

Cochrane Pickleball Club Board Meeting Minutes

Date: November 26, 2024

Via Zoom Link

Attendees: Catherine Burdett, Brett Mackey, Jerry Shannon , Mary Ellen Martin, Ken Little , Bob Marescaux, Val Ball.

Absent: Greg Young.

1. **Call to Order:** The meeting was called to order by Vice President Catherine Burdett at 6:31 PM.
2. **Review and acceptance of Minutes of October 21st, 2024.** Jerry Shannon moved to accept, seconded by Bob Marescaux. All in favour. Motion to accept minutes passed.
3. **Annual Club Member Survey Results:** Catherine Burdett presented the results of the survey, noting a 25% response rate, which she added, is considered good for most surveys. She highlighted the mostly positive overall club experience of respondents. Of particular note were Skills and Drills, Opening and Closing MLP events, and the Club Year End Tournament. Both Recreational Play and Social Events had mixed reviews. Catherine brought up the importance of social events within the context of the game and the need for more ratings oriented rec play. There were 58 responses regarding personal interests regarding programming. Ken Little suggested that all of the data from the survey go to the particular club committee that is best able to address those interests. Once the committee has the data, it can work on events and programming to meet the interests and needs of club members.
4. **Survey Results from Other Clubs:** Mary Ellen Martin spoke on the survey that she and Sue O'Reilly sent out to 15 pickleball clubs in Alberta and BC on a variety of topics. This team took on an immense job of contacting the clubs, interviewing contacts, and recording the data. They ended up with a wealth of information on a number of topics relevant to our Club. The Board acknowledged their tremendous effort. Catherine Burdett, Mary Ellen, Sue, and Val Ball have volunteered to assess the data gathered from the surveys, and using our Club's committee framework, determine what data is pertinent to a particular committee. Once that is done, the Committee Director can use that data moving forward. It was also agreed that

Committee Directors would be finalized at the January meeting. **Action Item: Four person team to assign survey data to appropriate committees by January meeting.**

5. **Update on Lease of Occupation:** The document remains with the Town of Cochrane. Joanne Ferster will be following up as to the status in December.
6. **Update on Club Website:** Joanne Ferster has offered to continue to work on it and do any updates.
7. **Update on Grant Compliance Committee:** This committee will continue to be served by Joanne Ferster, and Les and Nicki Franke. The committee will report to Catherine Burdett.
8. **Policy to be Reconsidered: Ratings/DUPR use/Refunds/Other:** Catherine Burdett discussed the need for policies to be either created or revamped to ensure clarity. Examples may include but not be limited to Ratings, Round Robins, DUPR use, cancellations/refunds, etc. Ken Little mentioned other examples that arose last year with ratings and an election issue where clarity would have been beneficial. It was agreed that we would address this in the New Year.
9. **Court Reserve/Seasonal Activation Limitations/Stripe Integration:** Catherine Burdett reported that Court Reserve is in “off season” mode, so there is no access to members at present, and no need to pay fees to access it right now. It will be activated in the New Year, as well as the Stripe Activation online payment process. The Board discussed the opening of membership registration, previously planned for December 1st. Catherine suggested that it be moved back to January 1st, 2025, to align with Club bylaws which state that membership commences on January 1st and continues for 12 months. After further discussion, **Catherine motioned that Club membership opens January 1, 2025. Seconded by Jerry Shannon. All were in favour. Motion passed.** It was agreed that if a member needed to register in December for a tournament in the New Year, this could be dealt with on a case by case basis. A brief discussion followed regarding bylaws, and Catherine stated that they were written at the Club’s inception, with some recent amendments, and may need updating. Ken Little volunteered to review the Club’s bylaws and would propose an amended set that would better reflect the needs of the club by the end of next season. Mary Ellen Martin also mentioned a Canadian based, and possibly less expensive software alternative to Court Reserve. Catherine suggested that after the success we’ve had with Court Reserve in terms of member adoption and

satisfaction, this may not be advisable. Ken Little suggested forming a committee in the New Year to investigate. The idea of a possible monthly Club Newsletter came up, as well as how to better communicate with members. This could also include social media and fine tuning email. This might mean the creation of a new committee dedicated to such matters. The Board decided to discuss and take a more strategic approach to communication issues in January.

10. **Revisit Decision to Open Organized Play on New Courts Only:** Jerry Shannon raised the concern about the Board's previous decision to begin organized play on the new courts and until that time use the Quigley courts for open, unstructured play. He stated that since members will be paying fees and expecting structured play and events, and since the official opening of the Greystone courts is, at this point, an uncertain date, we should have a "Plan B" in place. That would mean being prepared to use the Quigley courts for structured, organized play if the weather delays an opening date for Greystone. The suggestion is that this decision be put to the members rather than be made by the Board. Since there is no urgency to go to the members, it was agreed that this discussion be carried over to the January meeting.
11. **Financial Update/Questions:** Bob Marescaux reported the balances on the three accounts: Savings \$12, 310, Chequing \$16.80, GIC \$417,680 plus interest.
12. **Next Meeting Date:** January 7th, 2025. Time: 7:00 PM Via: ZOOM Link.
13. **Call to Adjourn:** Motion was made by Catherine Burdett to adjourn the meeting at 7:36 PM, seconded by Jerry Shannon. All in favour. Motion passed.

Minutes prepared by: Brett Mackey, Club Secretary