



# OCT '25 BOARD MINUTES

OCT 6, 2025 / 7:00 PM / LOUNGE

## ATTENDEES

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

## AGENDA

### Call to Order + Introduction | Rachael Bouma

- 7:04pm Call to order (Rachael)

**Motion to approve September Meeting Minutes (Laura) second (Scott) 7:04pm**

**✓ Motion Passes: 7:04pm**

### President Report | Rachael Bouma

- **Survey**
  - As of 10/6, we are at 44% of participation
- **Social financials from summer**
  - The club lost ~\$14k in our social events
  - The primary reason for the loss was due to our engagement with new food vendor where we misscoped the expenses and expected revenue due to lower than expected attendance and food purchases
  - The executive team discussed the development of a process where new vendors will be vetted to ensure their terms and conditions align with the club, we have

better forecasting and planning for event attendance, and consider registration requirements to better understand expected orders

- **November Board Meeting**

- Rachael requested that we move the scheduled November board meeting as Tom Peterson will be out of town on the previously scheduled date
- **Action Item: Determine date for November's meeting**


- **Board Documents from Governance Committee**

- Rachael provided an update regarding the newly established Governance Committee, sharing that they have revised the latest Board Documents (Confidentiality and Best Practices) and shared that those documents are currently with our legal council for review and approval. Upon approval they will be distributed to the board for review and signatures.

## Financial Review | Luke Masselink

- The board reviewed the following financial documents:
  - Statement of Revenues and Expenses and Prior YTD Comparison (end of Aug)
  - Budget vs Actual - Year to Date (end of Aug)
- **Financial Update for July:** Luke provided a financial update for August, highlighting the club's revenue and expenses
  - **Revenue and Expenses:**
    - **Capital Expenses:** A number of capital projects took place in August, including the indoor court railing, Dome 1 Air System, HVAC final payment and new stair climbers
    - **Tennis Programs:** Worse than budget due to one of the tennis pros having a number of days off for vacation and illness
    - **Tennis Balls:** Worse than budget by \$11,528 due to reclassification of YTD Wilson tennis ball purchasers and half due to on-going Wilson and Dunlop tennis ball purchases.
    - **Pro Shop Expense:** Better than budget due to reclassified YTD Wilson tennis ball purchases
    - **PNW Budgeting:** The reason that this line item has been separated from the overall budget summary is due to the volume of expenses and revenue coming in during the PNW event.
      - Luke confirmed that the PNW has its own account

## Technology Presentation | Jeremiah Murlless, Justin Raphael

-  TLTC Club Management Software Board Review
- Jeremiah and Justin provided a status of their bidding effort for a new Club Management Software. The status included a summarization of the Club Management Software category, rationale for considering a Club Software Solution for TLTC, and details related to the features and benefits to member experience and club operations
  - Feedback from the Board included:
    - Ensuring we gather stakeholder input: office staff, tennis professionals, board members and the membership

- Discussion of a change management strategy as a Club Software Solution will have an impact on many aspects of the club, including financial management, operations and member features - such as court booking, invoice review and club communications.
- Gather ROI (return on investment) data points that support the operational and financial efficiencies a software solution will provide, e.g., hard costs to such as bookkeeping hours, displacement of current technologies, and soft costs such as time efficiencies gained, invoice and financial accuracies
- Evaluate the data from the upcoming Member Survey to determine areas of interest based on survey results.
- **Action Item: Justin and Jeremiah to share the Club Software vendors demo environments for the board to review**

## Code of Conduct | Scott Nicholson

- Scott walked through the draft of the Code of Conduct, including the following:
  - Purpose
  - Applicability and Agreement
  - Pillars of Conduct
  - Reporting Violations and Retaliation
  - Violations and Board Actions
  - Publication and Update
  - Next steps for Code of Conduct

## Committee Updates | Rachael Bouma

- **PNW Committee**
  - The PNW committee reviewed the enclosed PWN Financial Report
    - [2025 PNW Revenue and Expense](#)
    - Upon review of the PWN Financial Report the board discussed the following:
      - Key line items:
        - Merchandise currently represents a \$9,717.75 budget deficit as items were purchased both for sales at the event as well as in the gift shop post-event
        - Confirmation that the Jordan Moll line item is specific to the the event planning and event execution
      - Requested clarity for miscellaneous line items - what costs are collected under this category?
      - Clarified the wages line item represented time and overtime for staff where they time was tagged under PNW, including lead time up to and during the event
      - Requested clarity on what revenue came from members vs non-members, as non-member revenue
  - The board discussed the changing demographic of the membership, where there has been an increase in younger families. As a result there were many more little kids in attendance, which some board members expressed their and member concerns over some of the distracting behavior of young kids to the tennis play.

- Suggested ideas to address this feedback included more focused areas for kids to gather during the event that minimizes distractions from tennis game play
  - **Action Item: The PNW Committee and Tom to provide additional financial details per the boards clarifying questions on specific line items**
- **Facilities Committee | Jame Wonneberg**
  - The enclosed facilities update was provided via email from James on October 1st.
    - [20250930 TLTC Facilities Committee Meeting Notes](#)
    - [TLTC Clubhouse Renovation Project Brief](#)
- **Strategic Planning | Justin Raphael**
  - Justin shared that the Strategic Committee is currently focused on the planning and execution of the upcoming membership survey
- **Social Committee | Leah Knight**
  - No updates to share
- **Membership Committee | Heidi Hurst**
  - Not in attendance / No updates to share
- **Aquatics Committee | Justin Raphael**
  - No updates to share
- **Tennis Committee | Jeremiah Murlless**
  - No updates to share

### Manager Report | Tom Peterson

- The board reviewed and approved a Leave of Absence request due to a medical condition
- Dome two is being installed, beginning tomorrow Oct. 6th

**Motion to adjourn (Jeremiah) second (Morgann) 8:59pm**

**✓ Motion Passes: 8:59pm**

## Board of Directors Open Item Report

Updated Oct 2025

Open Item	Description	Status	Next Steps	Key Stakeholders
TLTC Code of Conduct	The creation of a Code of Conduct for members and guests of TLTC	In Progress (90% complete)	Scott to create a draft of Code of Conduct informed by the outputs from the Boards Code of Conduct exercise	Scott Nicholson

<b>Alcohol Policy</b>	Determine an alcohol policy that allows members to purchase alcohol at the club	In Progress	Russ looking into option for the club having a key that can be checked out to access alcohol based on latest update from the alcohol board	Russ Heaton
<b>TLTC History Book</b>	TLTC has commissioned Rod Koon create a book that tells the story of the history of the Tacoma Lawn Tennis Club	In Progress	Tom to brainstorm compensation for the actual hours and work completed for Rod's efforts in creating the TLTC History Book	Tom Peterson
<b>Notice of Upcoming Charges on Monthly Invoices</b>	Communication of upcoming dues increase, assessments, auto-charges to be included in prior month invoices	Not Started	Tom to confirm connect with Amanda to check status of having this built into invoicing process	Amanda Wilkerson Tom Peterson
<b>Strategic Plan</b>	A Strategic Plan for TLTC that informs committee focus areas, business and finance, and ensure the success of the club for years to come	In Planning	The board to discuss the creation of a strategic plan for TLTC in May's board meeting.	Rachael Bouma Justin Raphael
<b>Club Management Software</b>	The club is considering a membership software system that houses key TLTC documents and provides club specific features for members and management	In Progress	Jeremiah, Tom and Justin presented club software category, feature and benefits and vendor list to the board, October 6th, 2025	Tom Peterson Jeremiah Murlless Justin Raphael
<b>PNW Financial Report</b>	Profit and Loss Report, along with details of Revenue and Expenses to be reviewed by the board	In Progress	PNW Committee and Tom Peterson to provide additional financial details, per the board's request	Tom Peterson
<b>Bylaw Amendment: Annual Dues Increase</b>	<i>Amendments to the bylaws to include annual dues increase</i>	<i>Completed</i>	<i>The board to review language for amendment bylaws that include an annual dues increase (May 2025)</i>	<i>Rachael Bouma</i>
<b>Bylaw Amendment: Senior Membership</b>	<i>The creation of a member classification for our senior members</i>	<i>Completed</i>	<i>The Member Committee voted not to advance this task</i>	<i>Heidi Hurst Tom Peterson</i>
<b>Board Reports &amp; Committee Updates</b>	<i>Develop criteria and a process for gathering all committee updates, reports and materials to be reviewed in monthly Board Meetings.</i>	<i>Complete</i>		<i>Jeremiah Murlless</i>
<b>High Performance Junior Tennis Program</b>	<i>Board support for the High Performance Junior tennis program</i>	<i>Completed</i>	<i>The board to help support Ryan in spreading the word about the High Performance junior program</i>  <i>The board to help with providing a banner to support the High Performance junior program at this year's PNW</i>	<i>Tom Peterson</i>