

NPC Exec Meeting Agenda – Thurs. Nov. 7/24

Purpose of the Meeting: Monthly Exec meeting

ATTENDEES: Monti, Lyle, Sally (*scribe*), Caron John, Harvey, Charles, Wayne

Regrets: Deb (Oct 9-Nov. 10), Kim (Oct 24-Nov. 15), Ruth (Nov. 5-22)

1) **CALL TO ORDER: 7:01 with Vice president Harvey H. in the chair.**

2) **AMENDMENTS TO AGENDA FOR THIS MEETING:**

3) **REVIEW/ADOPT MINUTES OF PREVIOUS MEETING:**

M/S Accepted as presented – Lyle/Wayne - Carried

4) **CORRESPONDENCE:** (Monte)

- Inquiries and correspondence in Sept/24 & Oct/24 consisted of five inquiries regarding ratings questions and six public relations inquiries (inquiries from newspapers, other clubs, etc.). There was seven out of town/guest membership inquiries, one billing inquiry and twenty people that were new to pickleball, asking how to get started playing pickleball or how to join our club inquiries.

5) **TREASURER'S REPORT:** (Wayne)

Treasurer's Report – October 2024

Results for the Month ending October 2024

- Revenue of \$3,173.36 included:
 - Play Sessions: \$2,930.36
 - Training Revenue: \$60.00
 - Tournament Revenue:
 - Membership fees of \$172.50
 - Other Income - Bank interest of \$10.5
- Expenses of \$ 10,938.43 recorded in the month included:
 - Gym Rental: \$2,696.08
 - Tournament
 - Timers: 14.11
 - Major Purchase: \$8,000 for bleachers for the new courts at Beban

- Bank/Website/ Software costs: \$81.37, CR \$77.92, PBB \$14.18, Zoom 24.06, Meta 102.63, Bank Fees \$6.00.
- Net Income (Loss) for the period was \$(7,765.07)

Results for the 10 Months ending October 31, 2024

- Revenue of \$59,618.06 included:
 - Play Sessions: \$35,506.90
 - Membership fees of \$3,130.00
 - Other \$1,673.17, Bank interest of \$275.17, PBBC School Grant \$1,000.00, Paddles cost reimbursement \$357, PB Machine Rental \$30.00
 - Merchandise sales were \$1,036.38.
 - Training Revenue of \$3,056.92
 - Tournament Revenue (PADS) \$1,737.50 & NPC \$9,795.18, Mexican Madness \$1,689.78, 90 Minute \$1,939.15
- Expenses of \$61,370.91 recorded for the period included:
 - Gym Rental: \$32,931.42
 - Training Costs \$2,835.37
 - Pickleballs and supplies include, Safety Glasses \$242, Balls \$1,647.76, Nets \$636, Criminal Background Checks \$150.48, 14.11 Timers
 - Bank/Website/ Software Costs Include, CR \$458, PBB \$396, Society Filings \$80, Bank Fees \$46, NameCheap \$43
 - Merchandise for resale costs were \$1,224.73
 - Major Purchases were \$1,872.94, Pickleball Paddles \$1,073.86, Volunteer T-Shirts \$476, Balls for Rental, \$323.08, \$8,000 Bleachers
 - Tournaments (PADS) \$2135.22 & NPC July \$5,279.09, Mexican Madness \$1,637.66, 90 Minute \$1,935.3
- The Net Profit/(Loss) for the period was \$(1,752.85)
 - Cash in the bank is \$25,813.56 and cash in Stripe was \$1,191.47 for total cash of \$27,005.03

M/S Accepted as presented – Lyle/John – Carried

6) SUBCOMMITTEE REPORTS:

A. Membership: (Wayne)

Total Members in good standing at the end of October was 369. We currently have 2 active guest memberships. Currently 1 member continues to be restricted.

Membership:	
Members in Good Standing	369
Members Suspended - not current PCO/PBBC Members (1) and have not played before (2)	1
Subtotal	370
Members Suspended - Membership fees not paid in full	
Total	370
Restricted Members	
Active Guest Memberships	2

Discussion

Membership is growing. Should we cap membership? Maybe if we see lots on waitlists. Currently not seeing waitlists for daytimes sessions. Lots of demand for pre and post work times. It would be interesting to see what influences growth in membership in other clubs

Action Item- Charles will make a report to show us actual numbers on session utilization.

Should we reduce the number of Novice Brackets sessions and replace them with Novice Recreation?

Action item - Charles will make a report Novice Brackets sessions and whether or not they are filling up.

B. Software Managers & Rating Report: (Software Managers: Charles K, Lyle E, Harvey H, Wayne O, Ruth D)

CourtReserve: (Charles)

- CourtReserve update released on October 20, 2024, with new features: (Charles)
- Automatic Account Credit Application: Account credit balance is automatically applied before charging a member's credit card.
- Mobile App Update: New feature to receive a code via email in case of forgotten password.
- Account Merging: Ability to merge multiple accounts into a single account.
- Enhanced Email Functionality: Easier to create or duplicate emails, such as monthly newsletters, without needing to recreate each time.

Discussion - Sally suggested a need for a second club email address to use as a 'Reply-to' when sending generic emails in CR. Charles will investigate. Lyle suggested using our other Club email address – nanaimopb@gmail.com as an option. Charles will need to create a dummy member and with this email address that Sally can select as the reply-to in the generic emails she sends out. Emails going to nanaimopb@gmail.com should be forward to our regular gmail at nanaimopickleball@gmail.com

- **Options for new pricing plan of CourtReserve: (Lyle)**

Action Item from previous meeting: A committee should 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.

Minutes from the meeting regarding CourtReserve Pricing

The purpose of the meeting was to review options with CourtReserve due to the pending price increase of approximately \$1,440/year over our current costs.

Prior to the meeting, Lyle, Harvey and Charles were asked to consider alternative software solutions to CourtReserve. There were 8 different software solutions reviewed by this group which included Sporty Friends, Hold My Court, Jegysoft, Signup, Open Sports, Pickleball Canada and Sign-up Genius. Overall, each of the alternatives had some Pros and Cons but there was no alternative considered that was a suitable replacement to CourtReserve. Systems that provided the integration and sophistication similar to CourtReserve were also just as expensive and we felt the executor and members wouldn't want to go through the headaches of introducing another software solution. While CourtReserve is on the pricier side, the value it offers in terms of features, scalability, and support makes it worth the investment for a club of our size today & into the future. The recommendation was to not replace CourtReserve with another software system.

Wayne then presented a cost analysis of how to deal with the increase in costs proposed by CourtReserve. Option 1 was for the Club just to absorb the costs and not pass any cost increases on to members. Option 2 was to increase memberships costs. Based on 350 members the cost of membership would need to increase about \$4.00 Option 3 was to increase the cost of each play sessions. Wayne calculated, based on August ytd experience, that each play session would need to increase by approximately \$.20 to recover the costs. Considerable discussion took place about the pros and cons of each option. Currently our session costs are similar to what Oliver Wood charges for drop-in sessions, and the committee felt that we shouldn't change the session rates so the committee decided it would be best just to increase the membership fees. Wayne raised a concern about possible declining membership with reduced court times and now proposing to increase membership costs. We agreed that the benefits outweigh any cost increase due to the opportunity to play in tournaments, play at different levels etc and as such, we agreed to move ahead with the increase in memberships.

- Motion: (Lyle) "It is moved that the early renewal membership fees be increased from \$12.50 to \$15.00 and that the regular membership fees be increased from \$25.00 to \$30.00.
- seconded by Wayne- carried

STATUS: Complete

Action item - Wayne will draft an email to explain price increases to members and Sally will send out.

Nanaimo Pickleball Website

Looking for another board member to take this on with effect after the next board elections.

Action: Harvey to contact M Ross as she seems techie and might be interested.

Action: Wayne to add Mexican Madness, Indoor Tournament and Paddles in the Park tournament dates to the website.

C. Court Director:

Action Item from last meeting: July 2025 indoor tournament dates (July 12/13) to be booked by Charles.

STATUS: Following has been booked by Charles - July 12th & 13th 2025 for our Eleventh Annual Tournament

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

The Grand Opening – was awesome, many pickleballers turned out despite the weather. Already some concerns are the rapid deterioration of the court surface. Dave Eaton has spoken to the city about that. Next meeting with the City is scheduled for December 8th.

Concerns were brought up to the executive regarding new court surface and net heights. Wednesday morning the city informed the executive the courts would be closed for up to a week to address deficiencies. An email was sent out to all members regarding the closure.

Discussion:

Is the Centennial Building a possible venue for us? Caron said it had been suggested to the city but they indicated that damage to the open ducting was a concern.

Caron has a meeting at the lacrosse box with a city Representative on Nov 12? – all Executive meetings are invited to attend.

Caron met with Golf Club owner. He is new and keen to nurture a partnership. He is happy to have us use the washroom as pickleball players will perhaps have a drink and buy snacks in the clubhouse. He is also open to the possibility of a joint tournament in the future.

Dawn Dueck has offered to donate a shoe cleaner for the new courts. City has requested that we have 2, one for each entrance. Dawn's husband will install with direction from the City.

Motion that the club donates up to \$70 to purchase a second shoe cleaner for the new courts.

Sally/Wayne - Carried

E. **Club Ratings:** (Lyle) One member approved to move up to 4.0

Discussion - Two potential dates are available in December for the 2.5-3.0 Challenge up with Kim as facilitator.

John suggested that a 3.0-3.5 challenge-up would be popular and is warranted. Discussion around whether or not these players are making an effort to change their rating by attending Brackets sessions.

Action Item - Harvey will follow-up with Kim as to which date in December Kim would prefer to hold the novice challenge-up.

Action Item - John will make a list of players who have approached him regarding a change in rating as well as a list of what each member has done to advance themselves in their rating. (number of Pickleball Bracket games played, list of tournaments played in, results in those tournaments)

Action Item - Harvey will take it to the next Ratings Committee meeting to discuss possibility of 3.0-3.5 Challenge-Up session.

F. **Youth Program:** (Harvey) Paddles have been borrowed again by the OW Home Schooling group with a signed agreement. To be returned by October 28 for use in the New Beban Park Pickleball Courts.

Discussion - around the possibility of donating nets to the schools which have donated court time. This would make it much easier for coordinators who have to set up.

Harvey has been looking into the possibility of setting up a staff Orientation/Social in Dec. at Quarterway School.

Motion If a school is willing to store our nets throughout the year we may be willing to donate the nets to the school for their use and for our continued use.

Moved - Harvey / Seconded - Lyle

G. **New Member Liaison:** (John E, Ruth D)

Action Item from previous meeting: (Deb) – Review previous meetings notes to confirm what the minimum age is to join our Club.

STATUS: Not discussed at this time

Discussion - A new volunteer has taken over from Ruth to take care of the New 2.5 members. Mary Turner-Ross.

Mary is very diligent and pro-active, and tech-savvy!

H. **Training Director:** (Caron U., John E.)

I. **Facebook:** (Wayne)

A quiet month with only a few queries from guests to Nanaimo about where to play.

J. **Apparel:** (Harvey) - Email has been sent by Sally to the membership outlining the link for viewing the online catalogue, asking for anyone requiring a viewing of samples. There are 3 additions to the catalogue noting prices have increased slightly from last order. Silk screening and embroidered items

both have a minimum order limit of 24 each. Orders have been coming in right now showing 3 items. Nov 8 will be the last day to order items. Another email will go out this week reminding members of the final date to order.

Action Item - Harvey will email all persons that order by Nov 11 that there was not enough interested at this time and remove the item from the NPC Homepage.

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

- **Provincial Funding (for 6 nets, 24 paddles, and 50 balls):**

STATUS: Our application was denied for a # of reasons. See attached letter dated Oct. 10/24.

Discussion- Outdoor lighting at the new courts? Discuss with the City and what cost would be.
Action Item- Wayne to add to agenda for next meeting with the City

L. **Tournaments:** (Caron):

Discussion: The 2025 tournament has been drafted in Pickleball Brackets but is not yet visible to the public.

Action: Caron to schedule a date in early 2025 to review the tournament information in Pickleball Brackets and then make it visible to the public.

M. **Coordinators** - Mary Turner-Ross (Novice Member) has offered to welcome new Novice members to the club. She brings technical skills by the way she has started out this past weekend. Information from Charles and Monti will be forwarded to Mary. Thank you Mary

N. **Play Session Committee** - Charles was able to book additional time at Oliver Woods (Saturday - December 21st - 11:00am - 2:00pm & Sunday - December 22nd - 12:45pm - 3:45pm) One of these 3 hour sessions will be considered for Novice Challenge Up. Other one to be discussed

7) **OLD BUSINESS:**

A. **Assign Club Liaison for 55+ Games if not already assigned** (Harvey)

Action Item from May Exec. Meeting: Wayne and Lyle speak to the City reps. about our involvement in the 55+ Games. To be discussed at the next City meeting.

STATUS: At this time Dave Eaton has been identified as a Sport Chair for Pickleball and has started in the position. Wayne and Lyle will be addressing the roles of the club at the next City meeting.

B. **Novice Tournament** (John)

Action Item from May Exec. 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: In progress

C. Medical Protocols and Forms: (Deb)

Action Item from previous meeting: Wayne to post the new policy on our website; Ruth to make copies of the new protocols and injury forms and provide them to all Court Coordinators.

STATUS: Now posted on website

D. Hearing Impaired Group: (Deb) - A mini clinic on October 26th for the Deaf Community. The club donated a membership as a winning draw item for the clinic \$25.00 value. The clinic happened October 26. We are waiting for contact person for the event. deafpickleballcanada2023@gmail.com

Action Item: Deb will determine whether the group will continue with the program on her return. Harvey will contact the group and see who the winner of the draw was.

STATUS: A successful three week orientation and skill development was conducted by Deb, Sally, Caron, Lyle and Harvey.

E. Invitation to Parks and City Council – Orientation (Deb)

- Opening of the new courts; perhaps invite P&Rec and/or City Council to participate in an intro. to Pball session

F. Ongoing discussion item alternative (Harvey & Charles)

- A document of items that are done/under development has been that is “updatable” is being worked on;
- Google Doc keeps things ‘on the same page’; also looking at Drop Box Paper; idea is to make things accessible and avoid endless emails

Action Item: Charles to dig a little deeper and provide a possible option using a test group (Harvey, Deb, Sally)

STATUS: Harvey and Charles to revisit when time allows to see if still appropriate for our needs.

8) NEW BUSINESS:

- A. **SD68 Elementary Courts:** (Harvey) - Communication has again been established for rental of courts in a couple different elementary schools. Priority has been given to those courts that are in the north end of the city because of most of the membership is residing in the North part of Nanaimo. We are looking at the following evenings and dates for the club’s use. Nets may need to be ordered to limit the transferring of nets between coordinators.

A contract has been put in for the following schools/gyms for the following dates requesting a contract for the clubs use.

Quarterway Gym from 6pm – 8pm on Tuesdays starting November 5th – December 17th (7 sessions) this to be finalized for what level and who will coordinate.

Wednesdays from November 6th – May 28th(25 sessions). Level 3.0+ at this time

Just need insurance clearance. This has been cleared with SD68. I am working on Keys and codes and start putting things together for Cindy Ponse to coordinate. Was this sent to Wayne for confirmation?

I am still looking for a north end school for after New Years for another play time as Hammond Bay does not have any badminton lines on their new floor. Aspengrove has also been contacted to let us know of possible cancelations of their gyms.

Harvey has also asked the staff of Quarterway Elementary to a social evening at their gym either Dec 10 or 17. I am looking for an invitation to keep 3 nets at the school to eliminate transportation of the nets between Tuesdays and Wednesdays.

Tuesday Nov. 5th - Quarterway School - Executives and all Co-ordinators were asked to a night of play 6:00 - 8:00pm to view the facility and a night of socializing.

B. Volunteer Appreciation Night - (Deb) - Volunteer Appreciation - we have booked December 17 - from 2:30 - 5:30 - please put into your calendars.

Action Item: Harvey and Deb to look at volunteers and ideas (2 stages because of the amount of volunteers ?

C. Steve Skinner of Cross Court Pickleball: (Harvey) - Steve contacted the club exploring an opportunity to build some indoor, year round, PPA level courts close to Nanaimo. I have responded back to Steve letting him know that club would be very interested in the venture and to keep us informed. I told him of our meeting Nov 7. I am looking for feedback from the executive to give to him if he reconnects.

Discussion - This would be great if it was ACTUALLY in Nanaimo and not too far away. There are rumours of other businesses scouting for possible locations. Lantzville was one of the possible locations.

D. Robert Carruthers (Lyle) - Badminton Net rope replacement Oliver Woods

Discussion – Lyle sent an email to Robert stating the current new rope length works for us and if there is any reason why we would want to change it? No response has been received.

E. Canopy Tent - (Sally) -

Discussion - Sally has found a company that can provide us with a Canopy tent, which would be great. Two would be even better. Sponsors would offset the cost and some potential sponsors have been identified. It was suggested that the golf club may want to be a sponsor, or even split the cost. Some concern around storage (always an issue with our 'stuff').

Action Item - Sally and Caron will contact potential sponsors and bring it back to the Executive.

F. Member Illness - (Harvey) A the club was alerted of a member who was ill, and Harvey followed up with an email to offer any assistance.

9) GOOD OF THE ORDER:

10) ADJOURNMENT/NEXT MEETING:

Moved - / Seconded -

Adjourned: 9.13

Next meeting: January 9, 2025

Discussion – there was discussion as to whether we should have a meeting in December as our AGM is likely to be scheduled for late January and we need time to send out notices and other information.

Action – it was decided to let Deb review the requirements and timing for the AGM and call a meeting before the January meeting if required.