

False Creek Yacht Club  
Board of Directors

Minutes of the Meeting of September 18, 2019  
Board Room, FCYC

Present: Craig Minielly, Commodore; Anne Graham, Vice Commodore; Dominic McIver Lopes, Secretary; Roger Walsh, Treasurer; Phil Beaty, RC Marina

Regrets: Alan Maddox, RC House; Jamie Arens, Fleet Captain; Lee Boyden, Member at Large

**1. CALL TO ORDER**

The Commodore called the meeting to order at 18h05.

**2. ADOPTION OF THE AGENDA**

The agenda was adopted as amended.

**CONSENT AGENDA**

**SECRETARY'S BUSINESS**

**2.1 ADOPTION OF THE MINUTES**

The minutes of the meeting of June 19, 2019 are adopted.

**2.2 ACTION TAKEN BY EMAIL: IT SYSTEM**

On June 27 and 28, the Board reviewed proposals from Northstar Software and Club Essentials to provide a complete association management system for the Club. The Treasurer and GM recommended proceeding with Northstar Software for an up front cost of \$19,490 US and a monthly cost of \$1300 US for a term of forty-eight months. This bid is moderately higher than Club Essentials's bid, but it comes with a tested marina module and out-of-the box Canadian payment processing. In addition to the marina module, the Northstar system includes a web site, point of sales, membership management, accounting, data migration and training, and on-going support (a third party package will be used for payroll). All services are run off one database and

use a cloud-based interface. An app is available for future adoption, and is less expensive than the app from Club Essentials. The Board unanimously agreed to proceed with the Northstar Software.

### 2.3 ACTIONS TAKEN BY EMAIL: NEW MEMBER ADMISSIONS

On July 2, the Board admitted Doug Benville to the class of active members. On July 29, the Board admitted Dan and Julia Isaak to the class of social members and also admitted Mary Lepatourel to the class of senior members. On August 23, the Board admitted Peter and Carol Brooke to the class of active members. The Board also admitted Avery and Nancy Gillick and David Madani to the class of social members. On September 16, the Board admitted Pierre Plourde and Peter Whiten to the class of active members.

### 2.4 ACTION TAKEN BY EMAIL: MARINA SURVEY

On July 9, the Board unanimously agreed that the Club proceed with Hobbs, Winter, and MacDonald in an amount up to \$3000 to conduct an underwater survey of the docks included with the Provincial Lease (west side).

### 2.5 ACTION TAKEN BY EMAIL: WHARFINGER COMPENSATION

On July 9, the Board unanimously agreed that the wharfinger have his pay increased from \$17 to \$25 per hour and that his assistant have his pay increased from \$17 to \$20 per hour, and that the wharfinger's non-summer standby top up be increased from \$119 per week to \$150 per week.

### 2.6 ACTION TAKEN BY EMAIL: SECURITY

On September 9, the Board approved an expenditure of not more than \$5000 to extend the club house security pilot for an additional month, until the end of September 2019.

### 2.7 KEY UPCOMING DATES

A town hall is scheduled for 19h00 on October 17th and the AGM is scheduled for 19h00 on December 4th. The deadline for distributing AGM agenda items to members is November 19th. The Commodore's Ball is November 23rd.

The next Board meetings are October 16th and November 20th.

## **VC BUSINESS**

### **2.8 STRATEGIC PLANNING COMMITTEE**

The Strategic Planning Committee was fairly quiet over the summer as most members were boating; however we had some detailed email exchanges which created further clarity. On September 8th, a small subset met to set goals and schedules for the fall, including an October 3rd SWOT session (Strengths, Weaknesses, Opportunities, and Threats), with a commitment to complete a one-page plan prior to the AGM. In support of this effort, I parsed over five hundred pages of City plans and a surprisingly comprehensive student report on FCYC from 2017, rendering it down to eighteen pages of notes about the hot buttons and development plans for False Creek area as seen by the City. That should help us build a plan for growth that serves our community. The next step is to lock down our extremely complex list of assets, including land and water rights, owned and leased.

### **2.9 MEMBER ENGAGEMENT**

RCM and I have drafted the discussion and member questionnaire and sent it for comments to the Board. The SPC would also like to add their input. Assuming all is timely, RC House and I will start ten-member meetings before the end of September with Cruising Members, and then continue with Active members. In parallel, I believe Jamie Arens or Lee Boyden volunteered to connect with Social Members, although some of the questions will be different.

### **2.10 LETTERS OF CAUTION**

The Club now has a template “behaviour unbecoming” letter to use as a warning following alleged bad behaviour. Staff should report all incidents promptly so they can be actioned while they are still fresh. The GM will advise staff of the need for prompt reporting, and follow through with a prompt escalation to the VC.

### **2.11 NEXT 90 DAYS**

(1) Complete a one page Strategic Plan and Action Items with the Strategic Planning Committee, (2) complete Active and Cruising Member Engagement Interviews with RCM and turn feedback into an action plan for 2020, c) revise sail past document ready to pass on to VC or Fleet for 2020.

## **TREASURER’S BUSINESS**

### **2.12 IT SYSTEM**

Northstar has uploaded the first submission to the training module and detailed reviews are under way by telephone and email. A training schedule is being finalized, with a start date of

September 24. Training will require that the office be closed, but the lounge will remain open. New hardware will also need to be in place by September 24.

## **RC HOUSE BUSINESS**

### **2.13 MAJOR REPAIRS**

Major repairs are those specifically authorized by the Board. The Board approved an ACME Fire and Safety Proposal. The amount is \$2,257.55 plus tax. A scheduling request has been made but a date for work is not yet set.

### **2.14 MINOR REPAIRS**

Since the previous Board meeting, new curtains and new office blinds have been installed, propane tanks have been placed in storage container, as recommended in the fire inspection, the facilities have been power washed, and the parking lot has new signage. A plumber attended to unclog the kitchen sink. Parts have been ordered to repair a fly trap in the kitchen. A kitchen door latch, the dishwasher, and the ice maker need attention. A new lock is needed for the Rubbermaid storage on the patio. The Board thanks John and Janine Schueller for handyman services.

### **2.15 EVENTS**

Contract amounts for events since June 19th, net of GST, are: \$11,250 for six weddings, \$2500 for four corporate meetings, and \$5900 for four other events. Seven live music nights have been put on.

## **RC MARINA BUSINESS**

### **2.16 MAINTENANCE**

There is nothing further to report at this time.

### **2.17 FOLK BOAT**

There is nothing further to report at this time.

### **3. MATTERS ARISING FROM THE MINUTES**

#### **3.1 POLICY MANUAL AND BOARD GUIDE**

The Board agreed to adopt the draft in principle. The Commodore will initiate a further round of consultation with each director. The Secretary will add descriptions for the roles of Social Director and Membership Director, to be assigned to the Members at Large (see 4.5 below). The Vice Commodore will provide terms of reference for standing committees on Strategic Planning and Strategic Advice. A version will be on the agenda for adoption in October.

The Board anticipates that the document will be updated each year, and some potential additions were noted: a guest policy, a policy on removal of directors, a description of Club assets, including facilities such as parking.

#### **3.2 FINANCIAL**

The Board reviewed detailed financial reports provided by the Treasurer. Gross revenues for the eleven-month period lag total expenses, with revenues achieving 86% of the annual budget while expenses have reached 97%. Forecasts indicate a net loss of \$52,000 in this budget cycle.

Turning to operational areas, marina revenues are down five percent compared to 2018, dues are up thirteen percent, and event rentals are up twelve percent. Overall expenses are up seventeen percent due mainly to increased staff costs, marina repairs and maintenance, and facilities upgrades.

Food and beverage shows a loss of \$27,000, compared to break-even last year. This is due to the change in caterers and increased labour costs.

The Board noted that labour costs should diminish with the new IT system coming on line and steps were discussed to better control lounge expenses. Staff are now generating the kinds of reports that equip the Board to understand the Club's financial position, and the Treasurer is continuing to work with staff to take advantage of the new accounting systems.

#### **3.3 CATERING**

The transition to Sheila's Catering is proceeding on schedule for an October 1st launch.

#### **3.3 SECURITY**

The Board reviewed a summary report of the pilot project to study on-site security at the Club. Security logs over several weeks show a pattern of visits by lost cyclists and binners, but also consistent probes by what appear to be scouts for burglary operations, focussed on vehicles and the docks. Following the end of the pilot, four break-ins occurred.

The report noted some areas where the Club can improve behaviours or infrastructures, including improved fencing, rekeying, and more careful attention to locking doors. RC Marina will email members for information about past losses and to remind members of the steps they should take to protect their policy. Permanent on-site security will be on the agenda for discussion at the town hall.

### 3.5 WATER LEASES

The Commodore reported that the Provincial Lease is still in the works. Although terms have been agreed, the process in Victoria is slow.

### 3.6 WEST SIDE MARINA RENOVATION

RCM reported that the hydrological survey and a rough cost estimate for new west side docks are complete. New docks will yield some new slips. The estimate is \$3.7 million. The next steps are to commission preliminary engineering studies and a firm estimate for design and build, followed by a financing plan, AGM approval, and permitting.

### 3.7 WIFI AND LIGHTING

The new marina wifi installation is complete. There have been no complaints about poor reception and the wharfinger is mapping the radio space to confirm coverage.

Remaining work on parking lot lighting was delayed until this month, but a purchase order has been placed. The lighting will be on a motion detector and complies with the City's new maximum luminosity guidelines.

## 4. NEW BUSINESS

### 4.1 REINSTATEMENT OF DIRECTOR

The Board reinstated Simon Gould, who had temporarily stepped down as a Director of the Club for personal reasons.

### 4.2 COMPLAINT UNDER PIPA

A former member of the Club has initiated a complaint under the BC Personal Information and Privacy Act. The Board has consulted with legal counsel and is taking appropriate action.

### 4.3 NEW GM AND ORGANIZATIONAL CHART

Joanne Anderson resigned as General Manager in August. The Board thanks her for her service to the Club during a time of transition.

Sam Scales, who had been hired as office assistant, is performing the duties of GM. With her degree in commerce and rich skill set, the Board is confident that she will “hold the fort” while a search for a GM is conducted. A job description is being prepared and a call for applications will be posted. The Board will ask Nancy Beaty for informal advice about the job description and recruitment process.

The Board began a preliminary discussion of how to ensure a clearer reporting relationship for the GM. RC House is nominally the GM’s supervisor, but the GM also works closely with RC Marina and the Treasurer, and serves general Board functions.

#### 4.4 SOCIAL EVENTS

Members have expressed an interest in an informal Thanksgiving Cruise to Bowen Island. RCM will issue an evite calling for a volunteer to lead the cruise. RCM will also organize the Commodore’s Ball. The event will be formal and will feature dinner and live music for dancing.

#### 4.5 NEW MEMBER APPLICATION PROCESS

With Simon Gould reinstated as a director, he will resume duties interviewing membership applicants. The Board also agreed that, in the future, one member at large will be tasked to perform the functions of Membership Director and the other will be tasked to perform the functions of Social Director. The Policy Manual and Board Guide will be amended to reflect these assignments.

#### 4.6 MEMBER ENGAGEMENT QUESTIONNAIRE

The Vice Commodore and RC Marina will meet with active and cruising members in groups of ten to administer the questionnaire. A volunteer will be sought for a member to meet with social members.

#### 4.7 BYLAW AMENDMENTS

Since the new Bylaws, which comply with the Societies Act, have only been in place for less than a year, Board agreed to keep proposed changes to a minimum. The Secretary has prepared a small number proposed amendments. Most are housekeeping changes or changes required for legal compliance. A proposal to permit greater involvement by spousal members is referred to the next Board.

#### 4.8 TOWN HALL AND AGM PLANNING

The agenda for the town hall will focus on bylaw changes, security, and general principles informing the 2019–20 budget.

#### 4.9 2019–20 NOMINATIONS

Current directors will inform the Commodore of their willingness to serve on the next Board. The nominating committee will be asked to seek nominees for members at large who have the background and experience needed to serve as social director and membership director.

#### 5. ADJOURNMENT

There being no further business, the meeting adjourned at 20h50.