Duke Faculty Club Board of Governors Meeting
Location: Duke Faculty Club
Monday, October 12, 2015

Board Members Present: Julie Hollenbeck (President), Leighton Roper (President-Elect), Sasha Berghausen (Past President), Barbara Imboden (Treasurer), Dan McShea, Sidney Simon, and Eamonn Lanigan (Executive Director).

Board Members Absent: Becky Mela (Secretary), Luke James, and Sara Robert.

Guests: Mike Wojtkowski (Tennis Director) and Jamie Simerly (Recreation Program Manager).

Julie called the meeting to order at 12:30pm. It was determined that a quorum was present and business could be conducted.

Board Minutes
Copies of the September 14, 2015 Board meeting minutes were distributed. A motion was made to approve the minutes as submitted. The motion was seconded and then passed unanimously.

Summer Programs Reports
Jamie presented a report on aquatics, snack bar, and summer camps, highlighting participation levels, and top sellers on the current snack bar menu. Revenues and expenses for each were detailed for Board review. Discussion ensued concerning member feedback on the programs and menu items. Camp sessions continue to fill quickly each year and staff will assess the possibility of adding a session for next year.

Action Item: Staff will explore putting a Member Advisory Committee in place to formally capture input on the snack bar menu offerings, pricing, etc.

Mike presented his report on the tennis programs and camps. He highlighted the successful participation levels for each session, noting that the programs are reaching capacity for some sessions. As a result, program revenue exceeded expenses by a larger margin than in recent years.

Member satisfaction with camps was surveyed at the halfway point and again at the end of the season to understand what needs might need to be addressed. Additionally, handouts for Board review included a review of summer safety operations and details of current pool and camp policies and procedures.

Financials
Barbara reviewed the budget to actual revenues and expenses through September 30th, noting all categories are trending as expected with some minor timing differences. No issues currently were highlighted.

Facilities Discussion
Sidney presented feedback from members on several needs/wants expressed to him, specifically, installing a television in the flex room, addressing flooding on two courts, and the need for analytics on exercise room equipment usage. Discussion ensued. Eamonn reported that the flooding issue was already being addressed.

Action Item: Eamonn to explore additional analytics gathering in addition to usage compiled by the features in the equipment.
Board Information Systems Committee
Julie presented a brief summary of preliminary findings from the membership survey completed online in September. Participation was exceptional at a total of 621 surveys. Discussion ensued. Full results will be analyzed and summarized for discussion by the Board at the next meeting. Julie emphasized the need to ensure member’s comments are kept confidential and therefore, Board discussion will occur in Executive Session with aggregate results reported to the membership as a whole at a later date.

Risk Management Discussion
Discussion ensued on current risk management policies and procedures, specifically, how to measure effectiveness and compliance by all staff to ensure risk minimization. Facilities safety, especially the pools, is considered a top priority.

Action Item: Staff to report back on how any issues surfaced are monitored and addressed for further Board discussion and action.

The next meeting date is to be determined, though expected to be during the week beginning November 9th.

The meeting adjourned at 1:30pm.

Respectfully submitted,
Barbara Imboden, Treasurer