

TCOTC Board Meeting 3/8/22: Minutes

Meeting called to order at: 7:05 pm

Members present:

- Anne Schenk, Vanessa Niemi, Marsha LeDuc, Joyce Carlson-Rioux, Anitra Francis, Karen Radford, Tonni-Sue Keinz, Meera Kannan, Mary Steinbauer, Cally Samson, Jane Jacobson, Susanne Jones, Taylor Davis, Chris Mosley

Excused Absences:

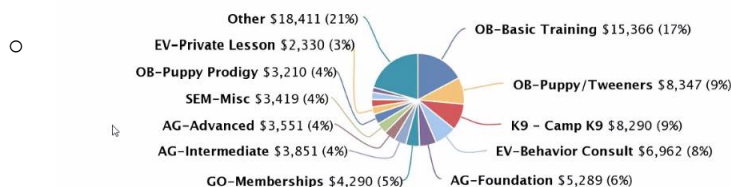
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Managing Director's Report, including New Member List – Anne Schenk – 10 minutes (7-7:10)

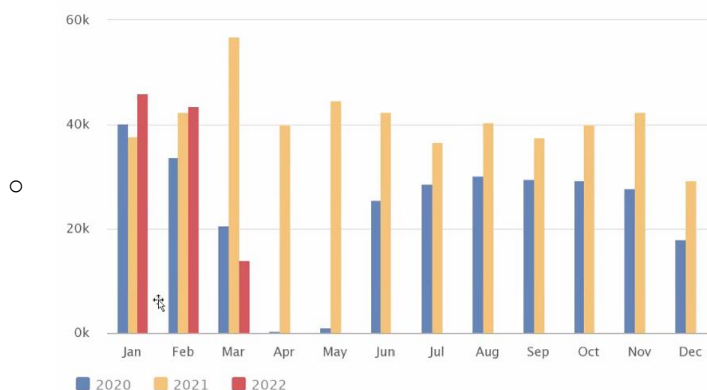
- Scorecard
 - Good shape overall
 - Fill rate up over 80%
 - Strong member renewals
 - New membership weaker
 - Rolling 12 months declining - not dramatically
 - Facility usage is great - Camp K9, rentals are back
 - Instruction getting good marks
 - Pushback on noise and crowding - keeping some classes smaller is good
- PowerPoint Deck from MindBody (cannot control categories)

Sales By Category

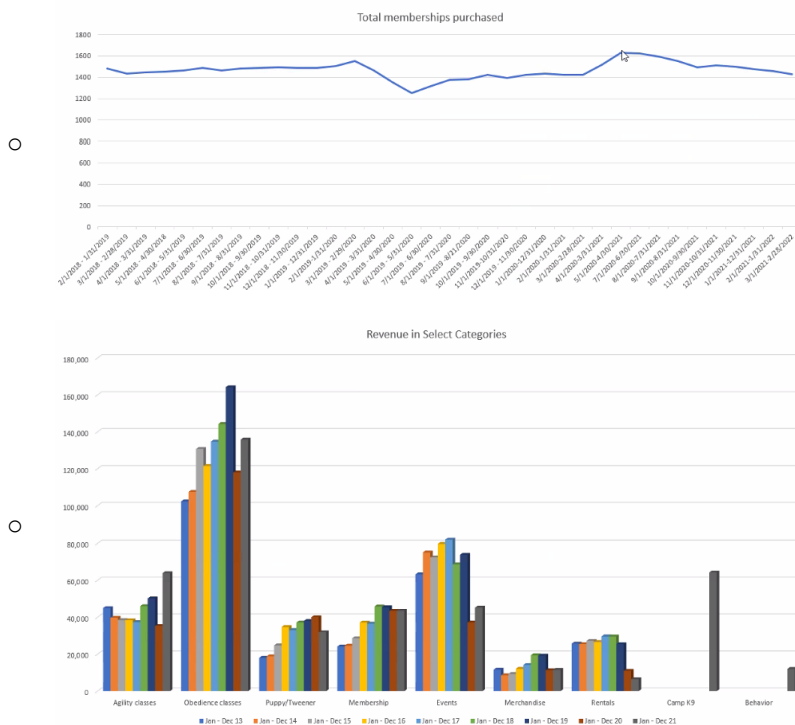
Total: \$89,462



Sales – Year Over Year



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- Anne will send report out
- Talked to Lee this morning
 - Brought in bobcat to clean up parking lot - trying not to charge us for that
 - Plumber coming tomorrow to secure pipe on sump pump
- Agility mats are drying
 - Will work on them again tomorrow
 - If mats dry out, then we don't have anything to file an insurance claim on
 - No costs other than labor, and a couple cancelled classes
 - Questions on whether mats may form mildew?
 - Mildew spray?
 - Keep humidity low
 - Mary does not have bandwidth to take on a new project with the mats
 - We will know more tomorrow when we go back to check mats
 - Jim & Gina are coming to club tomorrow to help

New member list

Karen moved to approve
 Marsha seconded
 All approved

Treasurer's Report – Mary Steinbauer - verbal update, documents available later – (7:10-7:15)

- Sent out what she had
- Did better than budget by \$5500 but all balances out over time
- Timecards are a problem - still waiting for some January timecards
- MindBody not efficient anymore.
 - E.g. in some cases we handle the same transaction 3 times
 - Former webmaster Johanna is evaluating another software that may work for us
 - We need to know when evaluation will be done
 - What are next steps?
 - If not a good fit, how do we look elsewhere

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- Cannot expand without having a better program
- Biggest problem is membership
- May need to step up what we're paying to get software that will work for us, have space for future growth, and keeps people from burning out
- Anne, Mary, Vanessa, Corrie will move this forward
 - Anne will also check with Jason, and find out more information
 - This is the company Jason Uphoff works for:
<https://www.atomicdata.com/services/>
 - Mary suggests hiring someone to do this for us

Staff Report – (All Staff Reports 7:15-7:30)

- **Chris Mosley – 5 minutes**
 - Agility trial went well this weekend despite the circumstances
- **Jane Jacobson – 5 minutes**
 - We are maxed out but still a demand for classes,
 - Have instructors who would teach more but we have no where to put them
 - Will poll staff to see if interest in teaching Saturday morning classes when no rentals
 - We cannot meet the demand
 - Trial secretary for Obedience Trial
 - Other clubs having similar issues
 - Cannot register trial with AKC without a secretary
 - Either we try to do it ourselves, or find another option
 - Larry Cross does it for St. Croix Valley - contacting him for input
 - Onforio does it but haven't heard good things
 - Mike Teh dabbling in it but may not be ready in time - Chris will check
 - October Trial is 22nd & 23rd
- **Vanessa Niemi – 5 minutes**
 - Enrollment down this month - will need to market more
 - Vanessa taking a giant step back to concentrate on her health
 - Some months are good, some months are not great
 - Thanks to Vanessa and Taylor, for getting this program off the ground
 - Board was supposed to review Vanessa's salary in 6 months
 - Not the money
 - We have talked to MindBody, but they do not have any more solutions from us
 - Their support has also diminished since Covid
 - #1 Software issue, #2 Marketing, #3 Review Vanessa's salary

Minutes 2/8/22 Meeting (7:30-7:35)

- Meera Moves to approve
- Marsha second
- All approved

New Business

- **Discussion on Rental Manager vs Building Manager**
 - May need this when we expand
 - Right now Mary does a piece of it and Anne does a piece of
 - Board will discuss in future
- **Review Request for Dog Reinstatement (7:35- 8:00)**
 - Dog was evaluated and some behavior therapy started
 - Decision
 - Board has reviewed Dr. Bryant's recommendations, and has decided not to allow Dog back into the building.
 - Marsha moved to approve
 - Meera seconded
 - All approved

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- Official letter will be sent to owners involved
- **Behavior Department Head Position Salary (8:00-8:15)**
 - Want to post position as soon as possible
 - Karen has normalized the Dept. Head position compared to other Dept. Heads. She will send this out to everyone.
 - This person will be responsible for developing suite of classes for reactive dogs
 - Prices for these classes will be higher than for regular classes
 - Without expansion, we may still be able to get 2 classes a week in the Star Room
 - Suggestion to also look at having reactive dog classes during the day, besides the evening hours
 - Putting faith in staff and reputation > if you build it, they will come
 - Meera motioned to pay \$500/mth for Dept. Head
 - Marsha seconded
 - All approved
- **Road Map - Cally and Karen (8:15- 8:30)**
 - Encapsulates everything we discussed at last meeting, breaking it into 4 subcommittees
 - Programming
 - Finance
 - Real Estate
 - Planning
 - Karen and Cally will send out for comment
 - Suggestion for another meeting to dive into this
 -

Unfinished Business

- **Event Manager Position - Concern re duties for Show Chair raised by current job description 15 minutes (8:30-8:45) Jane**
 - Some duties under Event Manager are really the responsibility of a Show Chair
 - Will send out for comment
- **Covid Policy Update on Local Stats – 5 minutes (8:45-8:50) - Joyce Carlson-Rioux and Anitra Francis**
 - Everything looks good for Hennepin & Ramsey

Announcements: Planning Meeting Scheduling - Joyce Carlson-Rioux

- Joyce will send out Doodle poll

Marsha moved to adjourn at 9:24 pm