



Mount Cain Alpine Park Society
 P.O. Box 1225
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**2017 Season
 MINUTES OF GENERAL MEETING
 March 4, 2017 (Meeting #6)**

Directors		Present	Not Present
1. Rob Burgess-Webb	President – HR	Y	
2. David Mazzuchi	Vice President – Ski Shop	Y	
3. Jeffrey Jones	Secretary - Legal Liaison	Y	
4. Eric Sprenger	Treasurer	Y	
5. Jay Moreton	Patrol Director	Y	
6. Lance Karsten	Buildings & Construction	Y	
7. Dean Davidson	Operations - lifts	Y	
8. Tyson Craig	Operations – roads/generators	Y	
9. David Howich	Operations – groomers	Y	
10. Kristi Walker	Ticket Booth/Accommodations		N
11. Wendy Ravai	Administration		N
12. Neil Borecky	Promotions	Y	
13. Chris Lindsay	Events	Y	
14. Trevor Hatelt	RV Park and Electrical		N
15. James Thomas	Grant Applications	Y	

The meeting was called to order at 4:08 pm. The meeting was chaired by the President, Rob Burgess-Webb.

MOTION: That the Agenda be adopted as circulated, M/Rob; S/Dean; Carried		MOTION CARRIED
MOTION: The General Minutes of the February 4, 2017 meeting be adopted as circulated. M/Rob; S/David M.; Carried		MOTION CARRIED
MOTION: The In Camber Minutes of the February 4, 2017 meeting be adopted as circulated. M/Dean; S/Rob; Carried		MOTION CARRIED

DIRECTOR REPORTS

Eric Sprenger – Treasurer/Radios

Eric reported on the latest Financial Statements as of February 28, 2017. Total income is \$406,000 while expenses are \$291,000, leaving net income to date at \$114,000. We have had some very busy days which have resulted in increase ticket sales.

Radios – Eric will sort and organize the old radios and have the working radios updated with fresh batteries for the mountain use.

in ticket sale. Discussion was hard regarding possible fine tuning of Back Country fest. Also, it is on Family Day in February. Kids Fest used to be in February but was moved to mid March due to warmer weather and longer daylight hours.

*** Fine tuning of Backcountry Fest to be tabled to the May Planning Meeting.**

Tyson – Roads/Bus

Update on bus status. Bus had brake failure in December but the repair shop has fixed both brakes at reduced cost. Bus is not suitable for Mt. Cain road and should be sold. Approx. \$10,000 has been invested in bus. Tyson will seek to sell the bus and try and recover costs.

Dave Howich – Groomers

Dave advised that Prinoth will be holding its annual groomer training seminar in Calgary. Dave went last year and it was very valuable. Two staff members are training for groomer maintenance/operations and would benefit from attendance with Dave at the seminar. Approximate cost is \$4,000 for all three (round trip airfare to Calgary, free accommodation; meals and entry fee (\$500 per person).

MOTION: That MCAPS authorize Dave to travel with two staff (Jessie Sewell; Avery). Staff are under age so Dave agreed to chaperone during the trip. M/Eric; S/Dean; Carried;

**MOTION
CARRIED**

Jeff Jones – Legal

Discussion about need to slowly build a Mt. Cain WCB Safety Plan. The CWAA has prepared a guide to develop a plan for ski areas. Jeff advised that Sash Zima of Mt. Cain works in this area through his job and has agreed to work with MCAPS to proceed. Jeff will meet with Sasha along with operations people (Dean; James) and ski patrol (Jay) to begin the project. Issues include: climbing at height protocol; fall arrest policy; snowmobile training;

Neil Borecky – Promotions/Water System

Neil advised that the website suffered a temporary crash but is now up and running.

Neil will contact Red Williams closer to spring to discuss when he can come up to begin drilling the water well (likely June/July/August).

Lance Karsten – Buildings and Construction

Dean was looking into cost and options for a propane gas alarms for the Staff Accommodation building and has proved Lance with some information

Coolers: The café coolers are older and owned by Island Foods who permit café's to use them as long as they buy their supplies from them. Island Foods has mostly forgotten we have the coolers; they are old; one is no longer working. It was agreed to return the coolers to Island Foods. In their place, Lance located two 'refurbished' coolers with a one year warranty from CR. They were delivered on March 3 and have now been installed in the Café. They are working well.

Freezer: discussion was raised about whether or not Mt. Cain could install and operate a propane freezer for the Café. It might dovetail with flush washrooms if they can be built.

* Further discussion of a freezer to be tabled to the May Planning Meeting.

Kristi Wakler – Ticket Booth/Accommodations

Kristi was not present but provided a written report (copy attached). Discussion was hard regarding her report which contained recommendations for ticket booth procedure. Questions followed but Kristi was not present to explain.

It was agreed to table Kristi's report until she was present at the next meeting.

TO DO: Kristi to discuss proposal.

Wendy Ravai – Administration

Wendy was not present but provided a report:

1. *WCB- number of workers, risk and requirements are sector based. Since we have less than 15 employees working in a moderate risk environment during a shift we have the adequate first aid requirements. Level one, etv equipment and first aid room.*
2. *The backcountry festival is the top grossing event of the year. If there are some holes to be filled and volunteers needed I'd be happy to help out.*

It was agreed that Chris would accept Wendy's offer to help organize ski events.

TO DO: Chris will discuss volunteering of events with Wendy.

Jay Moreton – Ski Patrol

Jay discussed repair/replacement of the Patrol snowmobile. Dean Advised the parts will cost \$2400. He will still try and rebuild the machine this summer but reserves the option of selling it for parts..

WCB – Discussion regarding development of Mt. Cain's Occupational

TO DO: Dean to work on

<p>Discussion of ETV and level 3 medic; OFA;</p> <p>The Patrol Building will also need some repairs and maintenance this year.</p>	<p>summer.</p>
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Chris Lindsay – Special Events

Telefest: Two volunteers advised Chris they would organize Telefest. He accepted their offer. However, at the last minute they changed their mind. The morning of Telefest it was a scramble. Lance was able to take over and organizing the course. Thanks Lance!

Then the Telefest skiers organized a 2nd race on Sunday, which was quite impressive. Lots of photos were taken.

Kids Fest will be held on Saturday, March 18, 2017. Chris will contact some cabin families with kids to see if they can help out.

David Mazzucchi - Ski Shop/Ski School

Dave update us on the Ski Shop. Sales are doing very well, with requests for lessons and shopping items (toques; stickers; shirts).

The Photo Contest has been pushed forward and will be held in the next two weeks.

Rob Burgess-Webb – President & Human Resource

Rob noted that unleashed dogs are fewer, but we will need to maintain constant vigil. DODs will have to keep a careful lookout.

Staffing Update: one ski shop employee has left and one liftee. There are replacement staff able to take over these jobs. Also, a new liftee for Monday has been hired.

Dean Davidson – Lift Operations

Dean advised that on Sunday, February 26 the upper lift failed in the morning. It turned out to be the gear box, which has not failed in many years (if ever). Dean and the mechanic were able to put it back together but were unaware there is unique placement of gear spline. Bill Coyne was able to assist by phone and by the end of Sunday, the gear box was fully repaired. Dean will have written instructions recorded on how to replace the gear box for future occasion.

Trevor Hatelt – Electrical

Trevor was not present at the meeting and did not provide a report.

<p>James Thomas – Lifts/Grants</p> <p>Carried forward from Feb. 4 meeting.</p> <p>James noted there are people who ‘skin up’ from L1 to access the upper runs of Mt. Cain. This is done during operating hours and non-operating hours. Some people have season’s passes, other’s don’t. Skinning up hill is normally done in cross country and out of bound ski areas. What is Mt. Cain’s policy? Jay noted that historically skinning uphill during operational hours is not permitted, regardless of having a season’s pas. Others confirmed this history. In looking at the Mt. Cain policy there is no mention either way of this issue, and a motion is needed.</p> <p>It was discussed that skiers should not be permitted to ‘skin up’ inside the tenure boundaries of Mt. Cain during all operational hours (typically Saturday and Sunday, plus designated Mondays and holiday’s when the mountain is open.</p> <p>MOTION: Skiers are not permitted to ‘skin up’ inside the tenure boundaries of Mt. Cain during all operational hours, with or without a pass. Skiers found skinning up inside the boundary will requested to turn back by MCAPS ski patrol. (M/James; S/Neil; Carried)</p> <p>Discussion was had regarding skinning up when Mt. Cain is not open (e.g Friday and Saturday nights).</p> <p>* Policy regarding skinning up after hours will be tabled to the May Planning Meeting.</p>	<p>MOTION CARRIED</p>
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Adjournment

The meeting was adjourned at 5:50 pm.

Next meeting to be held: **Saturday, April 1, 2017** at 4:00 pm at the Mt. Cain Ticket Booth.

Respectfully submitted

Jeff Jones

Report - Kristi Walker
March 4, 2017

Good Evening, Hope you all had a wonderful day & there was lots fresh snow!!
Sorry I'm working this weekend, here is my report.

I always ask my team for feed back before meetings and Annie has a couple great suggestions to bring forth:

A Request for procedures regarding refunding requests

Refund request are always case by case incidents, however there will be far less questions and grey area if at the board level we have some set standards to follow.

Tickets are non refundable and non referable, as the passes state. Many people do not read these and the most common requests we get that create issues are:

- Weekend passes when the second day is not used, most often due to weather.
- Day passes when someone says they became injured/were previously but unsure that it was going to effect their skiing.
- Weather/conditions
- If a lift breaks down

It will take a great deal of pressure and confusion off the ticket booth staff, DOD, and members of the hill if there are some clear guidelines we can follow regarding situations such as these.

I would like to work with Annie to create a Procedure for Refunds. Does anyone have any feedback from previous years' experience or discussions? If so please feel free to email us and we will take it into consideration. Once we have created this procedure we will present it to the board for a vote.

Follow Up Procedure After Events

Memo from Annie:

I would like to request from the board a procedure be put in place regarding events on the mountain. To compliment the guest experience, I believe it would be beneficial for a recap of event details be given to the Ticket Booth and ski shop prior to the scheduled date. Since all events should be well thought out before hand, by getting a recap we will be able to clearly see and relay information such as if the mountain offers any sort of ticket discounts for the event participants (or know confidently that we do not), if there are specific locations event participants should meet and times, and if the event will have one person in charge that we can contact throughout the day.

If events are hosted by outside organizers, having them pass on the schedule recap we will be able to confidently point guests to the right people for information and let them know if in any ways Cain is taking part to help the event (i.e like discounts for tickets in the case of AST 1 courses.)

As primary contact with the guests, we are often asked questions that may not be things we have a direct relation with in terms of daily work. However passing on accurate and timely information shows guests an organized and well functioning business, as well as letting guests feel informed and included.

Things that all event outlines should include

- 1. What the event is*
- 2. Who is in charge*
- 3. When the event is happening*
- 4. If tickets are arranged before hand and will be picked up by the event organizer, or if participants are required to obtain their own (in which case is there some type of discount that the board has agreed upon)*
- 5. How many people may be able to participate (if it is sign up before hand, day of, children or women only, snowboard or skier only, etc.)*

Thank you for considering the benefits a procedure like things would bring.

-Annie

I think this is another great idea & would suggest that Chris, & I come up with a form for all events to have filled out but either himself or the event coordinator, eg Eric for BCF, Nahum for Blueberry Jam... & any IAG groups could be asked to fill out these forms to if they are using our hill for their program.

Grant is sick this weekend and wont be up so Aysha is getting Ellen (a lifty) to help her clean. I suggested that Ellen mark her hours on her time card but puts a note that they were housekeeping hours.

I was curious how we are booked for spring break & the first weekend of extra day is fully booked, second weekend we are almost all booked up. But so far our last booking of the season are March 31/April 1st weekend & we still have 2 open weekends after that. Maybe something to keep in mind for next year as we are open almost 2 extra weeks than I remember in the past due to Easter falling mid april instead of the beginning. Shall we do a Spring Special?

Thanks that's all for now.

Kristi Walker