

TellicoLife Board Meeting Notes
February 27, 2019

Attendees: Marty Inkrott, Ellen Fox, Ken Litke and Dave Hudgens (for Scott Mathot).
Absent: Ken Van Swearington

1. A review of TellicoLife financials suggests TellicoLife is approaching financial self-sufficiency in 2019. Site traffic is good and should continue to be improved.
2. Ellen will revise the Memorandum of Understanding for signatures at our next meeting.
3. 2019 Objectives are approved and finalized, as posted on the web site.
4. We agreed to amend the privacy policy to include the creation of a quarterly summary of high level statistics for the Platinum club membership.
 - a. The TellicoLife admin team will create that report.
 - b. It will look something like the attached.
 - c. Ellen will obtain TVCUC approval.
 - d. If approved, Marsha will update the privacy policy.

For illustrative purposes only. Numbers are for example ONLY

| Q1 2019 | #Indiv | # Household | HOA | NV | TVCUC |
|-------------|--------|-------------|-----|-----|-------|
| HOA | 4000 | 2000 | | 30% | 35% |
| NV | 2000 | 1000 | 90% | | 70% |
| TVCUC | 700 | 1300 | 70% | 40% | |
| TellicoLife | 5600 | 3000 | | | |

5. We discussed the cost of credit card refunds. HOA and NV agreed to measure Credit Card refunds, and the cost of them. We will review the facts later this year and assess what if any amends to the credit card refund policy should be made. There is reluctance to charge a refund fee. Thoughts are more around recovering the cost or changing the policy.
6. Transition process feedback is attached.
7. We agreed to create a Best of Vote in across the village. Jerry Fox is leading this experiment.
8. We agreed to create a Volunteer Corner in TellicoLife. Concept is for each participating organization to post volunteer opportunities, with a pithy summary and easy to use contact information for interested folks.
9. Marsha (and all) will follow up with Beth to create a single place in TellicoLife where folks can update their profile – address, email, phones, etc.
10. Marsha will subtotal the POA contributions to TellicoLife on the financial tracking.

Marsha will convene the Steering Team to resource and achieve the 2019 objectives.

TellicoLife board Meeting dates for the balance of the year are:

- Tues May 7 11-12:30

- Tues Aug 8, 11-12:30
 - Tues Nov 5, 11-12:30
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2018 to 2019 Admin Transition is our first formalized transition. Feedback is:

Things done well:

- Admin transitions from NV to HOA (Kaspers)
- Training (ex. Kasper's Calendar training). Well delivered and well prepared.
- Using the documentation and updating the documentation.

Watch:

- Golf – training & responsibilities. Is it organized the best way?
- Club Clubs (ex. Dinning out) – can we get all on TellicoLife?
- Optimize HOA membership responsibilities with Pat Forgrave transition

Improve:

- Data base understanding (Profiles, organizations, club custom attributes, etc). Marsha to provide to admins.

Note:

- We will continue the approach of correcting the NV join/graduation dates on a quarterly basis. If that proves suboptimal, we can pursue other options.