

Pinecrest Board Meeting Minutes

July 28th, 2016 7:00 p.m.

Attendees: D. Carney, C. Guisti, C. Miller, P. Magill, V. Nguyen, L. Bergeron, C. Andrews
Absent: M. Lewis, M. Alessandrino

1. Social:

- Fake/Impromptu parties taking place at the pool. Guards need to know that the maximum number of family members/guests per family is 6.
- Each season it is important that the Swim & Dive social person coordinate with the Social chair so that scheduled activities are coordinated to avoid conflict.
- Saturday, August 27th, 4-7pm is the date chosen for the end of year party. Suggestions include simple yard games like corn hole, etc., pig roast barbeque for 190-200 people plus sides, Scoops 2u and no booze.
- Winter Hayride tentatively scheduled for Thursday, December 15th. Will finalize date once FCPS posts school schedule for 2016-2017. Last year's Hayride was thought to be very good with driver taking members on a nice ride to see Christmas lights. Additional items to include Smore's, Hot Chocolate and a Firepit.

2. Membership:

- Lisette has done research on membership management software options, and has honed in on two (2)
 - i. <https://zenplanner.com> @\$150/month or \$1800 per year
 - ii. www.AptusSoft.com @\$120/month (to be verified)
- Taken from her email to the board is the following:
 - i. "I am requesting demonstrations of the solutions, and I am asking one (1) of you to join Debbie and I in evaluating the software solutions. I will own drafting the proposal to the board for approval. But I would like for three (3) of us to dialogue about what we see and calibrate the offering/pricing against needs.
 - ii. For the initial demonstration and discussion, I have prioritized the following initial criteria:
 1. Hosted solution in production 3+ years
 2. Existing user base of 100+ clubs/associations or similar
 3. Membership Management Capabilities - member-family demographics, payment tracking
 4. Member check-in, check-out via iPad or similar
 5. Mobility enabled
 6. Basic reporting - demographics, payment status, usage/activity, and similar
 - iii. Our current tooling of excel spreadsheets and email is antiquated at best. With a modern membership management solution we should be able to move to a positive access control model and more effective tracking and management of members activities. My goal is to schedule the demonstrations Friday of this week - 1.5 hours per demonstration."
- Some concerns rose about the cost of the software packages considering the pool is really only operational several months out of the year. Several suggestions were made

to include an iPad touch screen at the front desk and/or card keys similar to the tennis keys to track member access which will help the guards with capacity.

- Courtney mentioned her Mind/Body Spa mobile app she uses to manage her studios for its simplicity but allows her to track appointments, and she brought up the Hamlet neighborhood in McLean that has sophisticated pool management. Christine to investigate.
- Any software option the board approves needs to be setup and ready to go before March 1st when dues notification is sent out.
- Finally, Lisette not clear on what was collected from member guest passes but the August quest pass did not garner many takers, (maybe 6 or 7). Thought being that \$150 price tag too high and that lowering it to \$100 might get more people to consider it.

3. Miscellaneous; Pool Operations and Grounds & Maintenance

- Bathroom cleanliness needs improving. Nothing looks or smells clean. Need to notify NV to improve supplies or discuss proper procedures with guards. Vu expressed concerns that Tennis trash bins not being properly cleaned or maintained.
- Baby pool shade still undetermined but needs to have something done ASAP. Sail not deemed adequate given the way the sun moves. Standalone umbrella can be moved around to accommodate sun movement. Other pools have a fixed canopy which could not be accomplished this pool year.
- Lastly, much discussion around the need for a new Pool House/ Building and whether the existing structure and location could be re-used or a new structure is constructed between the pool and tennis courts. First step it to look into what was done in the past to re-do the structure and or engage an architect again to look at the building and grounds. Anything will require a special use permit from the county and the projected \$1.5M cost will all need to be included in the 5 year plan.