

TCOTC Board Meeting October 9, 2018

Meeting called to order at 7:03 by Stephen Dent

Members present: Ann McKasy, Anne Schenk, Barb Yanish, Lindy Luopa, Karen Radford, Mary Steinbauer, Stephen Dent, Katie Grillaert

Excused Absences: Judy Galbraith, Jane Jacobson

Officer & Staff Reports

Managing Director's Report – Anne Schenk – Dashboard presentation - Sales are up in total sales and product sales from last year. Puppy class revenue and attendance is up from last year. Anne thanked everyone who helped with ring cleaning. Painting looks good! Vanessa will work on a presentation regarding the store. Stephen and Anne had a discussion with CAPP, our landlord regarding the stairwell and entrance. They looked at extending the stairway so it goes all the way to the flat part of the lot. It would be a temporary solution and CAPP would pay for it. There have been no official applicants, but questions from some interested parties. We may need to scale the customer service position back to help it be more approachable.

Treasurer's Report – Mary Steinbauer – Mary is working on September financials. She will send out finished financials in the next few days and we will vote online. Mrs. Richard's estate has been taking an inordinate amount of time to be settled. We are asking for a full accounting and that it be settled soon. We should know something by our December meeting.

New Member List – Katie Grillaert made a move to approve the new member list. Ann McKasy seconded. All voted in favor.

Staff Report – Anne Bentley – We have a new Sunday setup person for the agility course, Taylor Davis. We do need a few more people on the crew. We are starting two new foundation classes next week. We have our agility trial coming up in November. Judges are lined up through 2020 except for January of 2020. Tracy Sklennar is doing a seminar through MN Mixed Breed Club 26th and 27th, and Kory Kaye is doing a circle work seminar Nov 9,10 and 11 and that is filled. Auditing is free to all staff.

New Business

Review of September 2018 TCOTC's Business Scorecard – We received some negative comments in our latest surveys. Staff is meeting to deal with specific issues. Karen calculated that only 1% of new students will be here after one year. Total membership is remaining fairly stagnant. How do we grow our memberships? Club days, refresher sessions, social events? And, maybe people are getting their goals met if their goal was to just train their puppy.

Review and affirm strategic priorities for 2018/19 – Karen Radford

- Affirm strategic priorities
- Select three actionable items
- Discuss potential, feasibility, measurability of items
- Identify board member champions for implementing the strategies or tactics

We are making progress on these items, but we need to keep moving forward. Filling the customer service position is going to help. Ann would like to see the marketing to drive enrollment in what we are currently offering. Karen will send out and ask for updates and ideas from the board. We will start building the plan for next year. We could call for committee members at the next club meeting.

Executive session – Review the feedback and align with board's financial goals

We talked about developing Standards of Conduct in conjunction with staff, board and members, using our values as a base.

Barb moves to adjourn. Meeting adjourns at 9:17pm.