



Event: PMI Durham Highlands Chapter 2017 Annual General Meeting (for FY16)

Location: McLean Centre, Ajax, Ontario

Date: Tuesday, May 16, 2017

2016 – 2017 Board Members Present:

Ranjini Cassup
Shelbie Clarke
Carrie Grimley
Doug Wilson

Madeleine Sanders
Joe Campa
Cameron Linton (Recorder for these proceedings)



As of May 3rd, our membership was 717 members. The DHC meeting quorum requirement is the lesser of 40 or 10%. The requirement was satisfied with 40 members being in attendance as of pm. 7:22 pm, at the completion of the networking puzzle event and the formal start of the meeting.

This was confirmed with the detailed attendance records maintained by Jeff Hassal at Registration and verified by Cameron Linton, VP, Administration.

1. Approval of June 2016 AGM minutes:

A motion was placed forward for the approval of the 2016 AGM (FY15) minutes.

Moved by Bill Murray; Seconded by Sylvie Edwards. Approved unanimously.

2. Financial Summary

- We reviewed our Cause and Mission (also posted at <http://pmi-dhc.ca/about.php>). Details below.
- Membership is on the order of 20% higher than a year ago (!). About 720 vs 600.
- The Chapter is still in good financial health, we have an **Excess in Revenue this year of \$942.00**. *This is an excellent result given our target to break even – or perhaps be +/- \$4,000!*
- Last year a portion of the Money in the Bank was earmarked for membership engagements such as the CLIC, better speakers, professional development, volunteer recognition, SWAG, etc, we will be continuing on with this initiative in FY17.
- A year ago the Accountant directed us to move to a model where we have on the order of \$20K cash on hand, excluding the contingency of \$50K in the bank.
- We are a Non-Profit organization. We're taking initiative to spend the money . . . Enrich services to membership, especially professional development. We still want to offer services, run initiatives, and provide community.
- Last year a portion of the Money in the Bank was earmarked for membership engagements such as the CLIC, better speakers, professional development, volunteer recognition, SWAG, etc, we will be continuing on with this initiative in FY17.
- Over revenue at \$56,557 for FY16 is up by about 16% over FY15 (\$48,632) and more in line with what we saw in FY14 (at \$59,627).
- Expenses at \$55,615 for FY16 are 65% of what they were in FY15 (\$85,313) and also less than FY14 (at \$68,639).
- Financial Summary at 31 OCT 2016 (unaudited): Assets; and Liabilities plus Retained Surplus: \$85,979 compared to \$79,797 for FY15 and \$119,752.14 for FY14.

Discussion:

- A question was asked about how HST is represented. *A: This is part of deferred revenue.*
- Why did program expenses go down drastically? (\$35K > \$15K). *A: Symposium no go w/ costs incurred we couldn't get a refund on. (sunk costs).*
- Why are interest / bank charges so high. *A: Maddie - bank fees, conversion USD from dues. (Maddie also agreed to follow-up on additional details if available).*
- Initiatives are paying off – 91 members, guests and organizations attended CLIC; we have been having better speakers; we have SWAG again.

A motion was placed forward: To approve the Financial Statements for the Year ended at October 31, 2016 (FY16).

Moved by Heather Ashton to accept the FY16 Financial report as presented.

Seconded by Ajay Widge. Approved unanimously.

3. Cause / Mission / Vision

Our Cause: COMMUNITY

Our Mission: With a focus within our membership area we will achieve increased members engagement and participation by providing opportunities for continuous learning, personal growth, and professional development, mentorship, innovative community - based volunteering programs, professional networking, and community service.

Our Vision – Status.

In AUG 2014 the Board established targets for five elements of the vision. Here is an assessment of the result for the past year.

Vision element	Hit / miss	Assessment
<p>We will see retention increase by 5%.</p> <p>The Chapter has a “churn” of about 30% new members and 30% members who exit meaning there is a core group of about 70%. This is the “retention”. This is measured by PMI.</p>	<p>Partial success</p> 	<p>Retention</p> <ul style="list-style-type: none"> • JAN 2014: 73% • JAN 2015: 74%, up 1.6% • JAN 2016: 65.8%, down 11% [PMI issue] • JAN 2017: 63%, down 3%
<p>We will see a greater number of members participating (a 10% increase). This includes volunteers, mentorship, monthly meeting attendance, education.</p>	<p>Success!</p> 	<p>Mentorship up 40%; Professional Development EI – 23 attended PMP Prep sold out.</p>
<p>We will see increased satisfaction scores by achieving a score of 80% or higher overall satisfaction for the chapter.</p>	<p>Partial success</p> 	<p>DHC Survey: 2015 76% (*1); 2016 68% 2016 NA MM Overall: 2015-16: 84%; 16-17 86%</p>
<p>We will increase our membership by 5%.</p>	<p>Success!</p> 	<p>JAN 2015: 578; JAN 2016: 601; JAN 2017: 709 (up 18%)</p>
<p>We will increase our community service involvement by 100%. The intent here is to engage membership in a community activity.</p>	<p>Success!</p> 	<p>2 student symposiums (Fleming / Durham); 2 student monthly meetings (Dec / Apr); Future City Competition (6, 7 & 8 graders); DECA-U; CLIC; Feed The Need Durham; 15th Anniversary planning for June 2017</p>

(*1) The full survey is available on the PMI-DHC website in the “Member Area” along with the AGM Minutes. Further Discussion:

4. Accomplishments (summary)

VP, Administration (Cameron)

- Onboarding, Board governance and administration (agenda, minutes, logistics), PMI and government chapter filings.
- Introduced volunteers to take minute minutes at Board meetings and expose the volunteers to Board governance.
- Transitioned management of the Monthly Meetings to Director, Membership (facilities, catering, registration, volunteers, PDU's, supplies, handouts; surveys; deck; prizes, set-up and clean-up logistics; Speaker & MC logistics)
- Ontario Chapter Leaders, Fleming Student meeting sponsor (one in Peterborough, one in Whitby).; representative at Jim Snyder (PMI Founder) dinner with Chapter Leaders.

Education (Doug Wilson)

- Mentoring: piloted a new program splitting the previous 1-year commitment into two 2-month sessions. This was well received for the first session but the effort overhead of winding it up and hosting a second session was too much. Many participants would prefer a single 5-6 month program and this will likely be the direction next year. Enrollment increased significantly; and PDU's were delivered to all three areas of the talent triangle.
- Three PMP Prep classes with 45 students (15 each of October, January, May) ! Instructors have a huge impact on the Membership.
- Professional Development: Emotional Intelligence Workshop by Geoff Crane across 4 Saturdays with 23 Students – overwhelming success with 87% positive reviews! Considering Agile course in the future.
- The Education portfolio requires a lot of volunteers to run effectively – a great area of engagement for chapter members.
- Attended Leadership Institute Meeting in San Diego – networking, chapter strategies, inspiration.

Membership (Shelbie Clarke)

- Objective: Grow the Chapter and enhance the member experience. Understand retention trends, why members, and new members, “want to stay with PMI”.
- Run the Monthly Meetings for 70+ people / meeting! Includes: Facilities / Catering / Beverages / Registration / Volunteers / PDUs / Supplies / Handouts / Surveys / Deck / Prizes / Set-Up & Clean-Up /Speaker & MC Logistics.
- Thanks to the volunteers that keep things running each month, especially Jeff on Registration who is always here; Delroy on food; Sylvie on books; Daniel/Doug on logistics; Bill on FTND.
- Looking ahead: Portfolio initiatives include redefining the MM Registration process (to help with logistics planning); modifying Monthly Meetings pricing scale for students; having Monthly Meetings in Branches (outlying areas); and Streamlining the Registration process itself. Longer term we want to look at breaking even on Monthly Meetings and have a dedicated research team for venues, catering, and speakers.

Marketing and Communications (Dennis and Joe on behalf of Israel):

- Manages the website and the technology that runs the chapter – including Google Docs / Drive; membership communication including newsletter, email blasts; the Membership database in Star Chapter.
- Looking at a new process to manage Membership, PDU logging, back-office processing, and registration. This is a Board sponsored project.
- Implemented a new technology, “Hootsuite”, to manage social media accounts Facebook / LinkedIn / Twitter; Trello for chapter projects, Board actions, team meetings and scheduling tasks (a la Kanban board). We hope to reinvigorate the Newsletter.

VP, Business Operations (Joe):

- Golf tournament project cancelled as “Go/No Go” checkpoint failed triggered by insufficient attendance. This was a Board decision based on previous experiences and demonstrate the Board’s willingness to “pull the plug” if an initiative is deemed not viable..
- Master Class participation with PMI.
- Looking ahead: reinvigorate Sponsorships initiative and work with organizations within the Durham community

Volunteers (Maddie on behalf of Katy Privett who resigned for personal reasons);

- Maddie acknowledged how Katie was instrumental in starting the “Student movement”. This has been passed to Doug
- A successful Student Symposium for Durham College was planned by students, sponsored by PMI-DHC (guidance, leadership, and sponsorship). Carrie and Geoff spoke on helping students finding jobs and encouraged them to network prior to graduation.
- The DECA-U competition was held again – PMI-DHC founded the relationship with other Chapters and PMIEF (who now fully sponsor the event). The event again included a Friday night networking dinner plus all-day judging of teams on Saturday. The Case study was created by Katy. There were some very original presentations – including one around a “water cooler”.
- Maddie judged at the “Future City Competition”, a project-based learning program for students in grades 6-8 to imagine, design, and build a model of a future city. PMI-DHC present the winner of the best Project Plan.

Governance (Carrie)

- Focus: Governance, policy maintenance, adherence to chapter policies and bylaws.
- Nominations and election process.
- Sponsor of Google Docs project team – resulting in a set of recommendations to the Board.

VP, Finance (Madeline) – comments summarized with budget information.



5. Monthly Meeting Observations (summary)

Each meeting we take up a survey to enable us to monitor the performance and success of the meeting. A summary of the year's results were presented and compared to last year.

- Attendance bounced wildly between 30 at Peterborough in December; 90 at CLIC (pre 15th Anniversary which had over 150); and the 40-60 range otherwise.
- Speaker average consistently over 4.1 with Kevin Aguanno highest rated.
- Networking average up to 4.0 vs 3.7 Year over Year (YOY) responding to an “area for improvement” noted last year.
- Facilities average constant at 4.2 YOY. Included the introduction of Oshawa LVIV and a return to Whitby Centennial.
- Food assessment decreased from 4.3 to 4.1 YOY.
- Handouts consistent at 3.7 though data is skewed and assessment may be changed next year.
- Overall assessment increased from 4.2 to 4.3 YOY. Correlation: 76% to Speaker; 11% Facilities, 18% Food; 17% Networking; 21% Handouts.



Shelbie, Jeff, Dennis, Delroy and Maddie – setting up!

6. AGM Lessons Learned on Logistics

This note is included to document and illustrate learnings from this year's AGM – in the spirit of lessons learned! Some improvements were gleaned from the 2016 AGM and documented in those minutes.

1. *For 40 participants we consumed ~20 tall cans of beer plus ~ 3 bottles of wine.*
2. *Buying the individual tall cans at the LCBO instead of the Beer Store meant that all unused cans could be returned, not just unopened packages of 12.*
3. *Our members are worth a tall can of nice craft Canadian beer or 5 oz of Niagara wine. This is also an acceptable SafeServe serving and cost \$3-4 each.*
4. *Fill in the Special Occasion Permit as per these examples so that we don't have to pay the Levy.*

Please read the Application Guide prior to completing this application.
 This application must be submitted to an LCBO SOP Service store.
 The application fee must accompany the application - cash, credit card, debit or money order made payable to the LCBO or Minister of Finance at least 10 days prior to a Private Event or 30 days prior to all other events. The application fee is non-refundable.

1. **Application Fee** (See section 1 of Guide for details)
 Class of Permit and Fee \$25 No Sale, per day \$75 Sale, up to three consecutive days

2. **Applicant Information** (See section 2 of Guide for details)
 (May be an individual or an organization/association)

2.1 Last Name First Name Middle Name(s)
 Name of applicant (if applicant is an organization/association)
 PROJECT MANAGEMENT INSTITUTE - DURHAM HIGHLANDS CHAPTER (PMI-DHC)

2.2 Street Number Street Name Street Type Direction Suite/Floor/Apt
 1550 KINGSTON RD. Rb 1021

2.3 Lot/Concession/Rural Route City/Town Province Postal Code
 PICKERING ONT L1V 3R5

2.4 Telephone Number Fax (if applicable) Email (if applicable)
 () () ()

3. **Responsible Person Information** (See section 3 of Guide for details)
 Name of person who will attend and be responsible for event (must be an individual(s)). Attach separate sheet if more than one person.
 Last Name First Name Middle Name(s)

3.4 Telephone Number Fax (if applicable) Email (if applicable)
 () () secretary@pmi-dhc.ca

4. **Location Information** (See section 4 of Guide for details)

4.1 Name of Premises where event is to be held
 MCLEAN COMMUNITY CENTRE, BANQUET HALL

4.2 Street Number Street Name Street Type Direction Suite/Floor
 95 MAGILL DR.

4.3 City/Town Municipality Province Postal Code
 AJAX ONTARIO L1T 3K7

4.4 Dates and/or Name (if applicable) of Event
 ANNUAL GENERAL MEETING OF MEMBERS

7. **All applicants must answer all of the following questions.** (See section 7 of Guide for details)
 (See section 7.1 of Guide for details)

7.1 Will alcohol be sold (either directly or indirectly)?
 Yes No

7.2 Will tickets be sold for the event?
 Yes No

7.3 Is there an admission charge?
 Yes No

7.4 Will alcohol be sold, served or consumed outdoors?
 Yes No
 If YES: Please submit a detailed sketch with your application.
 (See sections 7.4 and 7.6 of Guide for further information)
 Will it be under a tent/marquee/pavilion or in tiered seating areas?
 Yes No

7.5 Is the event for invited guests only?
 Yes No

7.6 Will alcohol be served, sold and/or consumed in tiered seating area(s)?
 Yes No

7.7 Is this application for multiple day events
 (i.e. each event is one in a series of events)?
 Yes No
 The nature, purpose, target audience and location of the event must be the same for all events (dates).
 (See section 7.7 of the Guide)
 If YES: Complete the following:

7.8 What is the nature of your event?
 Example: Book club
 ANNUAL GENERAL MEETING OF MEMBERS

7.9 What is the purpose of your event?
 Example: Discuss book of the month
 GOVERNANCE, REVIEW ACTIVITIES/FINANCES OF YEAR

7.10 What is the target audience of the event?
 Example: Book club members
 PMI-DHC MEMBERS

7.11 Will alcohol purchased for the event be stored for reuse between the event dates?
 Yes No

It is understood that guests are invited via our Membership notifications. Indeed, the intended guests are members.

5. **Dates and Times of Event** (See section 5 of Guide for details)
 NOTE: Unless otherwise approved by the AGCO, hours of sale and service of alcohol cannot be before 11 a.m. or after 2 a.m. on any day except New Year's Eve (December 31) when sale and service must cease by 3 a.m. (on January 1).

Date(s) YYMMDD	Start Time (a.m. / p.m.)	End Time (a.m. / p.m.)	Room Name / Area / Location	Estimated Attendance per day
TUE 17/05/16	6:00pm	9:00pm	BANQUET HALL	50

Event Type – Private, Public or Industry Promotional (See section 6 of Guide for details)
 Certain applications will be forwarded to the AGCO for review. You may be required at any time to make additional supporting documents available to LCBO or AGCO staff.

Private Event
 Private Events are limited to invited guests only and may not be publicly advertised. The public cannot be admitted and there can be no intent to gain or profit directly or indirectly from the sale of alcohol at the event.
 i) Are you serving homemade wine/beer? (family special occasions or beer/wine clubs only) Yes No

Public Event
 Public Events are events that are open to the public. The event can be advertised, and fundraising from the sale of alcohol

Application Statements

Before signing this application, please make sure that you have read all of the information above, including the Application Guide, and completed all of the questions. Any changes to the application must be initiated by the applicant.

Check all boxes below:

I am aware that police and AGCO inspectors have full authorized access to the event, and the area/location where the alcohol will be stored, if any.
 I am 19 years of age or older.
 I understand the application fee is non-refundable.

Check only those boxes that apply to your event:

I have/will have notified the required municipal authorities of this event which will take place outdoors.
 This event is hosted by a foreign government (the event must comply with all other applicable legislation).

Private Event

I understand, as a holder of a Private Event No Sale Permit, I cannot sell alcohol (e.g. alcohol will be served without charge, money will not be collected for alcohol from guests, etc.).
 I understand, as a holder of a Private Event Sale Permit, money can be collected for alcohol (e.g. through an admission charge, the sale of alcohol or alcohol tickets to attendees, or the collection of money for alcohol before the event). However, there can be no intention to gain or profit from the sale of alcohol at the event.
 I understand the event cannot be and has not been publicly advertised.

The likelihood that people may stumble upon our site and come to our event uninvited is consider remote.



Jennifer, our Safe Server! With the tall cans and wine in the McLean fridge!

7. Looking Ahead 2017-2018

Executive Committee and Directors continuing in established terms:

- Madeleine Sanders
- Doug Wilson
- Shelbie Clarke
- Israel Ufomadu
- Carrie Grimley

Welcome to the new Directors!

- Joe Campa, returning for second term.
- Erin Ramirez
- Delroy Trowers

Past President: Ranjini Cassup

Departing:

- Katy Privett
- Cameron Linton

8. Meeting adjournment

**Moved by Mary Anne Slemon to close the formal proceedings of the AGM.
Seconded by Bill Murray, passed unanimously.**

Door prizes were distributed – books by Simon Sinek and Adam Grant as chosen by Sylvie Edwards (coincidentally, these were the same two speakers featured at the April Monthly Meeting “TED Talks”).

A promotion was made for the 15th Anniversary Gala to be held June 15. Members were encouraged to spread the word on Social Media.

Volunteers were acknowledged and certificates of appreciation distributed to those present (the rest were mailed).