involve trade-offs. We decided to revisit the idea of a strategic plan after the survey is conducted.

7. Membership Survey - Isabelle and Flame have been working on the survey and they have been focusing solely on the capital project. The survey can provide a lot of information on playing patterns, demographics, and what people value the most. Flame asked us what do we want to know – do we want to confine it to the capital project or go beyond that? There was some discussion as to what we need to know – even focusing on the capital project, we will still have to look at other related factors such as clubhouse space for camps or instruction. We decided that ranking is good, i.e. having ten options in a given question (including ‘other’), and then everyone chooses their top five. There was much discussion about how the questions might be enhanced and we should send our suggestions to Flame. We also discussed whether questions that require extensive knowledge about the options (i.e. one storey vs. two storey clubhouse) should be included, when typical members don’t have that much information. Tom recommended that no budget numbers be included in the survey. We are planning to have the survey ready to send out in four weeks.

8. Next meeting date and location - Wed, February 10 at Isabelle’s house.

9. Other business – Rick is planning the winter tree trimming. We discussed implementing no ad scoring in club tournaments, and there were mixed views. It shortens the games but it is not so good for the players. The concern is that the courts are taken up for the entire weekend during tournaments so others can’t play. Extending the tournaments over 4 or 5 days may open up timeslots on the weekend, but would need timeslots that are already fully utilised during the weekdays. It also means that competitors would need to commit to a longer period of time. General agreement to introduce Super Set tiebreakers for a third set, but otherwise no changes to tournament structure.

10. Meeting adjourned 10 p.m.