

2017 AGM Minutes

Date: Wed Nov 15 2017

Place: St James Church

Attendees: Exec: Lori, Rob, Gibb, Paula; Members: Julie Love, Elliott Jackson, Maureen ?, Donna Boudreau; (Total 9)

- Joyce Sorenson Award:
 - Awarded to Brian Grant
 - Runner up assistant pro Mickell
- Can we have more than 1 competition? [Elliott]
 - Yes. Just need someone to organize it
- Ladders etc - Possible to give more notice? [Elliott]
 - Have monthly calendar?
- Emails from Jegysoft. Not always working? Can this be fixed?
- Need more toilet paper. Keep stocked.
- Need to continue with Monitors?
 - Keep for initial period for FOB activation and then stop
- Guest policy - revise?
 - Believe that Guest often used in order to book courts 2x in same day
- Membership drop. Recruiting ideas:
 - Have organized events for beginners?
 - Tennis day in Manotick? Open house.
 - Incentive to members who bring new members
 - Change Javier/Pro comp to get comp on total member growth, not absolute New members [Rob]
 - Introduce Pickleball [Julie]
 - Send email to all members: Will you be renewing, and if not why not? [Elliott]
 - Would early renewal help?
 - Better targeting. Campaign members that did not rejoin.
 - Offer 10% off for first time members?
 - 2017: Offered discount on Group lessons for members
- Revenue ideas
 - Pursue sponsorships [Elliott]
 - Tennis app for juniors? [Gibb]
 - More revenue to be made on Program side than Membership side
 - Does Jegysoft email distribution go to non-members who participate in programs?
 - Offer program in fall
 - Have summer camp signup earlier
 - Have reduced Camp rates for people who sign up more than one child
 - Additionally have "Stroke of the Week" clinic. Say for \$10 each, which would go directly to Javier
- Think of other ways to save expense. Suggestions? [Gibb]
 - Eg Switched phone provider from Bell to Comwave; done in 2017 by Rob & Gibb
 - Replace fob system? [FYI Few complaints on Fobs this year] [Gibb]

- Reduce Monitor hours? [Rob]
- Increase Fob price? \$20? Put into Jegysoft? [Lori]
- Purchase wine in advance? Boxed? [Gibb]
 - Need to purchase special occasions 3 weeks in advance
 - Not a big cost savings
- Survey
 - 46 people completed
 - Why did people not participate?
 - Inconvenient times
 - Too busy
 - Members happy with Club Pro
 - Court conditions: Not good input
 - Buy more rollers
 - Hang carpets under roof to keep dry
 - Blue courts: Difficult to get water off of due to low spots. Also more impervious.
 - Comments
 - Not enough organized programs for working people
 - Programs run were not suitable for lots of members. Eg Cannot participate in daytime round robins. Eg No suitable beginner events. Eg Some feel they are too old for offered programs.
 - Make it more clear what play level activities are geared towards
 - Support Pickleball? > Yes say 60%
 - Have mandate to investigate
 - Erin F. agreed to do a demo day
 - Would need divider
 - Valleystream tried in 2017 and it was a large success
 - Valleystream has specific Pickleball times
 - Mark Court 6 temporarily to gauge interest?
 - Thu round robins
 - Mix players up more
 - Executive
 - Slate of candidates approved
 - Elliott Jackson is a new board member
 - Volunteer(s) for Socials?
 - Have groups host? Eg Senior Men's group host one? Mixed round robin host one?