

MINUTES
SURVEY AD HOC SUBCOMMITTEE – STAFF ISSUES
May 8, 2018

Posting Approved by Sandra Thornton Saturday, May 19, 2018 12:55pm
Pending Committee Approval

Team Members Present :

Anne Waisman, Leader
Gail Vanderhoof
Kathi Bachelor

Team Members Absent:

Denise Nichols, Leader
Stewart Tagg

Staff Present:

Kent Blumenthal, CEO

The team prioritized the 11 identified items & gave comments:

1 Priority:

- 1) Decrease in no. of volunteers (#2 on list)
 - a) Board should give goals for the volunteers program.
 - b) 3 areas identified by this group should be:
 - 1) Safety – How to help
 - 2) Cost Containment – Replaces paid staff
 - 3) Builds member engagement w/GVR – could include socialization, including underserved and/or physically handicapped.
 - 4) Be sure information is in New Member Packet.
 - 5) Have an individual space in GVR NOW for volunteers.
- 2) Cost of Classes (#4 on list)
 - a) 60% of members surveyed identified cost of classes as Excellent or Good. It would be helpful to understand how the cost is created.
 - b) Class income is a profit for GVR and adds to non-dues revenue. Enrollment in classes is increasing and serves lots of members and non-members. Non-members pay an additional fee. Need better understanding of how that is determined.
- 3) Reconcile two different member data bases (#6 on list)
 - a) Needs staff update on the reconciliation.
- 4) Clubs don't police their membership (#10 on list)
 - a) System in place but needs ongoing education at the Club meeting level for people to police.

2 Not an issue of big importance right now:

- 1) Member accessibility to staff (#1 on list)
- 2) Combination of:
Staff service to members (# 7 on list) and
Staff service to membership (#9 on list)
- 3) New/relevant classes (#8 on list)

#3 Not a priority now – being addressed by the BOD and/or other Committees

- 1) Timely posting of minutes (#3 on list) Should be on the Board Sub-committee
- 2) Answer & return phone calls (#5 on list) BOD is working on a policy.
- 3) Length of time to find club space & scheduling of space – facility management & P & E Committee (#11 on list) Belongs at the P & E Committee level.

Continued discussion needed in the future committee meetings to focus on top priorities to develop action steps for BOD.