



PMCC Board Meeting Minutes

Sunday, November 24, 2024, 6:00pm

Port Moody Recreation Centre - Party Room behind the Curling Lounge

1. Call To Order 6:00pm

In Attendance: David Cousins, Pierre Gallant, Anne Girbav, Mike Goetz, Lindsay Graf, Amber Kostuchenko, Tim Loblaw, Paul Longley, Ross Powell

Guest: Jane Hanson, club manager

The meeting was chaired by David Cousins

The minutes were prepared by Mike Goetz

2. Adoption of Agenda

Agenda adopted without amendments.

3. Approval of Minutes

- Minutes from [October 20th, 2024](#) Meeting

Minutes approved without amendments.

4. Old Business

Resolved

- David and Mike conducted a two-way review with Jane on October 30
- Ross & Jane coordinated the curling strategy clinics in October and the stick delivery clinic in November

Outstanding

A. Facility maintenance: ceiling drips and on-ice safety

Jane emailed the City, and Joanne provided a response. Board to consider next steps.

The City provided some details around planned improvements for the 2025 off-season, including a new dehumidifier and ceiling remediation work. The board encouraged Jane to follow up with Joanne:

- We are encouraged by the planned developments and we are hopeful that these efforts will result in improved ice conditions.
- We strongly suggest the City consider the installation of drip pans to catch ceiling drips and funnel them to the side-walls
- We further suggest that the City consider replacing the halogen lights with LED lights when doing ceiling work to improve lighting, to take advantage of government grants, and to save on energy costs
- We ask that the City investigate the possibility that the drips are coming from leaks in the ceiling (not just condensation), given that they are getting worse each year

ACTION: Jane to craft a response to Joanne concerning the planned building improvements

B. School Groups

Jane to follow up with the City to determine what they need and how the club can support rentals for school groups, boy scouts, etc.

The Juniors program has arranged for a scout group to come out, so this is happening but through the club rather than through the City. In Jane's discussions with Joanne, the City is open for school groups to come, provided ice is available. They will continue to manage the rental, and will contact the club if they are in need of extra coaches/supervisors.

For school groups (or indeed any groups: corporate rentals, community groups, etc), the City will continue to handle the ice rental, and the club stands ready to assist for on-ice support. When communicating with interested groups, we should provide the groups with suggested times when we know the ice is not normally in use for club curling.

C. Saturday Social Curling League

Amber is unable to coordinate this league due to personal commitments.

There is a lot of positive interest about this proposed league, including from the league representatives at yesterday's meeting. The board and Jane can do a lot of the coordination work: booking ice, setting up in Curling I/O, and promotion. What is needed is a league "host" – a point person who is there on the night to organize participants.

For the three week trial session (January 11, 18, 25), the board will provide a host. Tim volunteered for January 11 & 25; David and Pierre can do January 18.

Running this program over three weeks means that non-members do not have to take out club membership to join this league (Curl BC only requires membership for programs where participants curl for four weeks or more).

We will proceed with this three-week trial; we need a minimum of 24 participants (three sheets), but in reality we would need more participation to achieve the intent of this league as a social event. Suggestion: offer a free drink token to all Try Curling participants if they join the Saturday Social League.

ACTION: Jane & Mike to set up the Saturday Social League (ice booking, Curling I/O)

ACTION: Anne & Lindsay to promote the Saturday Social League on social media & website

D. Elmer Woods Bonspiel

Pierre to contact the City to talk about options for daytime bonspiel ice fees and to eliminate the lounge fee.

In Pierre's discussion with the City it is evident that the ice rates set for bonspiels cannot be changed for this season, nor can the designation of the event (ie. a "bonspiel" pays the bonspiel rate, but the "playdowns" are part of the league and pay the daytime league rate). Jane is working with the bonspiel organizers to adjust their lounge rental time to reduce their lounge costs.

The board will continue to discuss concessions on bonspiel rates for seniors for next season.

The Elmer Woods organizers have made some efforts to reduce their costs, but their budget shows an anticipated shortfall of \$1650. This shortfall can be significantly ameliorated with full participation (24 teams) and/or with grant money from the Spirit of Coquitlam grant (the application has been made but we won't hear back until February, after the spiel has concluded). The board is willing to provide seed money to the Elmer Woods organizers to cover their potential shortfall for this season only.

MOTION: PMCC will address a potential shortfall of up to \$1650 for the 2024-25 Elmer Woods bonspiel. Moved by Paul, seconded by Pierre. **Motion carried.**

E. Bonspiel Club Support

Confirm if the club is providing predictable monetary support for this year's bonspiels while the bonspiel playbook is being developed.

At the last board meeting, there was some discussion about providing bonspiels with set monetary support. The intent is not to cover shortfalls, but to support these events as a benefit to members.

This item was tabled until the bonspiel playbook is developed

F. Practice Ice Policy

Governance Committee to prepare a practice ice policy/procedure and review other clubs' practice ice allocation policies.

No update.

G. Membership Engagement Proposal

Tim to develop a proposal on membership engagement to present to the Board at the November board meeting.

Report is presented in the Strategic Planning Committee's report

H. Bylaw Review

Governance committee to review the bylaws and suggest any amendments

No update. Next meeting in January is the last opportunity for the board to pass special resolutions prior to the AGM.

I. Future Items

Action items to be kept aware of

- Paul, Ross, and David create a standardized bonspiel playbook, to be presented to members at the AGM.
- Consider upgrading club equipment
 - Second speaker
 - Tech recommendations from WIC event: longer HDMI cable, floor cable cover, microphone stand, power extension cord, USB presentation remote, podium

5. President's Report

We are nearly halfway through the season. Well done for the Sweeping Into the Holidays bonspiel to fill their spots well ahead of the event next week. Very pleased to see such a strong turnout for the Try Curling session yesterday. Also happy to hear that a new team from the Newbies program has joined the Wednesday night league.

6. Treasurer's Report

Bar Operations P&L to October 2024

- Bar Sales are up 15% year of year. Mostly this is attributed to the second draw on Friday and better sales at this year's Gail Burak Funspiel.
- Expenses are higher compared to last year, but this due to the new Clover System hardware costs and increased hours for Connor to set-up and train employees.
- Club collected Funds, which includes Ice Fees/Social Fees/Curl BB & Canada Fees, etc are \$263K compared to \$242K last year. Ice Costs billed so far this year are \$145K, expected to increase slightly with a few contracts still to be finalized.
- Most all Social Funds have been distributed to the leagues, except for Juniors, Doubles and second and third Newbies Sessions.
- First half of ice fees have been paid to the city.
- Total Membership fees paid = 496 Adults - \$37,200. 42 Juniors - \$420 = 538, \$37,620.
- Received [RainyTown's annual invoice](#) \$2,058, \$1200 is annual cost, \$770 is for updates/work done on the site.

ACTION: Review website in the offseason; consider simplifying the content to reduce maintenance costs and make it easier for non-technical people to update content (unassigned)

7. Club Manager's Report

- Continuing to work on answering ongoing questions through email and phone. Topics vary from updates to ice contracts, refund requests, support with registration, ice quality concerns, questions about try curling and newbie programs, etc.

The board discussed the frequency and nature of ice contract changes. Jane reiterated a minimum of seven days notice for contract changes at the League Reps meeting. Even then, the general consensus is that ice contract changes should be rare and only in exceptional circumstances. League representatives should be encouraged to plan accordingly, limiting contract changes to minimize the impact on Jane's time and to limit the change requests Jane has to make with the City.

It was noted that the club has already made a proposal to the City for a single ice contract, which was received with interest but was not pursued last year. A single ice contract would significantly reduce the City's involvement in minor changes.

ACTION: Jane and Pierre to re-address the single ice contract proposal with the City at the end of the season

- Issues brought forward by club members:
 - More practice ice including time where individuals can just go and throw rocks
 - Curling clinic for those above beginners, more like a newbie level 2

- Options for community groups/businesses/families to come for group lessons
- Organized the November 23rd Try Curling, 40 participants attended.
 - Propose a follow up email with options for the Newbie lessons and other options for joining

Practice ice remains a contentious issue. Often the same people are booking practice ice while others are unable to book because it's full. A policy is needed. One suggestion was to have some sheets available for a specified number of individual bookings (as opposed to a team that books a whole sheet). While this could improve practice ice allocation, it would definitely complicate the booking process. The club should plan for a better practice ice booking system for future seasons.

ACTION: Plan an improved practice ice booking system for next season (unassigned)

ACTION: Jane and Ross to send a follow-up email to Try Curling participants with information about our Newbies program, leagues that welcome beginners, and the new Saturday Social League

- Assisted with organizing the Stick Curling clinic.
- Working with the City to solve the ice quality issues. The City will be installing a new humidifier that is 25% larger in the off season. The foam at the far end of the ice was shaved down (will be talking to them about adding coloured tape this week).
- Participated in the digital Port Moody newsletter. Looking for other similar options in the tri-cities.
- Working with organizers to get the 2025 Bonspiels organized: ice contracts, facility needs, Curling I/O, etc.

8. Committee Reports

Bar Committee

Connor noted that there has been an increase in non-alcoholic drinkers; the bar has sold 3x the amount of non-alcoholic drinks compared to this time last year.

Suggestion: open the bar after the Try Curling sessions, and promote this as part of the event. This reinforces the social aspect of curling for these introductory sessions.

City Relations Committee

All items covered earlier in the meeting

Strategic Planning Committee

Membership Engagement Report

Tim was charged with putting together a report on membership engagement, including what other clubs and organizations are doing for membership engagement.

- Membership engagement isn't just about getting more volunteers; it's much more than that
- Key questions: "how much more of a role do we want the club to play in the life of our members?" and "how much more of a role do we want our members to play in the life of the club?"
- Key takeaways from research:
 - Increase communication
 - personalized interactions (over general asks)
 - hold events
 - establish a sense of belonging
 - create a forum for members to interact
 - opportunities to develop skills
- We're already doing a lot that speaks to the strategies to get members engaged

Vision & Mission

- Do the members understand the club's goals and how they can participate in those goals?
 - The AGM is the best forum for how to promote the vision/mission of the club
- What are areas that we can start to get more membership engagement?
 - Member-value proposition
 - Equitable access
 - Eg. Does membership give you x number of rentals per year
- There is no silver bullet to get members more engaged. It's not just about volunteer opportunities; volunteering isn't the panacea to get all members engaged
- At the end of the year we can do more reflection from the membership on how they are engaged and how they would like to be more engaged
- Emphasize: provide opportunities to develop skills. People who have attended skill development workshops naturally talk about it with other members.

Onboarding

- What are we doing to onboard new members?
 - What are we doing to onboard league reps?
 - Do the league reps know who to contact about xyz?
 - We acknowledge that onboarding is not as good as it could be

- Board member onboarding can also be improved
- Who is responsible for onboarding?
- Suggestion: add a league representative as a full-serving board member (similar to a union rep)
 - Although we may already have league reps on the board, this proposal is to have a designated league representative who acts as a liaison between the board and the leagues

Volunteering

- This membership engagement research came out of the issue around getting more volunteers to help, particularly at summertime community events that the club wants to have more of a presence at (eg. ribfest, car free day, golden spike days, etc)
- Let the members know that we are looking for these events
- We need to be clear on what we are asking people to volunteer *for* (rather than just asking for more generic volunteers)
- We need a mechanism for people to let us know that they are willing to help out (more than just the registration dropdown question)
- This is an opportunity for personalized interaction (approaching people directly rather than just doing a general ask)
- There was general consensus that “negative billing” (ie. charging people a fee and then reducing or eliminating that fee for people who volunteer) is not a preferred approach
- Rather, the board would like to see positive incentives
 - Track hours of service
 - Number of hours translates to more benefits

ACTION: Anne to develop list of volunteer roles

ACTION: Jane to put together a volunteer manual

Grant Committee

Spirit of Coquitlam Grant: the next intake is Feb/Mar.

Governance Committee

No report.

Social Media Committee

Nothing major to report regarding social media. Business as usual promoting events, club programs.

Received Rainytown's invoice for their website troubleshooting/repairs and annual maintenance. Submitted to Paul on November 12th, 2024.

Curler Development Committee

Two strategy clinics were held in October; they sold out immediately. Content and engagement was great.

Stick curling delivery clinic was held in November; there were six participants.

Future plans

- Two Level-2 line & delivery clinics
 - Maximum 8 participants per clinic (due to the high level of coaching required – we have two coaches, one coach per four participants)
 - December 14 & 15 – Ross is trying to find times that don't conflict with Newbies or Practice Ice
- Rock Timing / Directional Sweeping / Team Communication clinic
 - Planned for January 11
- Suggestion for a clinic: doubles/triples curling clinic

9. New Business

Sponsorship Opportunity: Tidal Mechanical

Shanda Williams, a marketing strategist working with Tidal Mechanical (a local HVAC company) contacted the club with interest in sponsorship. Mike followed up with Shanda.

Tidal is interested in sponsoring the club. They are a local company and are looking to partner with local groups that align with their sense of community. Mike explained that the club basically has two opportunities for sponsorship: events (ie. bonspiels) and club sponsorship (in-ice logos, rock handles, temporary signage, website & social media promos). The board noted that the City has to approve any sponsorship/signage to confirm that the sponsoring company does not promote values against the City's interests or compete with businesses already partnering with the City (eg. Waves).

It was also noted that permanent signage, either in the rink or in the lounge, is difficult or impossible to gain approval from the City. Temporary signage or In-ice sponsorship are the best options.

Tidal was also interested in co-branding where the club is planning to do promotion at community events. For example, Tidal would provide a tent with co-branding of both PMCC and Tidal, as well as T-shirts or other SWAG.

The board agreed that given the season is already underway, the best option for this year is event sponsorship. Then club sponsorship could be discussed in time for next season.

ACTION: Mike to follow up with Shanda Williams at Tidal Mechanical to determine what events they would like to engage in for this season.

Women in Curling 2025 - Kamloops

Given the success of PMCC's hosting of the Women in Curling event, how do we sustain that energy into next year? Should the board consider supporting members to attend next years' Women in Curling event in Kamloops?

MOTION: PMCC pays registration fees for a maximum of 5 participants for the 2025 Women in Curling event in Kamloops: moved by Ross, seconded by Paul, **Motion carried.**

Club Coaching Stream Initiative

Given the significant work that has been done this year in the area of coaching and curler development, should the club look to improve its overall coaching program both for the present and the future?

- There is a need to define roles: eg. head coach, head of curler development, curler development coordinator
- Tabled for next meeting

Ross proposes that PMCC host a one-day coaching course from Curl BC

- In our research, there are only a handful of coaching courses offered in the province, and none in the lower mainland
- This can be a followup opportunity from the successful Women in Curling event

ACTION: Ross to investigate Curl BC's one-day coaching course and bring a proposal to the board

Curling Day in Canada Webinar

Curling Canada is hosting an online Webinar on Thursday November 28th at 4pm to discuss club opportunities for February's Curling Day in Canada. This is a good opportunity for us given that we are planning our Curling Day in Canada Open House and Bonspiel.

Registration link: <https://ow.ly/C4GH50UcZgC>

ACTION: Jane to attend the Curling Day in Canada Webinar and report back to the board

Rotary club of Port Moody

The Rotary club wish to use PMCC's storage room for some of their items.

The board discussed this but noted concerns regarding adequate space and could not grant this request.

League Fee Calculation

Each league is responsible for setting their own fees. This season the board has noted that some leagues are "over-charging" and have significant surpluses, while other leagues are "under-charging" and are finding their finances are tight.

Should the board institute a vetting process when the leagues submit their fees? Should the fee calculation spreadsheet be overhauled?

This item should be raised with the league reps at the end-of-season league reps meeting when planning for 2025-26 begins.

ACTION: Jane to add "League Fee Calculation" to the agenda for the March League Reps meeting

10. Any Other Business

11. Next Meeting

2024-25 Board Meeting schedule:

- Sunday January 12, 2025; 7pm: last meeting to approve special resolutions
- Sunday February 23, 2025; 7pm

Other Dates of Note:

- Saturday January 11, 2025 - Saturday Social League #1: Tim hosting
- Saturday January 18, 2025 - Saturday Social League #2: David & Pierre hosting
- Saturday January 25, 2025 - Saturday Social League #3: Tim hosting
- Saturday February 22, 2025 - Curling Day in Canada Open House & Spiel
- Saturday March 1, 2025 - League Reps Meeting, 12pm

- Saturday March 8, 2025 - AGM, 12pm

12. In Camera

13. Adjournment 8:20pm