

Annual General Meeting Agenda

Ft. Thomas Swim Club Board of Directors

Wednesday, October 26, 2022, 7:00 PM

Ft. Thomas Library

- Pledge of Allegiance
- Review minutes from last year's meeting
- Treasurer's Report
- President's Report
- Pool and Grounds Report
- Swim and Dive Report
- Membership Report
- Activities Report
- Manager's Report
- Election Results
- Free 2023 dues drawing for meeting attendees (must be present)
- Member Questions

Review of the Previous Annual Meeting Minutes

The minutes from the previous annual meeting have already been reviewed and approved.

Treasurer's Report

The overall revenues from guest fees, as well as concession sales were consistent with our normal totals, excluding 2020. We ended the year with an operating margin that was also consistent with past years, excluding the cost of painting , and leaves the pool in a comfortable financial situation for the upcoming season. The full financial figures were reviewed at the meeting, for more detailed financial information please contact the Board.

President's Report

2022 went down as another amazing year at the Swim Club. The pool looked amazing with a fresh coat of paint and our continued efforts to beautify the grounds. We welcomed two new managers to our staff, Amanda Donelan and Holli Martin, who both did an amazing job of making sure we didn't miss a beat. Our entire staff did a amazing job keeping our facility safe, clean and enjoyable. In addition to several physical improvements we also worked to make the member experience more enjoyable by adding commercial free music and a TV to enjoy Reds and Bengals games. We had over 19,570 visits, served 2,300 Slushies, and 1,600 hot pretzels while creating countless memories with our friends and families.

I'd again like to thank our staff and the board for a job well done this summer. We have a great team of individuals who truly care about making our pool better than when we started. Special thanks to outgoing board members Ron Hasson and Heather Koester. Both of them provided invaluable service to our organization and we are extremely lucky to have had them on our team. Thank you!

A couple items I would like to highlight:

- We had several off-season improvements that both beautify our facility as well as allow for more dependable pool operation. The largest of those projects being the painting and welding of the pool gutter.
- Membership and annual dues moved to an online format that integrated with our front desk check system. 85% of members paid online.
- Highland Park Improvements.
- We will host the Champ Swim Meet in 2023 and champ dive meet in 2024. Thank you to all members for supporting our All-Star meet this season as it was an amazing experience for our kids.

Have a safe winter and can't wait to see you all Memorial Day weekend!

Bob Borchardt
President - Fort Thomas Swim Club

Pool & Grounds Report

Major Projects 2022

- Painted main and baby pool
- Installed new pump on baby pool.
- Replaced sump pump in filter room.
- Installed emergency panic bar on service gate to meet facility requirements.
- Continued efforts to update appearance of the swim club.
- Fixing front wall.
- Fixing railing by baby pool.
- Welded pool gutters.
- TV under main shelter.
- New grill and propane tanks.

Project considerations for 2023

- Ceiling fans under shelter
- Updating bathrooms/replacing toilets to be higher and more friendly/handicapped accessible
- Upgrading pit doors/deck area
- Possible water bottle filler attachment for water fountain

Swim & Dive Report

We had a really great swim and dive season! This was the most active volunteer group we have had in the past six seasons. Our volunteers facilitated some amazing team events, including:

- A season kick-off pizza party that raised \$245, which was used to pay for a portion of the other activities
- Five pancakes breakfasts and a donut/poster-making breakfast
- A float in the 4th of July parade with over 30 of our Sharks participating
- A Big Shark/Little Shark program for all swim meets

Thank you to all of the volunteers for your time and effort on behalf of the Sharks!

Swim Team Highlights:

We hosted the NKSL Classic (former All-Star) Meet. (Next year we will host the NKSL Swimming Championship.) A huge thank you to Kelsey Ripley for chairing this huge event and to all of our parent volunteers. The event was very successful and really showcased FTSC.

Our Jr. Shark program was the largest it has ever been. We had well over double digit swimmers there every practice! Our 12 and under age groups were also packed.

Kudos to our amazing assistant coaches—Savannah Brady, Will Griffith, and Jack Banks, all former Sharks!

The team finished a close 5th at the NKSL Championship Swim and Dive meet. NKSL Championship highlights:

- New Team Records:
 - Hunter Ripley set the team record in the 25m Butterfly with a time of 18.98.
 - The 9-10 200 Medley Relay of Maggie Meyers, Mackinnon Gracey, Morgan Ripley, and Eva Lang set the new team record with a time of 2:48.06.
- League Champions:
 - Sam Jones, 15-18 boys 200 free, 100 free, and 100 IM
 - Mackinnon Gracey, 9-10 girls 50 free
 - Griffin Barlow, 15-18 boys 50 breaststroke
 - Maggie Meyers, 9-10 girls 50 backstroke
 - Sarah Jones, 15-18 girls 50 backstroke
 - The 9-10 girls 200 Medley Relay of Maggie Meyers, Mackinnon Gracey, Morgan Ripley, and Eva Lang
 - The 9-10 girls 200 Free Relay of Maggie Meyers, Eva Lang, Morgan Ripley, and Mackinnon Gracey

- The 15-18 boys 200 Free Relay of Evan Jones, Noah Huber, Griffin Barlow, and Sam Jones

Dive Team Highlights:

The team finished 5th at the NKSL Championship.

NSKL Championship results:

- 8&U Boys: Luca Ireland, 14th place; Michael Miller, 15th place
- 9&10 Boys: Brady McDowell, 1st place; Braden Jones, 3rd place
- 11&12 Boys: Nathan Huber, 7th place; Jaxson Kues, 14th place
- 13&14 Boys: Rafe Pinkston, 4th place

- 8&U Girls: Audrey Tincher, 1st place; Allison Horner, 5th place; Avery Easter, 13th place
- 9&10 Girls: Kennedy Kues, 9th place
- 11&12 Girls: Kit Valentine, 7th place
- 13&14 Girls: Meredith Kleier, 5th place

Membership Report

The 2022 swim season started and ended with 550 memberships. There were 37 membership certificates turned in prior to the pool opening. In order to fill the 37 open memberships, 58 names on the waiting list were contacted. Of the 58 names contacted, 10 declined a membership and 11 deferred. The FTSC Board started offering a one-year deferment in 2020 due to Covid-19.

We currently have a waiting list of 694 names. In October of 2021 there were 634 names on the list.

We had 49 Alumni passes. 24 single and 25 married, resulting in 74 Alumni members.

Activities Report

It was a great summer and we were able to host all of the activities! Attendance and participation of Ladies Luncheon, Kids Day, Teen Night, Adult Night and all grill outs were well attended. We had perfect weather for the events, except the adult night, it was a little rainy but we still had a great time!

Unfortunately we were unable to get any food trucks this year, but we will try again next year. The board has been brainstorming new and creative ideas to bring to the members for next summer.

Manager Report

First I'd like to thank the board and membership for being so friendly and helpful while I learned this new position. Although safety and facilities management were not new to me, pool operations and working with such a youthful staff certainly were *very* new to me. One of my most fun duties was working with the young members of our community who were learning how to have a job and perform with confidence. Thank you also to the more experienced staff who were great leaders!

Several shut-downs of the baby pool did occur due to high UV radiation over a long period of days (heat advisories), installation of a new sump pump and chemical feeder failures. A new valve was installed and tubing was replaced fixing these two incidents. We have not had to shock or shut down either pool for any contaminations all year.

We had two lifeguard saves of small children. One was completed by a new guard who was amazingly confident in her actions. I am so proud of how well the teams of guards responded to the incident and debriefed in constructive ways. I have become so pleased with the quality of our guards who have proven that they can stand up to very real challenges.

Now I'd like to summarize important points from the 2022 season and then outline my goals for following seasons:

For 2022, my goals were to learn, and provide a safe and fun environment for employees and members. I wanted to foster communication with the board and be responsive to membership needs and ideas. I did not want to make any big changes while I learned about the members' expectations. However, some changes were necessary:

-Streamlining Concession Vendors proved essential. Many businesses were unable to secure drivers or warehouse workers. Many deliveries were not made on schedule, especially in the beginning of the season. Chemical delivery was consistently sporadic. One vendor eliminated deliveries all together. After building relationships with the salespeople, reducing the menu slightly, doing some research and scheduling pick-ups, I feel more confident that we can expand next year's menu. More on this below. No vendors expressed optimism about staffing for next season yet.

-A Special Event Menu was used for the large swim meet. This was done to speed up service and we increased prices to more accurately reflect the wholesale increases we encountered. I fielded many comments by visiting parents who were impressed that our prices were so low. See below regarding potential price increases. I would like to continue this practice at future swim meets.

-Safety Measures were installed like more fire extinguishers, and a chemical exposure/eye wash station. We are now on schedule to have annual inspections of our fire-suppression equipment. Where Chemical exposures can occur, we are prepared for more immediate first aid.

-Staffing issues became obvious after Highlands' students returned to school. The board did an excellent job in staffing the club prior to hiring me and Holli Martin. However, two of our back-up guards did not show up for their recertifications. Also our one, local college kid ended up having a heavy day-time school schedule of core classes at NKU. Additionally, I learned (per KY Administrative Regulations) that lifeguards are not able to hold a dual role, such as managing the facility while on-duty and if there is a lifeguard on duty, there MUST be two. This eliminated the traditional back-up plan for managers to also guard.

Jen Rehberger deserves a big shout-out for working a LOT of extra hours as a lifeguard on top of working her manager shifts. Without her working with the last-minute guard hires, we would not have been able to stay open during the weekdays. I am glad to report that we were only closed one day shift instead of ten! I also want to thank the older members who have shown interest in being part of the solution. Many are interested in helping staff the pool during this short period of time by getting their certifications or filling in at the front desk. I will be following up with all of these adults over the winter.

-An Employment/Scheduling App, HomeBase, was instituted by the board. This decision was put in place by the board, and the staff LOVED it! The kids were able to send messages and trade shifts at will. They could do so from home without having to sit in the office and look-over the physical schedule. Managers could send messages and see the changes before coming in for their shifts. The app made payroll processing clear and efficient.

-Chemical balance was maintained without Cyanuric Acid. This is a controversial chemical that is meant to preserve chlorine. Pool professionals do not agree if it is a good idea to use this chemical. Although it can reduce the amount of chlorine that escapes via UV radiation exposure, it can promote algae growth. I chose to not use Cyanuric Acid this year on the advice of our chemical vendor and the certification training I received in March. A few members did mention they noticed there was no chemical odor all season. One of the swim/dive coaches appreciated the longevity of their children's suits and healthier hair. I feel this was a successful experiment, although it may have increased our chlorine and costs. I am willing to reconsider this, or any policy/process if the members and board come to disagree.

-The storeroom was cleaned out and reorganized. The Swim and Dive team leadership was fast and complete! There is a little work left to be done by the managers, but the improvement is amazing!

For 2023, and future seasons, I would like to consider the following goals with input from the new board. I see the below listed challenges. I would expect to gradually tackle them over the course of a couple of seasons to minimize discomfort for the membership whenever possible:

-Concessions changes are looming due to inflation and vendor capabilities to stock or deliver certain items. I have a list of items that some members would like to access. I understand that low prices are important to the members. I would like to provide choices, but minimize running out of items frequently. I don't believe that current concessions prices are paying for our time and service. Although

profit is not a priority, I would like to see concessions become somewhat profitable or at least avoid losses.

-I would like to continue offering a streamlined event menu with higher prices, only during events with a large number of visitors.

-Small, gradual, increases in pricing, across the board should be implemented. Currently there is no set mark up desired by the membership. I would like this to be decided or for increases to occur as I try to consolidate price points (while still providing a wide range).

-Consolidating price points will also help to speed up concession lines. Reducing the number of price points (and use of quarters) will make it easier for our youngsters to make change for customers. I suspect we have lost some income due to mistakes with returning change.

-Formalize retraining and supervision for concessions staff. This will occur over the entire season and reinforce methods for accountability. This is a weakness where guard supervision is a strength. Although I am very aware that guard training and supervision is a necessity regarding safety and liability, Concessions training and supervision more directly impacts the daily experience of the members.

-Increase Social Media communications. As changes are expected, I feel we will need to provide advance information to the membership. I would also like to send out more frequent messages so that the communications channels are checked more frequently for cancellations, closings or alerts. Some of these extra messages could include PSAs (weather, swim-safety, lost and found...), service announcements (closings, reschedules, party schedule, menu additions or specials...), staff accolades or the like.

-Many documents will need to be re-created, updated, digitized or stored properly. Health Department logs, party schedule, pool care and maintenance guides, Material Safety Data Sheets (SDS) and certification records are just a few.

-Increase the count of adult employees in all areas. It has become clear that we will need adult staff to guide us through the school hours. I feel that the older kids and adults have been instrumental in leading the young staff. Only 2 adults have approached managers for new positions next season. I would like to increase that number, especially since all other new applicants were 14 or 15 years old. Outreach and recruiting will be very necessary this winter and spring. So far, most of our staff should be returning next year. Several employees will return in more limited capacities. We did end the year with a few vacancies.

-The management team should be restructured to prepare for future vacancies. The traditional model for FTSC management might not be sustainable. Over the next two years, I would like to employ and train managers to be co-equal team members, rather than rely solely on one general manager for all duties (facilities, staffing, communications, concessions, accountability). I would like to see interested managers become CPO certified, familiar with applicable laws and regulations, and interchangeable.

These changes could also help with recruiting the next manager and retaining those employed. I will address a more specific plan with the new board after November.

-Decrease board liability. As I have acquired special knowledge in aquatics management (I am sure there is still more), I have learned that some of FTSC's traditional methods are not industry standard. This is a basis for some of my more specific ideas regarding the facility and staffing. I will continue to notify the board of these standards when I discover conflicts with traditional operations and expectations.

Election Results

The three new board members elected to the board are Jill Taylor (243), Evan Ripley (186), and Brian Alessandro (230). Total in person, mailed and online votes for each candidate along with link to online results below:

FREE Membership Drawing –

FREE Membership (early pay) –