



# PMAHA Executive Meeting Minutes

**Date:** Feb 7, 2023  
**Time:** 7 p.m.  
**Location:** Virtual Meeting via Zoom

<b>Called By:</b> Stephanie Naqvi	<b>Present:</b> Stephanie (Steph) Naqvi, President Allen Wales, 1st VP Torben Nelson, 2nd VP Jennifer Pobran, Treasurer Heather Thomson, Secretary Dave Zille, Communications Manager Marvin Lau, Tournaments Coordinator Adam Yap, Coach Coordinator A Chris Saranchuk, Coach Coordinator C (joined late) Mike Cornish, Facilities Manager Ryan MacDougall, Equipment Manager (left 8.28pm) Grant Morrison, Risk Manager
<b>Chair:</b> Stephanie Naqvi	
<b>Recorder:</b> Heather Thomson	<b>Regrets:</b> Brittany House, Registrar Cory O’Krainetz, Ice Coordinator Trevor Nolan, Referee-In-Chief ( <i>non voting member</i> )

## 1. Call to Order/Quorum

Stephanie Naqvi called the meeting to order at 7.04 p.m. She confirmed that quorum was achieved, and the meeting may proceed.

## 2. Approval of Minutes

Approval of Jan 10, 2023. meeting minutes – Steph motioned to accept, Dave Zille 2<sup>nd</sup>, all in favour

## 3. First VP Report – Allen

### 1. PMAHA Skills Development Program - Highlights for information so far...

- 18 Dryland Fitness Sessions delivered to date for U13-U18. U15 pilot expanded to U13 in December.
- 65+ On-Ice Sessions delivered to date for U11-U18

- Expanded to 4 Development Partners this year : 360 Goaltending, Inside Edge Hockey, Maxx Force Hockey & Innovative Fitness, however we may need to look at replacing Goalie Development partner for 2023-2024.
- 158 unique players (45% of total # registered players) have attended at least 1 skill development session
- Player Development Hrs delivered per week generally ranges 55-75hrs (rolling avg 58.6hrs)
- Below market rate of \$10/hr per player, but subsidized using A/Rep tryout fees is methodology
- 1000+ hrs of player development delivered Oct 2022 thru Jan 2023 year to date

Player Development Hrs to 1st Feb		
U9	7	1%
U11	344	33%
U13	387	38%
U15	276	27%
U18	18	2%
	<b>1032</b>	<b>100%</b>

- Equal access for C/Rec and A/Rep players in both U11 and U13 where our demand is highest
- Scheduling conflicts may factor for U18, but considering Camp attendance, demand does seem lower
- Overall Goalie attendance is disappointing this year with avg of 6/19 attending (31% of U11-U18)
- U9 Goalies invited to development since Dec 2022; but only sporadic attendance
- Running First Shift is disruptive to skills development program schedule for approx. 6 weeks causing the schedule to jump around a lot
- First year running Winter Camps in Dec 2022 was sold out for Shooting (very high demand)
- Body Checking Clinics attendance is lower in 2023 than in 2022, but probably due to U15A2 team
- Would be good to run full-ice conversion clinics/scrimmages for our U9s towards end of season
- Revenue collected last season = \$0
- Revenue collected this season (to date) = \$19,000+
- Refunds processed this season (to date) = \$1,435 some of which were cancelled by us; but having a zero-refund policy would prove difficult to implement
- Net additional costs of running the skills development program (increasing # instructors from Inside Edge and adding 3<sup>rd</sup> & 4<sup>th</sup> partner this year) estimated at around \$15k more than 2021-2022 resulting in a net benefit of around \$5k year to date, with 6 weeks of programming left to run.

## 2. Panthers Cup Proposal

Motion is to host a PANTHERS CUP for all of our C teams in 2023-2024 season, subject to support from C Teams – subject to ice availability and support from C teams. Idea is to limit work that tournament involves (idea to donate to charity tbd) – Allen puts forward motion for charity cup in Jan 2024 subject to ice availability, parent support and budget to cover ice rental, game referees and medals, 2<sup>nd</sup> by Torben (all in favour).

- May require all regular ice programming to be cancelled for a weekend if not done “out of season”
- Proposal requires 16 game slots to be allocated to this event
- 4 teams per division, topped up with 1 Coquitlam and/or 1 PoCo team
- Format would be 4 games per division A vs C, B vs D, Bronze Medal Game, Gold Medal Game
- Free for teams to enter : spirit > profit
- Net new costs for PMAHA to cover would be 16 x game ref fees + medals

- No fundraising on a team level permitted, however PMAHA may manage event sponsorship and all proceeds

Action – every Executive member to propose a charity. Cory to discuss with City ice availability.

Allen suggested week after New Years 2024. Week and ice availability to be discussed with ice scheduler and city.

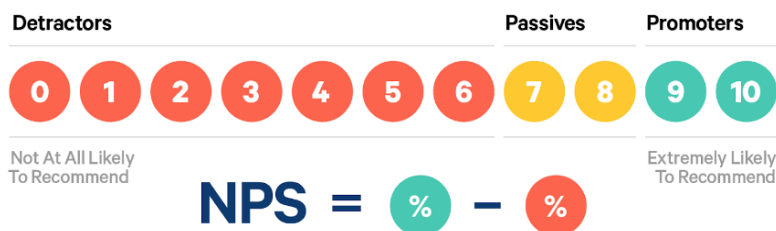
### 3. PMAHA Survey 2023 Proposal

Motion is to survey all parents (1 response per player) to establish a baseline of satisfaction with our association in 2022-2023 season and identify areas for focus and/or improvement. Points to note are as follows ...

- Recommendation is to use Net Promoter Score (NPS); a simple but highly respected tool to measure customer satisfaction.

Primary question asked is “On a scale 0-10 how likely are you to recommend Port Moody Hockey Association to a friend?”

Survey respondents would not see this below, which explains how NPS scores are calculated...



Then 2 really simple but open-ended follow up questions are asked ...

“What are the primary reasons for the score you gave us?”

“Is there anything specific that PMAHA can do to improve your experience?”

- See live questionnaire via ... <https://forms.gle/2yPHSDA9ki36Qym69>
- Estimated completion time is 2 mins
- Proposal is to issue survey link to all team managers to circulate to their team for completion in Feb and have them check parents had submitted a response
- NPS Scores will be tracked overall and by team allowing us to zero in on problems specific to some teams and not to others
- Q. Should we allow anonymous survey responses or not? If we do then we may get more candid feedback but also allows someone to submit multiple responses. If we do not, then we could ensure no duplication of response and identify who has not yet completed a survey.

Allen motion to survey one response per player. Goal to establish a baseline to get feedback on minor hockey experience. Using NPS Score that is proposed. Dave Zille 2<sup>nd</sup> motion – all in favour

#### 4. New Players 2023-2024

Motion is to early open registration as a waitlist for to New Players for our summer Learn to Play programs and start collecting deposits 1<sup>st</sup> March.

- Send Learn to Play flyers to all Port Moody schools in May-June before end of school year
- \$295 deposit includes registration for one of our Learn to Play Intakes listed below and \$350 equipment credit at the Hockey Shop :-
- Learn to Play Intake 1 (5 day camp : 21<sup>st</sup> – 25<sup>th</sup> Aug) = 20 capacity
- Learn to Play Intake 2 (5 day camp : 14<sup>th</sup> – 18<sup>st</sup> Aug) = 20 capacity; adding a second week pre-season
- Learn to Play Intake 3 (1hr Weekly : 8<sup>th</sup> Sept – 6<sup>th</sup> Oct) = 5-10 Capacity; piggybacking on H1 ice times
- No waitlist for U6 registrations up to 30
- Returning players U7-U13 to be given roster priority for 3 months : 1<sup>st</sup> May – 31<sup>st</sup> July
- New players processed in order of their registration after 1<sup>st</sup> August
- Transferring players only processed if there is roster capacity
- Recommend pilot of U15 “Practice Only” player to be discontinued
- Recommend no “new to hockey” players in U15 or U18 in 2023; only transfers and returning players

Grant - opposed to not accepting players at U15 that have not played hockey before. C/Rec House teams need to accept new to hockey players. It was agreed there would be no age restrictions on new players joining.

Allen proposal to not do First Shift in 2023-2024 season and instead focus on Port Moody Learn to Play programs. Torben proposal to do 2 x Learn to Play in the Summer.

Motion to open registration early as waitlist for new players. Allen motion, 2nd by Grant – all in favour

Discontinue practice only players – Allen put forwards motion, 2nd by Dave Z – all in favour

Proposal for 2 intakes in the summer to Learn to Play. Allen motioned, Dave Z 2nd – all in favour

#### 5. Summer Camps 2023

FYI, we collected est. \$56,350 revenue from our Tryouts & Camps in 2022. Proposal is to grow this revenue and meet demand by further expanding our Summer Camps for 2023 :

- All camps should break-even on cost or make a profit in order to run
- Add an additional Learn to Play 5 day Camp needs to be added taking us to capacity 45-50 new players which may exceed our roster capacity in some divisions
- Establish A/Rep Tryout Prep camps running alongside Rust Removal camps for our C/Rec players
- Include IF dryland component in some of the camps if feasible
- Utilize our A/Rep Coaches on-ice, together with Inside Edge/Maxx Force partners

Intention is to present proposal to April Board meeting, subject to ice time confirmation from City

## 6. A/Rep Tryout Dates 2023

Motion to set tryout dates now then communicate early, so our parents can better plan their summer

- Mon 28<sup>th</sup> – Thurs 31<sup>st</sup> Aug optional extra development for U11A, tryouts to commence after school restarts
- Sun 27<sup>th</sup> – Thurs 31<sup>st</sup> Aug Tryouts for U13A/U15A/U18A

**Set dates now and communicate.**

Motion Sunday the 27<sup>th</sup> to Thursday the 31<sup>st</sup> Aug for U13A-U15A-U18A – subject to ice – motion by Allen, 2<sup>nd</sup> by Jen – all in favour

## 7. A/Rep Tryout Policy Update 2023

Motion to form a sub-committee to re-design our A/Rep tryout process, specifically to remove the independent evaluators which seemed to offer little additional value to our process in 2022; then present proposal back to the Board for comments/approval in April. Led by Allen, Torben & Kurt with input from Blake/Randy/Chad.

Will would like to set up a group to bring ideas back to group. Idea to form committee. Proposal would have to be voted on.

Agreed to form committee lead by Allen and report back to group for approval and suggestions.

## 8. Increase to Goalie Equipment Credit

Motion to increase the Hockey Shop goalie equipment credit from \$300 in 2022 to \$500 in 2023. Rationale is goalie retention and more equitable cost to play between skaters and goalies. Net increase in PMAHA costs estimated at 20 x \$180 = \$3,600. Hockey shop adds approx. 20% discount for each credit.

Allen motion to increase the credit at Hockey Shop to \$500 for every registered goalie U11-U18 – 2<sup>nd</sup> by Torben – all in favour

Update PCAHA AGM - \$28k in deficit. No proposal to fix.

## 4. Presidents Report

- U18 C scholarship tournament Feb 25<sup>th</sup> we are hosting finals
- Championship day is March 5<sup>th</sup> for C teams
- Final 4 U18 A hosted by Port Moody – March 3-7<sup>th</sup>
- AGM looking for dates for this year. Will present at March meeting.

Issue with qualifications within teams. Different managers have different degrees of understanding. In addition to managers meeting will have coaches meeting next year. Motion to have Lead Manager (Head Manager) – to answer questions from managers – not on executive. Motion by Steph to appoint Lead Manager would look for President to appoint Lead Manager each season. Motion by Steph, 2<sup>nd</sup> by Dave Zille – all in favour

Action : Torben look at proposal for new chairs for Hockey office.

## 5. Round Table

Dave sent out videos for head contact. Hockey Canada education. Looking for feedback to support new website that will be worked on over the summer.

Action : Torben – to organize planning facility walk through

Adam – coaching mentorship update started. Kurt attended U13 A2 meeting. Colin, Kurt and Adam meet to discuss ideas. Program to learn from Kurt. Discussed with U15 A2 team, not working on mentorship at this time.

Grant – CRC and rules need to be more strict next year.

Jen - close to sending out invoices to teams, and finalizing tournament money.

Marv – want to look at way to streamline payment and tournament registration next year. Chris and Mike attended goalie training to review what was taking place.

## Next meeting March 8 @ 7pm

Steph - The meeting was adjourned at 9. 11pm