

TLTC

JAN '24 BOARD MINUTES

FEBRUARY 05 2024 / 7:00 PM / LOUNGE

ATTENDEES

Members Present	Members Absent	Guests
Laura Treleven James Wonneberg Rachael Bouma Russ Heaton Leah Knight Heidi Hurst Morgann Crook Justin Raphael Luke Masselink Jeremiah Murlless Jason Ott Scott Nicholson		Amanda Wilkerson Tom Peterson Ashley Nelson Michelle Lisa Hardy

AGENDA

Welcome + Introduction / Rachael Bouma

7:16 Call to order (Rachael)

- Round table introductions for and with new board members. We started late tonight following a member invite social hour, a good sign we went late as it was received well. We will continue to host these member-focused meetings.
- Theme for the year; increased communication with membership (Rachael)
- Communication about voting nights - we need 7 to vote. Please say if you are unable to meet to Tom if necessary.
- Electronic voting is possible (its not mentioned in by-laws)
- **Action:** look into infrastructure to setup digital call-in abilities.

Introduction / Ashley, Michelle, Lisa

- **Ashley:** 2023, social, website, vendor relations, events, customer service, new/existing members, new projects, for example business and personal directory, program development
- **Michelle:** Dec 2019. Customer service, payments, accounts/memberships, waitlist tight ship on that - keeping that list clean data, main point of contact. Staff scheduling; lifeguards, maintenance, office staff, 24 hour on-call. Hiring, recertifications/certifications etc. USTA; communicate with captains before/after, payment, team makeup, courts setup, scheduling changes. Staff evalus, employee training; retail experience - comes in handy for this. Keeping an eye on how people are working together with one another, with members. Gametime work. Goals; aging accounts - get a handle on. Clear, concise setup for future. Cleaning up our data for waitlists etc. We all wear a lot of hats. You name it, we've done it.
- **Lisa:** October 2017. Housekeeping/cleaning. Fixing, repairing things. Managing another person to clean courts at night. "Everyday something breaks here." Troubleshooting all the things. Cable, camera stuff. Dive into it - you can't run away from it. Pool maintenance - certainly harder in the summer. Health department- they are in our corner, if they have recommendations we do it. "She's mcguyver." Always learning.

January Financial Report / Luke Masselink Amanda Wilkerson

- Year in review: great launching-off point for the year
- Better than budget \$499,233
 - A majority of that is going straight to loan principal
- This year we will look at Operating and Income as their own entities
- Take out the loan, there was a positive cash flow for the year
- We'll look at baseline budget for 2024 next meeting
- Will we review the budget in meeting 2, adopt in meeting 3
- Want to make sure the capital fund is solvent - there's a lot of financial meat to dig into
- A 4 month assessment is about \$4MM - for reference for paying off this current loan or any other loan we may want to take out
- A look out at future costs, aka Dome 1 generator: \$260K
- Strong reserve: \$600k - deplete pretty quickly if we do all the 2024 column of needs/expenses
- What's the order of importance for all these 2024 updates/repairs? (Tom)
 - Everything is needed at once unfortunately - it's hard to say no to any of it
- Label 'cameras' as security instead - it entails more than just cameras
- Merchant charges: 3% charge with a credit card
 - Last year we paid \$68k on merchant fees
 - We need to switch to a new processing place will save us 57% (rough guess)
 - Do we pass on the 3% to members? If we do it would save us about 85%
 - Or do we raise dues 4.5% to account for that fee - incentivise members to setup debit/ bank account/ACH
 - See what happens until new legislation is approved
 - Switch to new system for now, then come up with a more robust plan once legislation is passed/not passed

- Most members pay with credit card every month
- Motion (Morgan) Russ (Second) to pass on 3% to members with notice of change
- Message the fact that this money would go back to the club
- Table this vote (Morgan)

Manager's Report / Tom Peterson

- Please refer to Tom's document [here](#).
- Have members log issues or maintenance for Tom to look through when necessary - is there a way to allow members to do that?
- If we can't digitize it, Tom is around in general.

Locker Room Project Update / James Wonneberg

- Half money is spent, all on time (maybe 1 week ahead of schedule)
- Almost at drywall stage - big deal
- Going really well in general - no concerns with inspections etc.
- Send more photos to Ashley to show members
- Can we take the board thru the site before the next meeting

Board Officer Election / Rachael Bouma

- Uncontested:
 - Treasurer (Luke)
 - President (Rachael)
 - Strategic Planning: (Justin)
- None running:
 - Secretary: Jeremiah volunteers (out March)
- Adopt slate as written: Motion (Russ) Second (Heidi)
- VP election winner: **Laura Treleven**

Social Events / Morgann

- We need more events in general
- Ashley: she can advertise it, but not have to organize it
- Adhoc social committee?
- Social community page, not managed by TLTC
- The board needs to attend events to get people there - sign up on gametime
- Members and non-members

Adjourn

Motion (Luke) Second (Morgann) @9:15 pm

