

## TCOTC Board Meeting December 13th, 2016

Meeting called to order at 7:05 by Stephen Dent

**Members present:** Kate Anders, Steve Voeller, Steve Dent, Barb Yanish, Ben Rimbey, Corrie Barrows, Mary Steinbauer, Nanette Malcomson, Jane Jacobson, Anne Schenk

**Absences:** Judy Dove

### Officer & Staff Reports

#### Managing Director's Report – Anne Schenk

We conducted a second survey of basic manners graduates. Again – largely very positive feedback and high participation rate. Corrie has a great suggestion about sending automatic notices to basic students on week 5 with options for what class to take next. **Action Item: Corrie will pursue this idea and the idea of e-mailing class homework**  
Anne S has also been working with Anne M. to create a social media calendar. The signage has been finalized and the printers will install. Nanette has been helping to create a method for tracking incident reports.

#### Office Manager's Report – Nanette Malcomson

We are doing well. We now have full desk coverage! The woman's bathroom faucet was fixed by Stephen D (thanks). Our new store is up and running.

#### Treasurer's Report – Mary Steinbauer

*Ben moves to accept the treasurers report. Barb seconds. 6 – yea (Kate, Corrie, Barb, Steve V, Ben, Steve D.), 0- no, 0- abstain. Motion passes*

**Action Item: Mary will connect with Anne S and the department heads to explore ways to get instructors submitting timecards in a timely manner.**

#### New Member List – Corrie Barrows

*Kate moves to approve. Ben Seconds. 6- yea, 0 – no, 0- abstain*

**Action Item: Anne S will explore ways to generate the number of actual new members vs. memberships purchased in any given month (new and renewing).**

#### Staff Reports:

**Anne Bentley:** Absent.

#### Jane Jacobson:

We have several new assistants. We are starting a new class in January for graduates of Basic that are still under 1 year focusing on adolescent dogs – the first class starts mid-January and it's already filled.

### New Business

#### Refund Policy

We do not currently have a refund policy. Anne S. has created a policy based on some of our practices and industry standards and will get this put onto the website and documented.

#### Review Managing Director's Performance

Reviewed deliverables and Anne S. is meeting expectations. Some additional priorities Anne would like to focus on moving forward include starting an educational/seminar series, centralizing volunteer activities and needs, continuing to work on policies and procedures (making them accessible), and how to continue take the board and board committees to the next level.

#### Expansion Exploratory Committee Report

7 members met with Joe (the landlord) to look at options for expansion and/or make changes to our current space (including possible changes to our entrance). This is very much in exploratory/information gathering stage and this committee will continue to explore options and report back to the board in the new year.

**Action Item: Anne S will work on a plan to start doing a car count both during classes and at events so we better understand our parking needs.**

#### Vouchers for Sunday Evening Set-Up Crew

**Action Item: Steve D. will update Anne McCaskey.**

## Unfinished Business

### **Board of Director's Scorecard - Review and Accept**

Our dashboard: 4 core categories identified to start tracking, with a total of 10 measures. Anne S is working on finding ways to access the data we are hoping to track. Example presented on facility usage.

### **Merchandizing – In-Club / Online – Update**

The new display is wonderful and appreciated. It's too new to pull data yet but Nanette's sense is that sales are already up. We would like to get a second cart to expand the selection of what we are selling but will wait to see both how this cart works and consider our remodel plans. Nanette would like for us to consider getting a barcode scanner.

### **2017 Membership Meeting**

**Action Items: Steve D. sending a reminder and collecting paperwork.**

**Anne S and Ben will work to put together an eblast 2 weeks before meeting with nominee bios and reminder.**

**1 week before Steve D will get Ben the reports to post on website.**

### **Department Head Reports for Membership Meeting**

**Review Class Prices – Deferred - Ben Rimbey and Anne Schenk will coordinate**

### **Business Item**

Item Discussion

*Actions Taken*

**Future action items**

*Ben moves to adjourn. Meeting adjourns at 9pm*