



## **Draft Minutes of 2024 SEMI-ANNUAL GENERAL MEETING**

Pacific Indoor Bowls Club, 4588 Clancy Loranger Way, Vancouver

Saturday, March 30, 2024

### **1. Call to Order & Confirmation of Quorum:**

President Mary Ann Gillies called the meeting to order at 1:30 pm. Secretary Judy Lawson confirmed that a quorum was established with 49 members present.

### **2. Land Acknowledgement:**

PIBC acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəyəm (Musqueam), Skwxwú7mesh (Squamish), and səliwətał (Tsleil-Waututh) Nations.

### **3. Memorial Minute:**

A minute of silence to commemorate those lost to us this past year.

### **4. Approval of Agenda.**

MOVED: Robert Prud'Homme, SECONDED: Vince Mai to approve the agenda as presented. Carried.

### **5. Executive Reports**

#### **a. President – Mary Ann Gillies**

The purpose of this meeting is to give you an update on where we are based on what we planned to do last fall and what we plan to do this summer and fall and to seek some input from you on some things that have arisen.

-See attached President's report.

#### **b. Treasurer – Norman Keung**

Norman reported the club is financially healthy this year.

We have term deposits totalling \$181,000 to be used for future expenditures.

Affiliation fees are due but membership fees will stay the same.

Expenditures are in line with last year's.

### **6. New Business**

#### **a. The Building Condition Report**

-See attached President's report

A question arose about what happens at the end of the lease

- lease renewal discussions begin in 2027, we're hopeful that the City will continue the lease at the same rate but there is no guarantee we'll get the lease renewed. We will work with Vancouver Phoenix Gymnastics who have the same sort of lease, we'll get legal advice and go into negotiations as prepared as possible.
- A well-maintained facility will help us get a new lease.

**b. Affiliation Fees**

-See attached President's report

Affiliation fees go to Bowls BC (BBC) and Bowls Canada not to PIBC.

A member asked what do PIBC members get from BBC.

- By being a member of BBC, PIBC receives insurance at a preferred rate;
- Also, if we want to qualify for grants we have to be part of a Provincial Sports Organization (PSO). We need grants to help pay for our larger expenses.
- We also would not be eligible to host provincial and national tournaments.

A member asked if Bowls Canada (BCB) is still holding the indoor championships?

- We've contacted BCB but we haven't heard back yet at this time.

**c. Membership Survey Results**

David Lewis, Membership Services Director, gave a report on the membership survey (See attached report)

A member asked if any changes are planned as a result of the survey

- no decisions have been made yet but will be considered by the board.

Scheduling software is being reviewed for rink reservation, online membership registration, tournament registration and possibly league sign up. .

Survey participation prizes were awarded to Robert Ascroft, Peter Tsang, Chris Chapman, Sam Siu and David Goddard.

**d. Summer Opening**

-See attached President's report

Mary Ann asked members what would they like to see for the summer? Feedback included:

- Concerns over who will volunteer and open the club and what if no bowlers show up
- A request for drop in practice.
- Some members may wish to play indoor bowls and keep out of the afternoon sun.
- Leagues create an obligation for people to attend.
- Suggestion to extend spring season into May because it's too early to bowl outdoors.
- Consider starting the Fall season earlier this year.

**e. Other Business**

A member asked if we will be doing any fundraising.

- We hope to. Fundraising will be needed for carpet replacement – a fuller report will be available in the Fall
- Lighting improvements are also a possibility with fundraising.

A question arose as to why PIBC is not a member of the V & D?

- Historically, V&D were not amenable to this but it may be worth reconsidering.

## 7. **Adjournment.**

MOVED: Dianne Fulton, SECONDED: Robert Prud'Homme to adjourn the meeting at 2:21 pm. Carried.

*Prepared by Judy Lawson, Secretary*

*Reviewed by Mary Ann Gillies, President*

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## SAGM

### President's Report

This will be a brief report as I'll address other issues under new business.

- Congratulations to Linda Ng who has been selected to Bowls Canada's High-Performance Senior Squad (2023-26) to represent Canada internationally
- I'd also like to wish Linda well as she heads off to represent Canada in the World Cup Indoor Singles championship being held this year in Guernsey from April 21-27<sup>th</sup>. We know you'll do us proud!
- This club is managed and run by volunteers. If we had to pay for all the hours of work put in by our volunteers, the amount would be well in excess of \$100,000 based on using minimum wage.
- So I'd like to ask first, all your board members who are here to stand. You all have entrusted these people with the management of the club, and I'd like us to thank them for the hours of hard work they've given us all this year.
- Second, I'd like to ask all the monitors, convenors, kitchen helpers, markers and other volunteers to stand. This club doesn't function without all the hours you've all put in, so thank you for everything you do.
- Having thanked all our volunteers, I'd like to ask for your help one more time. We are short of volunteers for the upcoming school bowling visits. We really need your help to make this program work – there are sign-up sheets on the table and we need another 15 volunteers. It is one hour out of your week, so please help if you can.
- One last item – a member has had a coat go missing from the ladies' locker room – it is a green Armani Exchange coat. If you accidentally picked this up, could you please return it to the coat rack in the ladies' locker room?

## **New Business**

### **Building inspection report**

I'd like to provide some basic information about this building first.

- This building was built by a collaboration of PIBC, VPG, and the Parks Board. A society was created called the Millennium Sports Facility Society and the members were PIBC and VPG. The society was responsible for hiring the contractors and overseeing the construction of the building. When the building was done, MSFS turned the building over to the city and PIBC and VPG each signed separate leases with the Parks Board – a 25-year lease at \$1 per year. The lease requires that all maintenance, repairs, and capital expenditures are the responsibility of the clubs – the city contributes nothing towards the cost of running or maintaining the building. Some of the maintenance and capital costs are managed by the MSFS – things such as the roof, the foundation and outside wall, electrical and plumbing. The costs for these items are paid on a formula basis with PIBC paying 45% and VPG paying 55%. Other maintenance and capital costs are the sole responsibility of the clubs – our HVAC units, for example.
- This kind of arrangement means that fixing something like the mold issue and leak behind rink 5 is more complicated because it is a shared cost, and repairs have to be approved by both the PIBC board and the MSFS board.

I provide this information so that you get a sense of why we must pay for all the costs of maintaining the building ourselves and why it sometimes takes longer to get things done than we would like.

So, back to the building inspection report

Our lease requires that we do a building inspection report every 2 years and we recently had one done. It provides us with a snapshot of where there are issues in the building and timelines for when we might need to address big ticket items – such as replacement of the HVAC or the roof. This report noted some issues that need to be addressed urgently – including general roof maintenance, some sealing or caulking around doors, wall penetrations, and wall interfaces. It also identified some issues we will have to address in the near future, including potentially replacing our 3 HVAC units and redoing the roof.

The report didn't focus on things such as replacement of our carpet since that is considered sports equipment, but we know that our carpet will need to be replaced within the next 5-10 years.

These repairs or maintenance issues will incur significant expenses over the next 5-10 years. The cost of replacing the roof, for example, is estimated at \$300,000 and our share of that would be \$135,000. This is just an estimate and the actual costs might well be more.

How are we going to deal with these costs? The board has decided to take a proactive approach – aiming to ensure that we have a plan in place so that we aren't left scrambling to find money at the last minute to replace an HVAC unit or find our share of a necessary repair to the roof, exterior walls or foundation.

- We have created a standing committee called the Capital Planning Committee which is charged with coming up with a plan for capital expenses. It will identify what needs to be done, the time frame it needs to be done in, and it will also identify grants or fund-raising opportunities that we can access that will help us pay for the necessary expenses.
- The CPC's plan will go to the board which will make decisions about expenses, fund raising, and timing.
- The CPC has met once already and is meeting again in a week's time and will develop their plan over the next few months. We aim to have the board make decisions next fall – or before if we need to get grant applications in prior to the fall.

There are some maintenance and repairs that need to be done over the summer and those will be brought to the board meeting at the end of April for discussion and approval.

The reality is that we are in a building that is aging, and we have a legal obligation because of our lease to stay on top of the maintenance and repair issues. We are very fortunate that previous boards have been fiscally prudent, and we have some money set aside that can cover the immediate issues. Going forward we are going to have to continue to be fiscally responsible, but we are also going to incur more building related expenses and that's something we all need to be aware of.

### **Affiliation fees**

As I said in the newsletter that went out last Sunday, PIBC, like all clubs in BC, is required to pay what is called a club member fee to Bowls BC. This is an affiliation fee and in the past PIBC members have not been asked to pay this fee if they were members of outdoor clubs since the outdoor club would have collected their affiliation fees. The way in which Bowls BC collects these fees has changed: it is no longer based on individual members; instead all clubs are charged a percentage of the Bowls BC budget based on the number of members in the club. I also noted in the newsletter item that Serge advocated strongly on our behalf that PIBC not be charged this club member fee, but unfortunately Bowls BC has not changed its stance.

The reality is that we need to pay, so the question is how we do so? Our bylaws state that "A member shall also pay annual affiliation dues to Bowls BC and Bowl Canada as determined annually" so we've decided that the equitable and transparent way is to have each PIBC member pay an equal share of the club member fee – the affiliation fee. This does not require a vote from members since it is already a bylaw that was approved by members.

So starting next year, the membership form will include a line that will indicate what this year's affiliation fee is and members will pay that in addition to the PIBC membership fee that they are paying.

Our affiliation fee – our club member fee - this year was \$7300. Last year’s board opted to not ask members to pay that directly. If members had paid it directly, the cost per member would have amounted to about \$43 per person.

We understand from last weekend’s Bowls BC AGM, that the fees will be less this year, though we don’t have a final amount yet. We also understand that this fee may change every year, which is an additional reason that we want to have a separate line for this fee on our membership forms.

The board understands that this is an additional cost for members, so we opted not to increase our own fees this year in recognition of this fact.

### **Summer opening**

As you know from David’s comments on the member survey, over 40% of those who responded to the survey indicated that they were interested in playing indoors during the summer. We asked this question because we are concerned that our lease renewal negotiations – which start in 2027 – may be more difficult if we are seen to be using this facility only 8 months a year. Recreational facilities are in short supply in Vancouver and if we are seen to be underusing this facility it could potentially be taken away from us. We didn’t know if anyone would be interested in bowling indoors in the summer, so we were surprised by the strong interest.

I placed this item on the agenda so that those who are interested in playing in the summer can give us more information about what they’d like to see. That feedback will go back to the board which will use it in making decisions about opening this summer. I also want to say that we do have maintenance that needs to be done this summer and that if we do open for some of the summer, there will be additional costs incurred and we will need to cover those by charging for summer play. I want to emphasize that no decision has been made yet and that we’re here to listen to what you’d like to see for summer bowling – potentially this year, but certainly going forward from next year.

So the floor is open -

Mary Ann Gillies

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## **Pacific Indoor Bowls Club Survey Report**

### **Introduction**

This report presents the findings from a recent survey conducted among bowling members at PIBC. The survey aimed to understand participants’ bowling experience, preferences, and interests. The survey had an approximate 40% response rate from membership.

# Summary

## Members Usage of the Club

The survey revealed that members love to bowl! Many of us come to PIBC multiple days a week and stay up to 5 hours a day. Peak times are days ending in "y" in the mornings and afternoons. Members love to bowl so much that 40% would like to explore opening up in the summertime.

Lots of good reasons to play bowls! Enjoyment and social connections along with health reasons were most popular responses but there is a strong appreciation for good competition too.

Members bowls activities are diverse and preferred activities were quite diverse and shows the challenges with access to greens, scheduling, and diversity of play. Membership want more time devoted to novices, high performance, open draws, coaching clinics, practice and we love our league play.

## PIBC Facility

Throughout the survey answers really revealed the care people have about the club and in particular our greens. While many of membership have lots of experience in the sport, a wide selection of club bowls to borrow and shop to purchase bowls and supplies were appreciated.

Having more social or learning activities were also popular with many members. This also coincided with wanting to see improvements to our lounge and kitchen. Wider selection of food and drink, more comfortable seating, TV to watch sports, or a lounge to rent out to increase revenue. Games Night, Card Games, Yoga, Tai Chi or offering a First Aid Training were all popular suggestions for non-bowling activities.

Bowls activities lots of comments on tournaments. New or veterans to the sport we have a competitive membership. Desire to have more tournaments throughout the year and we love the idea of sponsored tournaments that will demand high performance!

## Registration

One of the barriers to playing more bowls at PIBC was rink availability and scheduling. There's a diverse demand for different bowling activities at the club and a main suggestion for us to look towards is online registration, more equitable league registration and/or the ability to reserve rinks. Finding that right balance from novice to high performance bowlers, to drop-in play and league play is quite challenging. Developing more tools to help manage scheduling is something members are asking for.

## Continued Investments into PIBC

A common theme through many of the answers were to continue or enhance maintenance of the club. There were many suggestions on capital investments that we can forward to the capital planning committee. Improving or keeping up with maintenance, cleaning, painting and decorating were common themes heard. In terms of capital expenses, improving the lighting, lounge area, greens and air quality were most popular.

Investment into memberships was also a theme. Attract, acknowledge and listen to members and volunteers. The survey revealed that many of us not only play bowls, but we are monitors, markers, board members, umpires and coaches. Volunteerism make this sport happen and a big part of our success.

David Lewis, Director of Membership Services

## Survey Results

### 1. Bowling Experience

Participants were asked about their bowling experience. Here's a breakdown of the responses:

- **1 year:** 6 respondents (9%)
- **1 - 5 years:** 16 respondents (23%)
- **6 - 10 years:** 14 respondents (20%)
- **11 - 20 years:** 19 respondents (28%)
- **20+ years:** 14 respondents (20%)

**Grand Total:** 69 participants

Experience is evenly broken down within the club with a diverse range of experience. 32% of participants were from new bowlers (less than 5 years).

### 2. Outdoor Bowling

- **No:** 6 respondents (9%)
- **Yes (please specify club):** 60 respondents (91%)

**Grand Total:** 66 participants

Majority of participants bowl outdoors.



### 3. Bowls Ownership

- **No, I borrow a bowl set from a club (please enter the bowl size below):** 8 respondents (12%)
- **Yes:** 60 respondents (88%)

**Grand Total:** 68 participants

Most participant have their own set of lawn bowls. Access to club bowls was mentioned positively in the comments sections with a request to explore some additional small size (0) bowls.

### 4. Interest in Bowls Activities

Participants expressed interest in various bowls activities:

- **Coaching: 1-1:** 15 respondents (20%)
- **Coaching: Group refresher:** 14 respondents (19%)
- **Coaching: Skills training clinic:** 19 respondents (25%)
- **Marking certification:** 19 respondents (25%)
- **Umpire certification:** 6 respondents (8%)
- **Umpire training:** 2 respondents (3%)

**Grand Total:** 75 responses

Coaching requests and marking certification were quite popular interests and club should consider a coaching program and host marking courses again.

### 5. Reasons for Playing Bowls

Reasons for playing bowls varied:

- **Competition:** 39 respondents (15%)
- **Enjoyment and fun:** 62 respondents (24%)
- **Exercise and physical activity:** 52 respondents (20%)
- **Family member or friend bowls:** 26 respondents (10%)
- **Make friends / Social connections:** 45 respondents (18%)
- **Mental health:** 30 respondents (12%)
- **Other (please specify):** 1 respondent (0%)

**Grand Total:** 255 responses

Lots of good reasons to play bowls! Enjoyment and social connections along with health reasons were most popular responses but there is a strong appreciation for good competition too!

## 6. Preferred Competition Level

- **Advanced:** 33 respondents (49%)
- **Intermediate:** 30 respondents (45%)
- **Novice:** 4 respondents (6%)

**Grand Total:** 67 participants

Majority of participants identify as advanced or intermediate bowlers.

## 7. Roles in Lawn Bowls

Participants' involvement in lawn bowls over the past 12 months:

- **Administrator or Board Member at club (PIBC or other):** 19 respondents (11%)
- **An Umpire or Marker:** 19 respondents (11%)
- **Coach:** 16 respondents (9%)
- **Competitive Bowler:** 42 respondents (24%)
- **Social Bowler:** 47 respondents (27%)
- **Volunteer, Monitor, or Convenor:** 30 respondents (17%)

**Grand Total:** 173 responses

While many participants identify as competitive or social bowlers, there is a high level of participation in bowls community, whether it's volunteer for a tournament, monitor or convenor, coaching or a board member there is tremendous support for the support among respondents.

## 8. Forms of Bowls Involvement

Participants engaged in various forms of bowls during the last 12 months:

- **Club Tournament:** 48 respondents (20%)
- **League Play:** 61 respondents (26%)
- **Open Draw:** 45 respondents (19%)
- **Other (please describe):** 5 respondents (2%)
- **Played bowls as part of a Corporate Event:** 3 respondents (1%)
- **Provincial Tournament:** 29 respondents (12%)
- **Social or Practice with friends:** 47 respondents (20%)

**Grand Total:** 238 responses

League Play, Practice with Friends, Club Tournaments and Open Draws were among the top responses. Highlighting the demand in our PIBC schedule! Competition in both club tournaments and provincial is notable too.

## 9. Preferred Activities

Participants expressed their preferences for various bowling activities:

- **Draws:** 28 respondents (27%)
- **League Play:** 22 respondents (21%)
- **Practice times:** 25 respondents (24%)
- **Tournaments:** 29 respondents (28%)

**Grand Total:** 104 responses

All forms of play were popular among responses with a slight edge to Club Tournaments. Highlighting the importance of a balanced schedule for all types of play.

## 10. Tournament Preferences

When it comes to tournaments, participants indicated their interests:

- **Gender-specific singles:** 21 respondents (11%)
- **Open singles:** 28 respondents (14%)
- **Pairs:** 50 respondents (26%)
- **Mixed pairs:** 44 respondents (23%)
- **Triples:** 45 respondents (23%)
- **None:** 6 respondents (3%)

**Grand Total:** 194 responses

Pairs and triples both were popular responses for tournament preferences.

## 11. Additional Tournament Ideas

In addition to regular tournaments, participants showed interest in the following additional tournament formats:

- **Sponsored open mixed pairs:** 37 respondents (30%)
- **Open pairs at the beginning of the season:** 30 respondents (25%)
- **Sponsored open singles:** 25 respondents (20%)
- **Home and away against Qualicum Beach:** 11 respondents (9%)
- **None:** 13 respondents (11%)
- **Other (please indicate):** 6 respondents (5%)

**Grand Total:** 122 responses

Sponsored tournament (singles and pairs) were popular responses, as was the suggestion of a pairs tournament at the beginning of the season.

## 12. Barriers to Playing More Bowls

Participants shared reasons that prevent them from playing more bowls:

- **Access to greens/rink:** 17 respondents (18%)
- **Lack of time/other commitments:** 34 respondents (37%)
- **My health:** 6 respondents (7%)
- **Need to improve my game first:** 9 respondents (10%)
- **Nobody to play with:** 7 respondents (8%)
- **Other (please indicate):** 3 respondents (3%)
- **Timing of games:** 16 respondents (17%)

**Grand Total:** 92 responses

While lack of time and other commitments were the main barrier to playing more bowls. Access to greens/rinks and timing of games were popular responses and something for the club to explore further. Coaching program may also help remove the barrier for some.

## 13. Frequency of Play at PIBC

- **Once a week or less:** 13 respondents (19%)
- **2 - 3 times a week:** 32 respondents (48%)
- **4 - 5 times a week:** 15 respondents (22%)
- **5+ times a week:** 7 respondents (10%)

**Grand Total:** 67 participants

Majority of respondents come to PIBC 2-3 times a week, but 32% of us are attend the club more than 4 times a week. Highlighting the love for the sport and great value of the membership.

## 14. Preferred Playing Days at PIBC

Participants' preferred playing days at PIBC:

- **Sunday:** 21 respondents (10%)
- **Monday:** 33 respondents (16%)
- **Tuesday:** 39 respondents (18%)
- **Wednesday:** 30 respondents (14%)
- **Thursday:** 31 respondents (15%)
- **Friday:** 28 respondents (13%)
- **Saturday:** 30 respondents (14%)

**Grand Total:** 212 responses

A day ending in "Y" was popular, but we do seem to rest more on Sundays.

## 15. Duration of Stay at PIBC

- **Less than 2 hours:** 9 respondents (13%)
- **2 - 5 hours:** 58 respondents (87%)

**Grand Total:** 67 participants

When we do attend the club the majority play 1 or 2 games a visit.

## 16. Preferred Bowling Times

Participants indicated their preferred bowling times:

- **10 am - 12:30 pm:** 43 respondents (35%)
- **12:30 pm - 3:30 pm:** 37 respondents (30%)
- **3:30 pm - 6 pm:** 22 respondents (18%)
- **7 pm - 9 pm:** 22 respondents (18%)

**Grand Total:** 124 responses

Morning and afternoon time slots are definitely the peak hours for the club.

## 17. Rink Reservation Preference

- **No:** 33 respondents (50%)
- **Yes:** 33 respondents (50%)

**Grand Total:** 66 participants

While access to rinks/greens were listed as a barrier reserving greens/rinks was divided evenly. Club may want to further explore scheduling to ensure access for all game and skill types.

## 18. Summer Bowling Interest

- **Maybe (please add your comments):** 8 respondents (12%)
- **No:** 33 respondents (50%)
- **Yes:** 25 respondents (38%)

**Grand Total:** 66 participants

While many of participants prefer outdoors in the summer there was general interest in having an extended or summer season at PIBC.

## 19. Club Social Activities

Participants' interest in additional club social activities:

- **No:** 34 respondents (52%)
- **Yes:** 32 respondents (48%)

**Grand Total:** 66 participants

While the focus of membership is on bowls, almost half of participants are looking for some additional social activities at the club. Club may want to explore adding a couple of social activities.

## 20. Other Social Activities

Besides bowling, participants expressed interest in the following social activities:

- **Card games (bridge, euchre, cribbage):** 19 respondents (22%)
- **Games night:** 23 respondents (27%)
- **Karaoke evening:** 6 respondents (7%)
- **Mah-jong:** 10 respondents (12%)
- **None:** 25 respondents (29%)
- **Other (please describe):** 2 respondents (2%)

**Grand Total:** 85 responses

If the Club does want to pilot more social activities – Games Night or Card Games were the more popular suggestions.

## 21. Learning Activities

Participants' interest in learning activities:

- **Educational courses:** 10 respondents (20%)
- **First Aid training:** 17 respondents (35%)
- **Other (please describe):** 1 respondent (2%)
- **Yoga or Tai Chi:** 21 respondents (43%)

**Grand Total:** 49 responses

If the Club does want to pilot more social activities – Yoga or Tai Chi or offering a First Aid Training were popular suggestions.

## 22. PIBC Lounge Comfort

Suggestions for improving the PIBC lounge:

- **Different lighting:** 10 respondents (14%)
- **Larger selection of food and drink:** 21 respondents (30%)
- **More comfortable seating:** 18 respondents (25%)
- **Other (please describe):** 3 respondents (4%)
- **TV to watch sports or movies:** 19 respondents (27%)

**Grand Total:** 71 responses

In addition to this question, we received a lot of facility improvement suggestions on improving the lounge area. Having a larger selection of food drink, better seating and lighting and TV to watch were the most popular themes.

## 23. Website Usage

How participants use the PIBC website:

- **Monitoring or convening:** 12 respondents (6%)
- **League scores / Results:** 48 respondents (24%)
- **Minutes/Bylaws:** 22 respondents (11%)
- **Schedule:** 64 respondents (33%)
- **Upcoming events:** 50 respondents (26%)

**Grand Total:** 196 responses

How the website was used was quite diverse. Most respondents are using it to confirm scheduling and upcoming events. But checking league scores and results were quite high too.

## 24. Website Enhancements

Participants' suggestions for website improvements:

- **Coaching Resources:** 15%
- **League registration:** 23%
- **Rink Reservations:** 8%
- **Online payment:** 31%
- **Online tool to input league scores or communicate with other teams:** 8%
- **Photos & achievements:** 8%
- **More detailed schedules:** 8%

**Grand Total:** 13 responses

While many participants didn't have suggestions to improve the website, the feedback we got was to look at Online Payment and League Registration. Coaching resources again were a theme.

Photos and achievements were also mentioned but we also saw more comments on rink reservation and more website tools to interact better with league play.

## 25. Best Aspects of Club Facilities

Participants appreciate the following aspects of the club facilities:

- **Playing surface:** 29%
- **Community & Atmosphere:** 23%
- **Lockers & club bowls:** 12%

- **General facility:** 9%
- **Parking:** 8%
- **Hours and availability:** 6%
- **Kitchen and Food:** 5%
- **Open Play / Practice:** 3%
- **Seating to watch games/tournaments:** 3%
- **Open Draws:** 2%
- **Website:** 2%

**Grand Total:** 66 responses

Playing surface and people were common themes here. There was a lot of pride in our greens and for the indoor game and a lot of kudos to the bowls community at PIBC (and our music selection!).

## 26. Facility Improvements

Suggestions for enhancing club facilities:

- **Improve lighting:** 22%
- **Improve the Lounge / TV Room:** 13%
- **Paint / Décor:** 11%
- **Improve the greens:** 11%
- **Improve air quality:** 11%
- **General improvements to facility and maintenance:** 5%
- **Kitchen Improvements:** 5%
- **More draws:** 4%
- **Improve temperature:** 4%
- **Improve entranceway:** 4%
- **Priority for new bowlers:** 2%
- **More practice:** 2%
- **More club bowls (size 0):** 2%
- **More recycling, Food scraps, and waste streams:** 2%
- **Declutter:** 2%
- **Improve washrooms:** 2%

**Grand Total:** 55 responses

This is a great list for our Capital Planning Subcommittee to explore. Improving or keeping up with maintenance, cleaning, painting and decorating were common themes heard. In terms of capital expenses, improving the lighting, lounge area, greens and air quality were most popular.

## 27. In terms of running the club, what is done well?

Themes included:

- **Scheduled Activities and Tournaments** 48%
- **Volunteers** 18%
- **Communication** 16%



- **Welcoming Environment 7%**
- **Budgets and collecting payment 6%**
- **Increased maintenance 4%**

**Grand Total: 45 responses**

There was a lot of general compliments on the overall running of the club, specific themes were how we schedule different activities and trying to find that balance between all the type of games. There were specific all outs to how our tournaments are run as well and how we communicate out about news and activities at the club.

## **28. In terms of running the club, what could be done better?**

Themes included:

- Online and league registration 29%
- Scheduled Activities (i.e. more open draws, more practice time, more opportunities for novice bowlers, more high performance tournaments, more social activities) 22%
- More volunteers 12%
- More coaching or clinics 10%
- More maintenance 7%

Membership and league registration and scheduled activities were two major themes from the survey. Requests to move online for registration was the most common suggestion, but there were quite a few suggestions on making league registration more equitable.

More scheduled activities was a common suggestion, but, the responses were quite diverse. Members want more practice time, more open draws, more time for novice bowlers, more high performance tournaments and more social activities.

Other themes include membership would like to see more volunteers and sense of ownership, more coaching and clinics and more maintenance done.

## **Conclusion**

This survey provides valuable insights for PIBC to consider. Whether it's for competition, enjoyment, or social connections, the love for this sport unites us. As we continue to foster a vibrant bowling community, let's celebrate the passion that keeps us together!