

NPC Exec Meeting – Thurs. June 6/24
DRAFT MINUTES FOR REVIEW/ADOPTION

Purpose of the Meeting: Monthly Exec meeting

ATTENDEES: Deb. M., Harvey H., Ruth D., Wayne O., Gary R., Lyle E., Caron K. (intermittently), Monte N., Kim B. (scribe), and Sally M.

REGRETS: John E. (in France!!)

1) CALL TO ORDER: (7:03; President Deb = Chairperson)

2) AMENDMENTS TO AGENDA FOR THIS MEETING: None

3) REVIEW/ADOPT MINUTES OF PREVIOUS MEETING:

M/S – Wayne/Gary/ that Minutes be adopted as presented. **Carried**

4) CORRESPONDENCE: (Monte)

- Inquiries and correspondence in May/June consisted of inquiries regarding many orientation sessions being put on by Caron.
- There was no guest membership inquiries.
- There were two inquiries about Senior's Centers wanting demonstrations for their clients.
- There were several inquiries regarding our upcoming tournament in July.
- There was an inquiry about the Shawnigan Pickleball Club wanting to see if our club wanted to put together a session one Saturday with their club at their site in Mill Bay.

5) TREASURER'S REPORT: (Wayne)

Results for the Month ending May 2024

- Revenue of \$5,349.56 included:
 - Play Sessions: \$3,347.14
 - Training Revenue: \$894.04
 - Membership fees of \$210.00,
 - Other Income - \$898.38, Bank interest of \$41.38, Grants for School Program \$500.00, Reimbursement of Paddles cost \$357
- Expenses of \$ 5,587.07 recorded in the month included:
 - Gym Rental: \$3,851.31
 - Pickleballs and supplies: Criminal Background Check \$25
 - Bank/Website/ Software costs: \$160.9, CR \$82.61, PBB \$73.94, Bank Fees \$4.35.
 - Training Costs - \$0.00
 - Merchandise for resale costs \$0.00
 - Major Purchases were \$1,549.86, Pickleball Paddles \$1,073.86, Volunteer T-Shirts \$476,
- The Net Loss for the period was \$237.51

Results for the 5 Months ending May 31, 2024

- Revenue of \$28,014.35 included:

- Play Sessions: \$19,808.25
 - Membership fees of \$2,442.50,
 - Other \$1,615.68, Bank interest of \$238.68, PBBC School Grant \$1,00.00, Paddles cost reimbursement \$357, PB Machine Rental \$20.00
 - Merchandise sales were \$1,036.38.
 - Training Revenue of \$1,374.04
 - Tournament Revenue (PADS) \$1,737.50
 - Expenses recorded for the period included:
 - Gym Rental: \$18,536.44
 - Training Costs \$1260.31
 - Pickleballs and supplies include, \$1,845.32, Safety Glasses \$199, Balls \$770, Nets \$636
 - Bank/Website/ Software Costs Include, \$889.54, CR \$379, PBB \$380, Society Filings \$55, Bank Fees \$32, NameCheap \$43
 - Merchandise for resale costs were \$1,224.73
 - Major Purchases were \$1,549.86, Pickleball Paddles \$1,073.86, Volunteer T-Shirts \$476
 - Tournaments (PADS) \$700.22
 - The Net Profit for the period was \$2,007.93
- Cash in the bank is \$29,574.34 and cash in Stripe was \$1,870.36 for total cash of \$31,444.70.

M/S – Gary/Wayne; that the report be accepted as presented. **Carried**

6) SUBCOMMITTEE REPORTS:

A. Membership: (Wayne)

Total Members in good standing at the end of January were 334. In May, 7 new members joined our club, and we had one 1 renewal. We currently have 2 active guest memberships. Currently 3 members are restricted as one has not paid the Club membership dues and 2 others have not played before. See the breakdown for memberships below:

Membership:	
Members in Good Standing	334
Members Suspended - not current PCO/PBBC Members(1) and have not played before (2)	3
Subtotal	337
Members Suspended - Membership fees not paid in full	1
Total	338
Active Guest Memberships	2

Note, 7 new guests in the month and 1 renewal, there are 2 active guest memberships.

B. Software Managers & Rating Report – (Lyle)

Software Managers: Charles K, Lyle E, Harvey H, Gary R, Wayne O, Ruth D

Action Item from previous meeting: Harvey and Lyle will design a section on the Cognito form ASAP to ask these questions of existing members.

STATUS: A Cognito form was designed and sent out to members. As of May 30/24, 61 responses have been received.

CourtReserve (Lyle)

A number of new members have been with the Club for over a month and have never signed up for a session. I have asked that John/Ruth contact these new members to determine if there are any issues or if they need assistance.

Action Item from last meeting: Ruth and John to follow up with these members to ask why.

STATUS: Ruth has connected with 2 of the 3 members who have not joined any sessions since signing up and gained some good insights; this info. has been passed along to Orientation-of-new-members expert Caron.

Action Item: John to contact the remaining members on his list and report back.

JUNE UPDATE FROM LYLE: The day-to-day management of CR has been taken over by Charles K who is doing a fantastic job. Gary has also passed the handling of refunds in CR to Charles.

Recent findings from Lyle re: Court Reserve:

- CR is implementing a new pricing plan, effective in 2025 for Clubs that have been in existence since June 1, 2024. The new pricing starts at \$US99/mth for a starter plan, \$US199/mth for a growth plan, \$US499/mth for a scale plan and \$US549/mth for an enterprise plan. Our current monthly rates are ~\$US50/mth for the features we use. So, starting in 2025, our CR pricing will increase to \$US99/mth but unfortunately that plan does not provide payment integration (ie payment with a provider such as Stripe) so we will be forced to go up another plan level to \$199/mth to get the payment integration. This will be a 400% increase in fees. The options as I see them are:
 1. Suck it up and absorb the fees (about \$US1800 increase or \$CDN2500)
 2. Look for an alternative software program to manage our club memberships and court bookings. Possibility of using Pickleball Canada Tools, or other software.
 3. Move the payment system out of CR to something else (remember punch cards?). Our fees would still increase by \$US50/mth.
 4. Consider changing the Club business model to an all-inclusive model. Charge 1 rate for membership and unlimited sessions. This could be done through Pickleball Canada. All Club sessions would be free (creates its own issue with members trying to book spots, but we could limit the number per week a member could book). If membership stays around 350 the annual charge would be \$150 including Club membership.
 5. Other

Recommendation: A committee be formed to investigate the various options and bring a proposal(s) back to the Executive for consideration. This should be done no later than Sept. so it provides time to integrate into another system if that is the option.

DISCUSSION:

- A European version exists but similar pricing and other problems will likely arise (related to time zone and language issues).
- City of Nanaimo uses Perfect Mind that might be an option.
- No real rationale given for the price rise from CR.
- New options that would be available – texting, and other courts can be added without a fee;
- Lyle, Wayne, Harvey and Monte offered to join the committee to look into this issue further

- Subsequent to the meeting, Lyle provided the following info.:
 - *When I talked to CR this morning, they said our current pricing is valid throughout 2024 but didn't know when in 2025 we would have to go the new pricing plans.*
 - *Gary asked is there any new features that we get that we currently don't have. I have done a short summary below of some of the current functionality that we don't have that we may or may not use:*
 - **Texting** – *we would need to configure this in such a way that members or coordinators don't get inundated with texts.*
 - **Player Match Maker** – *This is maybe something we could use to setup play for specific sessions, similar to book your own court but the player doesn't have to ask players, we could restrict it to 4.0 etc. Player matchmaker adds the functionality for members/players to create open matches or reservations with additional availability. Other members/players can sign up for open matches that fit any criteria that system users enable. System Users have the ability to set the parameters around which open matches can be created. Player Matchmaker is most often used when one player wants to reserve a court and allow other players to join them for social play.*
 - **Program and Clinic Management** – *don't have any info on this.*
 - **Electronic Waivers and Agreements** - *Clubs can require members/players to sign waivers and/or membership agreements. This premium add-on feature is different from the Disclosures tool that comes standard with every CourtReserve account. Disclosures, for instance, use a checkbox to indicate agreement instead of a digital signature.*

- **Action Item:** Lyle, Wayne, Harvey and Monte to strike a committee to look into this issue further. Lyle will connect with Charles to see if he can join the group to help out in deciding how to proceed re: Court Reserve options.

C. Court Director: (Gary R)

- Elementary School sessions set up; SD68 bookings for 2024/25 are as follows:
 - Island ConnectEd: Mondays & Fridays from 6pm – 8pm, September 9th – May 2nd 2025 (option to extend into mid-June if we wish);
 - Park Avenue: Tuesdays from 6pm – 8pm, April 1st – June 10th 2025 (instead of an April 22nd start date); and
 - McGirr: Wednesdays from 6pm – 8pm, April 23rd – June 11th 2025.
- The Nanaimo Pickleball Club booking at ICE will be under the Community School Program account. Harvey will be the liaison in regards to the rental contracts and any correspondence.
- OWCC Gymnasium and Room Rental request received;
- OW will contact us Mid-July to inform if they are able to accommodate our request or to offer an alternative;
- Parks and Recreation Co-coordinators have first priority with allocating facility space for the programs listed in City of Nanaimo semi-annual Activity Guide; due by June 14th, 2024;
- King/Queen session cancelled for the remainder of June.

- Looking at Sunday 2-4:30 session as it is also undersubscribed. Currently runs to end of August. Play session committee considering options for this time.

DISCUSSION:

- Perhaps options for other types of play should be considered for sessions that are poorly subscribed.
- Viability of sessions is currently being used as the metric as to when sessions might not be continued – not strictly based on financial break-even, but rather whether the session(s) in question have a positive impact on the Club's goals and objectives.

D. City Liaison: (Wayne O., Lyle E., Dave E., Caron U)

UPDATE FROM WAYNE:

- We have a meeting scheduled with the city on June 7. (This occurs Friday morning every 2 months.) The contract for the building of the 8 new courts at Beban has been awarded and we will review that with the city on the 7th. Dave Eaton contacted the city with news that the courts at Beaufort were closed early (3PM by security) on Victoria Day. The city will correct that situation by discussing it with the security team. The golf clubhouse at Beban has agreed to house our new AED machine. I will update the exec team with the results of the June 7 meeting by circulating minutes following the meeting, and will further update the Exec. at the July 4th executive meeting.

Action Item from last meeting: Wayne to contact City re: storage of Beban AED machine in the Golf Course

UPDATE FROM KIM:

- No response from the City received so I dropped by the Golf Course and spoke to owner Ryan about storing the AED on their wall; he indicated that there would be no problem at all doing this. He also indicated that he is not keen on the proposed placement of the new courts at Beban as they are immediately in front of their Club house; suggested it should be shifted to the north end of the existing parking lot to leave the area in front of the Club house for parking of golfers.

E. Club Ratings: (Lyle)

A meeting was held on May 23, 2024. Highlights from the meeting are:

- 2 novice members met the criteria to move to 3.0 based on their PBB rating and 1 novice member was moved to 2.5 from 2.0.
- The committee agreed that novices who started at a rating of 2.0 in PBB would qualify to move to 3.0 level if they achieved a PBB rating of 2.75. Members who started at 2.5 in PBB would have to achieve a PBB rating of 2.85 to move to 3.0
- The committee reviewed the recent Challenge-Up event and overall thought the event was successful. All 4 challengers were successful in the challenge and have now moved up to the 3.0 level.
- Feedback was requested and received, and some suggestions will be
- incorporated into the next session.
- The next novice Challenge-Up session is scheduled for June 9 and 3 of the waitlisted members have signed up for this session.
- A challenge-up for 3.0 to 3.5 is in development. At this time no date has been scheduled for this event. Lyle is looking for someone to spearhead these sessions. It was suggested that this might be put out to the general membership or perhaps ask someone directly (if we had someone in mind). Perhaps we could ask any of our Court Coordinators if they are interested. Basically a coordinating job as procedures etc. have all been established. Perhaps Lyle could

run the first session to make sure it goes smoothly, but we need someone on the Executive to take the lead on this first session (2.5 hr. session on Sunday would be most likely venue).

F. Youth Program: (Harvey)

- **Summer SD68 Program and Reimbursement of Fees Paid by members for Summer SD68 Program Instructors:** So far planning is going very well for this program with SD68. We are involving a total of 14 volunteers for the 5 sessions summer of 2024 program. Registration will be handled by SD68. We will not have student numbers until the Friday before each session. Jody Melson is our contact person for the district. Jody is handling/paying for all the Criminal Record Checks required by the district to work with young people. Dave Eaton and Lyle Evans are 2 of the volunteers assisting in the presentation of the program for students for the SD68 Summer Program. Unfortunately in Dave's case he ended up paying out of pocket \$65.48 for the administrative fees for the Criminal Record Check. Lyle needs an additional fingerprint clearance to proceed. \$20 or \$25.00.

M/S: (Harvey/Gary) - That Dave Eaton's administrative fee of \$65.48 and Lyle's cost of his finger print check be reimbursed by the Club. **Carried.**

- **Ecole Hammond Bay Elementary:** On April 29 Deb and Harvey presented a Pro D for ~ 20 staff 2.5 hours; May 1 staff expressed interest of purchasing a few paddles online to replace a few heavy wooden paddles; May 3 Grant was submitted to Pickleball BC for \$500.00 for a class set of USAPA paddles from Pickleball Depot. An additional ~ \$300.00 was added by NPC and \$300.00 by the EHBE school; May 6 paddles were delivered to EHBE school. Kudos to Harvey!!
- **Possible Youth Program with International Student Program of SD68:** A meeting May 10 at Dover Bay HS with Rob Hutchins and assistant administrators of the program was attended by Deb and Harvey. Rob expressed a very keen interest in working the NPC in starting a regular pickleball program with International students in the district this fall. We informed him that indoor playing time was hard to secure in Nanaimo and if they could use their resources to work on playing time, NPC would be interested in providing skills/drills and playing time training for the group. Since they would be providing their own insurance and facilities (OW or elementary schools) the NPC would bring equipment and not be responsible for booking, advertising, registration or club membership for the students. We left it in their hands to continue the work on securing playing facilities. They did agree that funds needed to purchase nets or work on existing nets would be covered by them.

G. Play Session Director: (John E., Gary R., Caron U., Deb M) – No report

H. New Member Liaison: (John E, Ruth D) – No report

I. Training Director: (Caron U., John E.)

UPDATE FROM CARON:

- On April 30th and May 7th, I did a two-day orientation for new players, cost was \$35 for both days. I have 12 people, because we did not have to pay for the gym, (I used Park Ave school) the club made \$420. A win for us. This session was really fun for all. Unfortunately, most of these participants still work fulltime so cannot play very often. When I talked to them about joining the club, it just wasn't beneficial to them as they just wouldn't be able to play much.
- I did another session the same way on May 14th and 21st; it filled up with 12 new players. Another \$420 for the club. 2nd day of the 1st session 3 people didn't show 1 was sick 1 hurt their hand and 1 just said something else came up. 2nd day of the 2nd session 2 people didn't show I did contact them and they run their own business and were too busy trying to get caught up after the long weekend. All players did enjoy the sessions and want to play more.

- For May 28th I invited all these participants to join for a 1-day skills and drills and round robin play; they paid \$8 for this session; I had 13 people join in for this day. \$104 for the club.
- I posted another two-day session for June 4th and 11th cost \$35; this session is full with 12 people \$420 for the club.
- These sessions were really fun I think everyone enjoyed them and had great feedback from everyone. A couple of them joined the club most will not but will try city drop in and play outside for now.
- I will send a list of names to Lyle for everyone that participated just encase they join the club; we will have a record of who has had orientation.
- Total \$1,364 for the club with no cost of gym rentals. And a lot of fun had by many. Hopefully the school board will give us more gym time next year. I do have a few names still coming through.
- Kudos Caron!!!!

J. **Facebook:** (Wayne) – No report

K. **Apparell:** (Harvey)

25 Shirts for the volunteers will be ordered (\$17 ea.; total cost <\$500); \$17; Aquablue colour; logos will be on them; they will be turned in after the event for washing and use at subsequent events.

Action Item from previous meeting: Harvey to order shirts ASAP for upcoming Nanaimo Tourney.

STATUS: Completed

L. **Grants/Funding Proposals:** (Kim):

a. **City Funding (no specific application deadline):**

Action Item from last meeting: Kim will look into making this application (for an AED) and Wayne will bring up this item at the next meeting with the City on Apr. 5

STATUS: City application completed; submitted on May 23. Verbal approval from Golf Course owner Ryan to store AED on the wall of their Clubhouse. Amount of Grant Requested: \$1,667.78. I have exchanged several emails with Ana Francisco since submitting the grant application confirming details of this funding application including the fact that it would be stored inside of the Golf Pro Shop and would be available for use by golfers as well as outdoor racquet sports participants at Beban Park. Ana also indicated the following: ***“We hope to have the request to the Finance and Audit Committee in June and will follow up with you once the recommendation goes to Council.”***

DISCUSSION:

If it is stored inside the Pro Shop, what about availability when the Golf Course isn't open? Indoor storage considered safer to avoid theft/vandalism. It is recognized that this storage option is a compromise between reduced likelihood of theft vs. availability when needed. Perhaps we put it behind a glass container with a fake camera above it?

There is another AED available in the Beban Park Complex.

Final consensus was that indoor storage was a necessary evil to prevent vandalism/theft and that the liberal hours of the Golf Course (typically open even when rainy) would provide sufficient availability of the unit when Pickleballers would be active on the courts.

b. Provincial Funding (application deadline May 31):

Action Item from previous meeting: Kim to apply for 6 nets, some paddles and balls from the Province (need to dig more; 2 threads exist; Lyle has the details; Prov. Capital = cost sharing; outright grants through the Gaming Branch). Will run the applications by Lyle and Harvey for review when completed.

STATUS:

- **Provincial Grant application submitted May 23 for the following:**

Items to be purchased under this Program:

- 50 X Franklin X-26 Indoor Balls – Blue: \$177.50
- 6 X Pickleball Depot Portable Net – Black: \$1,614.00
- APEX CLUB IGNITE JUNIOR – BULK BUY 24 Paddle Package: \$718.95
- Route Package Protection: \$53.19
- Equipment cost summary subtotal: \$2,563.64
- Shipping: FREE
- Estimated taxes: \$301.27

Total Cost: CAD\$2,811.72

- Results of this funding application are not expected until September 2024.

c. Pickleball BC Grant application:

Action Item from previous meeting: Harvey to apply for the PBC grant, order the 24 USPA approved paddles and propose a cost sharing arrangement with the school.

STATUS: Application completed and funding approved!! Kudos Harvey!!

M. Tournaments: (Caron):

- Reminder: **Mexican Madness** is Aug 10th.
- **Nanaimo tournament** is July 13-14/24; we had one meeting and sorted out some jobs, we do need volunteers for this event. Information has been set and put on tournament sites for registration open and closing dates and times. Lyle and I have set everything up in Pickleball brackets.
- We will be hosting a **90-minute outdoor tournament**, we were going to do this Aug 23-24 but Parkville is now having a tournament on that weekend so I have now booked it for Aug 16-17. Friday will be 55+; Saturday will be open. There will be a men's, women's and mixed event both days. This will be set up in Cognito forms and only 1 person will register and pay for both, them and their partner. This is being on a Friday and Saturday because of the courts closing early on Sundays. As we don't know when the new courts will be ready. The 90 minute is easy to run so I won't need to many volunteers for these days. I will be ordering plaques for the open part; we already have plaques for the 55+. Of course, anyone that can spare a bit of time on either of these days would always be helpful.

7) OLD BUSINESS:

A. Safety and etiquette: (Deb)

UPDATE FROM DEB:

- Safety and Etiquette Posters - delivered to Gary for volunteer coordinators. Gary to give out to coordinators as he meets with them - posters to be shared and posted with membership during club play.

B. Assign Club Liaison for 55+ Games if not already assigned (Gary)

No request has come from the 55+ Games organizers yet, but the City has suggested we get involved; we should talk to Diana Johnston and Maria Smith whose offices are at the Rest Area at the junction of Northfield Rd. and the bypass. Anna Edgar may be the Coordinator for Pball for these games, but it may mostly be automated at this point.

Action Item from last meeting: Wayne and Lyle speak to the City reps. about our involvement in the 55+ Games

STATUS: Carried forward to next month. Meeting needs to be set up with the appropriate City staff (not the same group as will be met with on June 7). Anna E. might be able to take this on?

C. New Proposed Policy – Member Use of NPC Designated Junior Paddles (and possibly nets) (Harvey)

- The NPC Executive will authorize the use of Pickleball Paddles (Nets?) purchased by grants and NPC funds only to persons in the non-profit educational use of this equipment. Persons requesting the use of this equipment will do so for non-personal financial gain (help with this wording is needed)
Rationale - with more and more instructors starting up personal instructional businesses, the wear and tear on paddles (nets?) are not accounted for. At \$50 a paddle for replacement of 16 paddles is a lot of Club money.

Action Item from last meeting: Harvey and Lyle to work together to formalize wording on this initiative.

STATUS: Draft policy has been prepared by Harvey and Lyle.

ACTION ITEM: The following draft policy was sent out to Exec. members at the beginning of this meeting; please review and get your comments back by June 9th).

Nanaimo Pickleball Club – Use of Club Equipment Policy

Preamble

The Nanaimo Pickleball Club's equipment is normally available for use by members for their enjoyment, skill development and training at a modest fee. The use of Club equipment includes but is not limited to paddles, portable nets, balls, and the ball machine. Forms for specific equipment rental will be sent to members prior to use and all conditions pertaining to that equipment on the rental form must be adhered to and fees paid prior to use.

In general, the following rules apply to the use of the Club's equipment.

1. Rentals are only allowed to Club members in good standing (i.e. Club

membership must be current and paid up.) and rental fees must be paid by the Club member prior to rental.

2. The Club-owned equipment is for the personal use of members with their family, friends, or other members of the Club.

3. The use of Club equipment for personal financial gain or commercial purposes is strictly prohibited. Commercial purposes include rental of equipment that is used for lessons, training, skills and drills or any other purpose where a fee is charged to the participants that in total is more than the rental fee unless this rental has been approved by the Club Executive for Club related purposes.

4. The use of Club equipment for Non-Club Members use in the not-for-profit educational sector is allowed if there is no personal financial gain associated with the rental. Specific details of the use of the equipment and fees (if any) charged for the rental are required prior to Board approval.

5. Members are responsible for the proper care and timely return of Club-owned equipment. Any damage or loss must be reported immediately to the designated Club representative. See specific rental agreements for charges or fees for lost or damaged equipment.

Violation of this policy may result in the suspension or revocation of equipment use privileges. The Club's Executive committee reserves the right to enforce this policy and take appropriate action as deemed necessary.

Effective Date: June 6, 2024

D. Practice Balls (Deb) - Purchase of 50 outdoor practice balls for rental to members.

UPDATE FROM DEB:

- Practice Balls for Rental have now been delivered.
- Will need to advertise to membership, put onto same rental process as ball machine - still need someone to look after the distribution of the balls.
- LYLE: Need to finalize who will do what under this program (i.e. administering the rental process).

ACTION ITEM: Deb to find a Club member to take this on.

E. National Pickleball Day: August 10th (Deb)

- Would like to put a celebration together for this day similar to the event that Mill Bay put on; idea is to start recruiting members to step up and put on the tournie.
- Perhaps put it out to the general membership to see if someone wants to run with this.
- Something at Beaufort with drinks or snacks?
- OW not avail. for Aug. 10 due to Mexican Madness tournie.

UPDATE FROM DEB:

- National Pickleball Day - Next year could we make sure we keep that day open so we can celebrate this special week ...

F. Nanaimo Tournament (Update from Deb):

UPDATE FROM DEB:

- Medals - checked into trophy shop - will order 2-3 weeks in advance -- not sure if we will get charged for new logo - should be able to keep price down.
- Food - Subs will be about .35 more for each sub this year.

G. Novice Tournament (John)

Action Item from last meeting: John E. to look at the one-off sessions for novices and let us know if one of those could be used to host a novice tournament.

STATUS: Carried forward to next Exec. Meeting.

8) NEW BUSINESS:

A. Shawnigan Lake Pickleball Club (Deb):

- Friendly inter-club match ~~at our courts~~.
- They suggested only 8 people for the first session; 4 x 4.0 and 4 x 3.5; 4 men 4 women;
- Deb has set up the first session with Shawnigan members as a women's event on June 25 (it will happen in Shawnigan Lk.); Deb has invited some players from our Club;
- We could do something similar to this with other clubs if this goes well; perhaps once per month?

9) ADJOURNMENT/NEXT MEETING:

Next meeting to occur Thurs., July 4/24; 7:00 pm start. Lyle, Ruth and Wayne will not be able to attend. Meeting adjourned 8:19 pm.