

## Minutes – Voyager Pickleball Board Meeting 3/17/18

### 1. Call to Order:

- Skip Deming 10:01 a.m.

### 2. Intro of Current Board Members:

- Present: Sandy Black, Larry Rauh, Skip Deming, Tammie Brown, Dave Hart, Gary Meldrum, Richard Hyde
- Present: 7 audience members

### 3. Call for Volunteers for Vacant Board Seats:

- Vacant positions are Vice President/President Elect (4 year), Player Improvement Coordinator (2 year), and Tournament Director (2 year). All 9 Board Member positions are voting member, which is a change from the past where President only voted in event of a tie. With all 9 being voting members, there should be no issue of ties to break.
- Applications are posted at Activity Office and on bulletin board by shuffleboard courts. Skip continues to check the Activity Office mail slot and urges everyone to continue talking about the vacancies and encouraging applicants. Completed applications to be returned to Activity Office mail slot.
- Skip noted that there have been 0 applications received for the vacant seats. There is 1 application out for VP/President Elect, however it has not been returned as of yet.
- Skip noted that, in the fall, Gary (currently VP/President Elect) will assume the Presidency (replacing Skip) and will serve a 2 year term.
- Priscilla Scott (audience member) noted that the Tournament Director primarily coordinates volunteers. She volunteered to run the tournament next fall, but will not be the Tournament Director. Sandy volunteered to assist Priscilla. Skip noted that the tournament is our main fundraiser and thanked Priscilla for stepping up to run the tournament.
- Nancy Heebsh (audience member) stated that she hasn't considered being on Board due to only being at Voyager from January to April. Board members gave OK emphatically, again citing that although each position is only 1 voting Board seat, multiple people to fill the position (as a team) is allowed.
- Nancy volunteered to be Player Improvement Coordinator. Jane Gilmore (audience member) volunteered to be a team member with Nancy. Board gave an emphatic YES, with no dissenters, and encouraged Nancy to fill out the application and turn it in. It was suggested by Skip that Nancy should work with outgoing Coordinator, Kerrie Palermo, through end of season.
- Skip says he and others should keep talking about the open positions, however with today's commitments, will feel better going forward in to next year.

### 4. Changes to Agenda:

- Richard asked for details on tournament dates for next year.
- Per Priscilla, Fall Tournament will be December 6,7,8, 2018, with no Meet and Greet. Resident Tournament date is still TBD, awaiting research as to best dates to avoid overlapping other tournaments.

### 5. Approval of Minutes from February 17, 2018 Meeting:

- Motion to approve February 17, 2018 Minutes made by Sandy Black, and seconded by Gary Meldrum. Unanimous approval of February 17, 2018 Meeting Minutes.

### 6. Public comments:

- Dan Galvin (only audience member with comments) expressed desired to have a residency requirement for the In House Tournament. Board Members responded that they had discussed the issue and concurred.

- Dan also proposed having a “booth” once or twice a week, so that he (and other instructors, etc) can be seen and can meet players. The goals would be to allow for instructors, board members, and players to meet and put names and faces together on an in person basis, as well as provide a way for players to ask questions and get information. It was noted that bulletin board postings, while providing information, may not be read as closely as desired. Gary responded positively. Skip will pass on the idea for next year’s Board’s consideration.
- It was noted that the new Social Hour (Thursdays in the Courtyard) is getting a positive reception. (Peggy (last name?) spearheaded that effort.)

**7. Treasurer’s Report – Tammie Brown:**

- Income for Period October 1, 2017 – March 15, 2018:
  - a. Total Income: \$10,361.00
  - b. Total Expenses: \$7,632.42
  - c. Net Income: \$2,728.58
- Bank Balances:
  - a. Checking Account Balance March 15, 2018 was \$8,350.38
  - b. Savings Account Balance \$50.00
  - c. Voyager Activity Office Account Balance \$438.18
  - d. Cash on Hand Balance \$100.00 (used as startup money for 50/50 at monthly Social)
- It is Tammie’s opinion that the Voyager Pickleball Club is in satisfactory financial operating condition at this time.
- Priscilla pointed out that Voyager Activity Office Account monies came from last year’s Senior Olympics Tournament. It was stated that since Voyager will no longer host that tournament, the balance should be zeroed out by ordering balls, paying bills, etc. All expenses with receipts are eligible to be paid from those funds. Debbie (Activity Office) and Tammie will coordinate. Tammie and Dan to discuss if the summer fund for balls, etc will be drawn from these monies.
- Sandy wanted to revisit the Treasurer’s Report, noting that here in mid-March, the Club is fine financially with the current balance of \$8,000+ (plus incoming monies-including \$800-1,000 from this year’s Resident Tournament) and that there is a lack of major upcoming expenses. Sandy pointed out that, contrary to possible public idea/opinion, the Club does not need additional monies. Skip concurred and added that there was discussion during the Board work session (prior to the public meeting) in regards to the recent survey results--specifically the idea of instituting a Club membership fee. Skip stated the topic of membership fees will be addressed later in this meeting. Skip also noted that there was one suggestion (from the suggestion box) asking if the survey results would be made public--Skip stated that yes, the results had been posted.
- Dan suggested adding fees to his classes, not to raise money, but to increase the commitment on the part of the players involved, and make them more likely to show up for the classes.
- Discussion ensued (off topic) that Dan and Dave had lowered one sun shade (near Court 3) as a test for increasing shade to bleachers. Skip thanked Dan for his work (and blood). Voyager staff is to lower the remaining shades, however it is noted that it will be some time before the work is completed.
- Motion to approve Treasurer’s Report made by Gary Meldrum, and seconded by Sandy Black. Unanimous approval of Treasurer’s Report.

**8. Tournaments – Sandy Black:**

- Sandy stated that the tournament numbers were up from last year, and that is encouraging. She also wanted to note that Mixed Doubles were the biggest brackets, and that a lot of people stayed to watch those finals. She noted there was plenty of camaraderie and people seemed to really enjoy it and have fun.
- 81 players in total. 4 different events, including Men's Doubles, Men's Singles, Women's Doubles, and Mixed Doubles.
- Men's Doubles and Women's Doubles didn't have as many entrants; on average 3 and 8, 5 and 17.
- Mixed Doubles: 3.0 had 15 teams. 3.5 had 11 teams. 4.0 had 3 teams.
- Expenses: \$224.79 for medals/pins. There is an outstanding expense that Sandy assumes is a transaction fee.
- Fees Collected: \$1,325.00 after refunds, so net profit will be \$800-1000.
- Final financial report for tournament still to be completed. Sandy hopes to have it completed today.
- Sandy noted that there are enough medals on hand for next year.
- Sandy wants to thank all helpers and participants. Thanks specifically to Priscilla, Louise, Tammie, Terri K, and Sheila on the desk.
- Skip noted how the Resident Tournament gives residents a chance to participate in a tournament (especially if not wanting to play in an open tournament) either through playing or volunteering. Skip also noted that it is (and should be) a supportive environment, and is a part of the player improvement program.
- Skip noted that there has been feedback from players about instituting a residency requirement policy for the tournament. The sentiment is that the Resident Tournament is meant for residents, and outside players coming to Voyager short-term (ie just for the tournament) should not be allowed.
- It has been suggested that there be a rule requiring 1 month (30 days) residency, prior to and including the tournament dates, (RV or park model) in order to be eligible to play in the Resident Tournament. There was discussion on monitoring, but general consensus was that it wouldn't be necessary. Also, it was questioned whether age was more important than residency; Skip made the point that most younger (under 55) people are most likely guests, not residents, and therefore not eligible to participate.
- Sandy will rough out the wording regarding the residency requirements for future Board discussion/approval.
- Priscilla started a discussion of the December tournament. She asked if people thought the tournament should be Open Skill Level (as in past) or have skill/age brackets. She is in favor of it remaining Open, but is open to having age brackets. She noted there are few open tournaments--the closest being in Surprise. Priscilla will do some analysis and e-mail the Board with a report (timeframe TBD). We have had 285-300 participants on average (what our courts can handle.)
- It was mentioned that residents seemed to enjoy having the younger players and wanted to see them play. Sandy noted that some residents who normally expect to medal, didn't, due to the younger players winning, and may therefore not be motivated to participate. Priscilla downplayed this issue with the idea that we don't have many residents that are in the 5.0 bracket.
- It was brought up that for Men's Doubles there was a push on the part of some younger local players (Joey and Shawn) to recruit players, and that those men are planning to return. Those same players will also make a concerted effort to recruit more women as well.
- It was noted that Round Robin format tournaments take more time, and that that format is usually only used if there are 4 or fewer teams. It was also noted that medal matches run an extra 15-20 minutes. It was suggested that possibly the number of entrants should be cut down to keep the days shorter (too late and too cold). Priscilla will examine the issue.

- For the December Tournament, participants must be USAPA members. (This rule has been in effect for last 3 years.)
- Dan brought up that Indian Wells (California) is hosting Nationals now. Skip noted that the owner is a big pickleball advocate and is putting a lot of money in to it (courts and tournaments) and that it is a beautiful complex.
- Nancy passed along some comments she heard regarding medals/pins for the Resident Tournament. Upshot was that the pins didn't even say pickleball on them, seeming instead like an advertisement for Voyager, which was disappointing for some medal winners (especially first time winners). Discussion ensued on whether they could be updated creatively somehow for next year. Priscilla suggested using the new shirt logo.
- Discussion was had about maybe using the current pins for the Rodeo(s) next year and getting better medals for the tournament. Dave questioned whether budget is really an issue; he (and others) are of the opinion that we should spend the money for really nice medals.
- Motion to approve Tournament Report made by Tammie Brown, and seconded by Dave Hart. Unanimous approval of Treasurer's Report.

#### 9. **Structured Play – Larry Rauh:**

- Larry stated that there have been some problems, but they have been corrected. He's proud of the people that corrected those issues. He cited that some people who are not rated have showed up to play in Rated Structured Play; such players have been told they cannot play unless rated, and they have been fine with that. There is now a list in the book for reference.
- Larry wanted to thank the volunteers, including Maxine Allen, Dick Heebsh, Steve David, Walt Tormoblen, John Van Dam, Butch Bosworth, Jim Laughner, Tammie Brown, John Mosher, J.D. Walton, Jane Gilmore, Judy Tormoblen, LeRoy Thoma, Myra Bosworth, and Carol Helliar.
- Dan brought up discussion regarding Mentoring sessions, with some feedback that some of the mentors are too assertive and interested in showing how good they are, rather than actually mentoring. Tammie says she tries to talk with each mentor prior to the session and stress that it is a teaching session.
- Judy Cameron (audience member) says, as a mentor, prior to each game's start she explains to all four players what they will be emphasizing (ie serve deep, return deep, 3<sup>rd</sup> shot drop). She has had positive results and feels that approach works well.
- Larry noted that participation is down---down 216. January and February was way down. Weather was a big factor. Participation bounced back, even lately having sessions where people were turned away. Tammie says 4.0/3.5 session last year was good, but we've lost people in that level and that is a factor too.
- Motion to approve Structured Play Report made by Sandy Black, and seconded by Gary Meldrum. Unanimous approval of Treasurer's Report.

#### Sidebar Brought up by Skip

- The new ball machine was accessible only to instructors this year. Dan mentioned that the machine (and balls) still needs some breaking in. He anticipates summer usage will get it in top shape.
- There was Board discussion (prior to meeting) and it was agreed there will be opportunities for rental of the machine (fee TBD) available to residents next year.
- A form will be required for rental, including information about who is checking the machine out, when it is being used, and what it is being used for. There will also be a form required for returning the machine, including the condition of machine upon return.
- There was discussion on who will be responsible for the checking in and out the machine. Dan states he will not be a rental agent. No concrete plan in place yet for who will be responsible.
- \$5 was the charge suggested by the Board, or \$2 per person. This fee would be for resident rental, not clinics/drills. Dan stated that \$20 is what other clubs charge. Dan also raised the concern of how to make sure rentals don't conflict with or take away from time that instructors can use the machine. Other issues/questions brought up include: What to do with the monies in the ball machine maintenance fund if they aren't used? (Skip stated if not used, those monies could be used for a second machine.) Priscilla

asked what about an extra charge (and how to cover that) if damage is done due to mis-use? Louise Wershey (audience member) asked why we want to let it be rented, and if residents had asked for it? Louise also mentioned perhaps adding extra fee to clinics/drills where it is used, to raise money for machine expenses (a couple yeses were heard for that). Priscilla requested the machine not be stored on the shed counter and that a power strip is needed in the shed.

- All policies, forms and issues are to be hammered out by the Board (Gary Meldrum) next year.

#### **10. Player Improvement (Skip Deming for Kerrie Palermo):**

- Kerrie not present due to family commitment, Skip shared her report.
- Kerrie has 3 recommendations for next year:
  - 1. Schedule mentor sessions on Saturday. (They have taken away a day of drills for larger numbers of people.)
  - 2. Provide more 3.5 and 4.0 clinics and drills next year. (This year's emphasis on 3.0 and beginners was not balanced and makes instruction difficult with wide variety of skills in a session.)
  - 3. Continue to provide Pro training options for all levels, but especially options for higher skill levels.
- Kerrie would like to thank Sheila Boyle, Terry Kotjila, Sandy Black, Louise Wershey, Tammie Brown, Dale Secord (and team Tom Dutcher, Judy Cameron and Janet Sealy), and Dan Galvin.
- Beginner and Beginner Plus lessons:
  - Lessons are greatly appreciated and Kerrie thanks the instructors who consistently get top marks on the evaluations. It is noted that mentors are in short supply. There have been 25 Beginner Classes and 17 Plus Classes This Period and 42 To Date (No data on participant numbers.) Volunteer Hours = 168 approximately.
- Clinics:
  - Nice variety this year. Pro clinics provided by Craig Palermo and outside pros (Joey Farias) were advertised. There have been 5 Clinics and 50 Participants This Period and 12 Clinics and 108 Participants To Date. Volunteer Hours = 30 To Date and 72 For Season. There have been 10 Pro Clinics and 8 Participants – This Period, and 10 Pro Clinics and 12 Participants – For Season.
- Drills:
  - Drilling opportunities were reduced to accommodate the new mentor sessions. Mentoring this year of new drill coaches will expand our cadre of volunteers. There were 3 Drill Sessions (and Rodeo) and 73 Participants This Period, and 6 Drill Sessions (and Rodeo) and 103 Participants To Date. Volunteer Hours = 82 approximately To Date.
- Mentoring Programs:
  - Structured Play is popular, mentors in short supply. 3.5/4.0 is missed by 3.5 players. Formal drilling opportunities reduced to accommodate new mentor sessions. Carol Helliard has provided considerable support to lessons, mentoring, and drills. Judy Cameron, Bryan Rickman, Tom Dutcher and Janet Seeley are working hard to share their knowledge in the mentoring sessions. There have been 7 Sessions and 42 participants To Date. Volunteer Hours = 184 approximately To Date.
- Ratings Committee:
  - Kerrie has no update, other than that the team has been busy.

- Skip said we've spent 3 years developing rating sheets, with specific criteria. Skip states ratings trainees should have experience outside of park. Skip wants to avoid having players to go out of park and be overrated, stating that it has happened in the past, where Voyager players have gone to outside tournaments and been destroyed.
- Skip noted that Priscilla has been instrumental in making the training sheets an outline on for the player being rated, on how to improve their play. Skip also noted that the team has lost a lot of raters to other parks, and that the Club needs to train more raters. Skip believes raters should be experienced—ie above 3.0, and trained in both how to rate and how to communicate the information to the person being rated, so the player can get the most out of the process.
- Skip says that there is a need to get more info out to players about the rating process and that the Club must build confidence in the raters and what they are doing. He notes that raters feel bad when players don't get the rating they want, but wants them to know (from sheets) what they can do to improve.
- Skip notes that ratings are an important part of the Player Improvement Program and we need to see good results and wants to keep it a positive practice. Skip said there will be trouble getting raters if raters are getting bad-mouthed after a player doesn't receive the rating he/she wanted.
- Priscilla says nerves are part of it (and that is known by the raters) and the player is expected to perform under pressure; if the player cannot work through the nerves, then he/she isn't meeting that level.
- Skip emphasized that when players say, "But, I play with such and such level players all the time," it doesn't make you that skill level.
- Dan asked if a player can get a Club only rating and then move up. Priscilla indicated she doesn't want that distinction. She feels newly rated players are expected to pay their dues and won't win much when just newly minted, and that is just the way it goes. Secondly, Priscilla pointed out that they are reported to USAPA. Priscilla also shared that there is a change in the person running the ratings in USAPA and that she's been getting pushback—still to be resolved—especially for people moving up in rating. She hopes the move to automated ratings system will help with some issues.
- Louise asked "Do people being rated know what they are being rated on?" Skip stated that Dave is telling players that they have to read the guidelines first and be prepared.
- Priscilla thinks the negative feedback about ratings is coming from players not understanding the process, and also not being experienced in all of the nuances, strategy, and all of the skill level skills. She also suggested maybe there needs to be multiple "Rating Process" classes offered, instead of offering it just one time.
- In regards to a person being re-rated during a season, Skip suggests a player can be re-rated (after 1<sup>st</sup> time rates) if they have 30 days in between ratings and demonstrate work toward improvement.
- Beginners and Plus Lesson report from Jane: 49 Beginners showed up out of 58. Plus had 33 out of 47. Year Total was 139 out of 171 for Beginners and 116 out of 137 for Plus.
- Dan has not tabulated Mentor class numbers.

#### **11. Court Maintenance – Dave Hart:**

- Dave stated he and Dan will get together regarding this summer's work.
- Projects to be done include windscreen, gates being fixed, ball tube adjustments, and a permanent fence between Courts 3-4. The fencing is to be paid for by Voyager, because there has to be court x-raying and will cost \$2,200. Dave will continue blowing off courts and adjusting nets. Dan will improve the portable screens on Courts 11-14.

- (Off Topic) Barb will not do socials next year. There was discussion that Peggy and Char would be good in that role. Nancy volunteered to discuss with them.
- 120 people were at the Awards Social. 50/50 was \$156 to Club and \$156 to Richard.
- Dual motion to approve Court Maintenance and Player Improvement Report made by Dave Hart, and Seconded by Sandy Black. Unanimous approval of Court Maintenance and Player Improvement Reports.

## 12. Court Usage – Richard Hyde:

- Richard reported that adding the rated courts seems to have taken edge off complaints. He plans to start off next year with the same arrangement for the 7:00-10:00 am court time. Richard also reported that earlier reservation times are going well. He plans to keep the earlier slots for next year.
- Richard noted that the new ball is doing well, wants to keep using it and appreciates the cost savings. Dan will be the summer ball person. Craig Palermo is going to remain the conduit for ball purchase.
- Richard needs paperwork for the Compass, and Priscilla will provide it to him for the tournament dates.
- Discussion was had on the issue of signup sheets for Courts 5-10 courts. A 2<sup>nd</sup> signup sheet wasn't well received, and the move back to 1 signup sheet only was made. Richard will move the signup sheet closer to Court 7 to alleviate congestion---Poof---begins Monday.
- There was discussion that 2.5 players still not showing up much on Courts 1 and 2. It was stated that 4.0 players are vacating those courts as needed. It was also noted that early morning court usage is down for 3.0 players.
- There was mention of some Beginner's feedback that some don't realize when they can play. Linda Meldrum (audience member) volunteered to put together announcements to include in Compass and in emails if desired.
- It was suggested that possibly an outsider coming to the classes (especially Beginners) can push Structured Play etc.
- Motion to approve Court Usage Report made by Tammie Brown, and Seconded by Sandy Black. Unanimous approval of Court Usage Report.

## 13. Old Business – Skip Deming:

- Skip briefed on Goals:

1. Safety concerns. Skip says we've done well with that. Richard mentioned gravel area outside Court 11 has caused a fall. It will be brought again to Voyager to be addressed. It was discussed that maybe there should be signs that say "Play At Own Risk" and possibly a waiver required to play. It was stated that Rick/Voyager would have to implement these ideas due to liability. The topic of injured players (ie sling/cast) attempting to play was brought up. The question being, who (and how) should those people be dealt with? Skip stated that Voyager will have to take care of that issue; perhaps other players could get the player's name and space number to Debbie (Activity Office).
2. Fencing at Courts 3 and 4. See above. \$800 budgeted will not need to be used since Voyager is paying.
3. Fencing supports on Courts 11-14. Acoustical screening is causing issues. It is for Voyager to fix and they are working on it.
4. Shade. See above.
5. Ball machine. We now have it. Skip says process was good and proper, and is a good resource for the Club.
6. Water fountains. Rick/Voyager has them on the list to work on/replace them.
7. Player Development. Skip says doing very well, and will tweek as needed with suggestions provided.
8. Adding additional courts. Board has discussed the issue at length and feels the Club has gone above and beyond to improve the resort facilities, and wants to see Voyager put in money first before Club puts any more money in. The idea is that residents pay enough in annual fees to be entitled to have facilities provided by Voyager. There is a \$2,000 capital improvement fund for courts, but Board does not want to spend more until Voyager does. Skip

notes ball machine goal was met budget wise and Skip encourages that Club continue to establish goals with budget correlation in the future.

9. Club Charter Review. It has been accomplished. Skip has re-written the Charter and changed the language to reflect that the Club now has 9 sitting board members (including the Vice President/President Elect) and that all 9 members are voting members. Secretary is now written in as a voting member, as is the Vice President/President Elect and also President. Updated Charter is written and Debbie Mitchell has signed off on it.

10. Mission statement is written and fits with goal 7. The Mission statement is as follows: The Voyager Pickleball Club's mission is to provide pickleball through education, drills and clinics, and competitive tournaments for residents and visitors. The overall theme is to encourage sportsmanship, camaraderie, and safety through fun and exercise.

14. **New Business – Skip Deming:**

- The Board reviewed the data on the survey during their work session (prior to public meeting). The Board does not support charging membership for Club involvement. Members feel that, with the balance the Club is carrying now, there isn't a need to charge people. Also philosophically the Board feels that people pay (monthly or annually) to stay at Voyager and that should be part of our privileges as paying members of the resort. Skip noted that there are a couple other things from the survey that merit more discussion, and should be addressed next year.
- Skip asked if there is a Motion on whether there should be Club dues. No motion made.
- Skip asked if there is a Motion on whether there should not be Club dues. Motion to not have Club dues made by Gary Meldrum, and Seconded by Sandy Black. Unanimous approval by present Board Members of Motion to not have Club dues. Skip stated that there may be one Board member (Dale Secord) that may vote opposite, but it was a majority decision done in a public meeting.
- Skip said: Thank you to this Board and the work they've done this year. We strive to have a Board member turnover every year so there is a history knowledge, as well as new ideas, on the Board. It doesn't always play through that way, but we strive for that so we don't just have a brand new Board every year and we don't keep the same people. There are limitations on the amount of time you can serve. Thinking specifically about Player Improvement, thank goodness Kerrie and Craig came back. She had already exceeded her service by Charter, but we voted to allow her to come back to the Board. We are going to miss them. We are losing a number of our higher level players to the Mecca of Pickleball on the west side of the state. It is our goal now to create a new level of player within our ranks and I think we're on our way to doing that. I see a lot of players that are getting better so quickly.
- Skip thanked Cindy Meekin for shirts, and noted the nice selection for men and women.
- Dan stated that he spoke with Rick/Voyager about summer plans and wants to have (maybe once a month) a Round Robin and invite people from outside the park.

15. **Next Meeting:**

- Board may have another work session. Board will have a meeting with Rick/Voyager with outgoing and incoming Board Members. Skip will schedule it this week and send Board Members the date, time, and location.

16. **Motion to Adjourn:**

- Motion to adjourn meeting made by Tammie Brown, and Seconded by Sandy Black. Unanimous approval to adjourn meeting at 11:57 a.m.