



Snowbowl Ski Patrol



E-Board Meeting

2/4/20 7 PM Location: Babs

Called to order 7:06 pm

Christine Lustik, Joe Lustik, Frank Scariano, Neil Marjerrison, Stan Sneath, Paul Janzen, Cathy Scribner, Jordan Rice

1) Mountain Update –

- a. What feedback are you all getting from patrollers regarding the new mountain and staffing?
 - i. Dedicated dispatcher – The pros are doing the dispatch and team leaders feel like it's fine. They are keeping track of nontransporting patrollers.
 - ii. Patroller accountability – Joe seems like people feel some accountability like they have a job. Cathy said every week is different and communication is really improved.
 - iii. Staffing levels - Neil, we committed to when all the mountain is open and that hasn't happened much yet, so it's hard to tell. Stan felt like it's too much. Cathy could take advantage of time and run sleds.
 - iv. Bumps – Do we need a bump / ski sign. Neil thinks that is covered by dispatch. Bottom bump for transporting patrollers, the ration between travel and aid room time. Stan asked about changing bbump to one hour.
 - v. Benefits- have we heard feedback about vouchers / passes. Neil feels like it takes extra time. Jordan noted that his frivolous complaint (his words) is it takes time to accumulate passes and he misses having a handful of passes, but that won't be a problem after this year.
 - vi. Cathy raised safety issues. First, someone hit their head on the halo and a patroller let her know they didn't feel like the person was given a good response. Neil says to work it through the chain of command. Cathy would like us to have an attitude not of defensiveness. She wants to be able to bring up concerns. It's an attitude. Neil – it comes from management. Don't we want customers to want to come? Frank agrees. He sees that business wise there's no comparison. He says safety wise he feels like there is bravado and cockiness and also that they have safety in their mind. Jordan, agrees. There's a saltiness of Snowbowl skiers, he feels that what we as a patrol need is sensitivity training when interacting with the public and each other there is an attitude adjustment that is necessary to be professional and helpful. But we do have competent, expert, caring rescuers and Jordan feels it's important the saltiness doesn't overshadow. Joe, Karl spoke to this at the last general meeting. We are the face of the mountain, but we are not the voice of the mountain, or up to us to defend. We have to be careful with what we say. Snow Park is about attracting a skier to a kinder gentler mountain. Frank suggested bringing it up at the general meeting. Stan noted there are things we have say over and things we have no say over, and probably where people get defensive is in what we have no say over.

2) Secretary Report – CHRISTINE

- a. Scheduling: Scheduling – Paul talked awhile about what duty days assigned means. What sub means. It was asked if we should give Pros access to program? Long ass discussion about scheduling problems

and not having enough days. Jordan talked about a scheduling program Telestaff. Would like a covering note.

- b. Sweeps – working on
- c. Stan wanted radio list by number, Paul and Frank wanted it alphabetical.
- d. Social Media is going fine. Christine would like to start highlighting the amazing members we have. Our members are active in all parts of the community and I think it would help us connect to the community. There shouldn't be any pressure for those that don't want to be highlighted, but to support our members and give the community a feel for who we are. Any comments about me doing this with people that are willing? All were fine with it.

3) Recruiting Report

- a. Challenge Class – JORDAN
 - i. Deposits to Paul - Ted, Sam, Nick, Andrew wants in, Brad has paid. Jordan needs information for what exactly they need to do and sign up for. Ted is pro patrolling already. Back and forth about getting class #'s to him. Circle back with Jordan.
 - ii. Joe will get their NSP membership numbers once they register and pay their dues.
- b. Transfers – PAUL: Joe and Alex have both transferred. Katrina 224, Joe Messina 254, Alex George 253 Jordan asked that we consider using last names in place of numbers. Joe will ask for an update.

4) Treasurer Report – PAUL

- a. Checking Balance: About \$31,000
- b. Joe proposes we move \$2,000 over into investment account. Neil asked if senior and other stuff was paid. Yes. Paul second, everyone was in favor.
- c. DA Davidson Balance: \$54,000 invested – balance at \$60,179 as of 2/3/20
- d. SOS Fair: \$12,000 check received
- e. Parka check for \$678.66 from Art received
- f. Bill Bucher received his WTO registration fee back from Northern Division.

5) OLD Business

- a. Update on Lift Evac training at Snow Park and the new slingshot system. As team leaders reiterate that everyone needs to go through, so if they haven't gone through they still do. Neil says we are getting more daylight we could do it on Lavelle at end of day.
- b. Naughty List – Status. Joe has revised the write-up. I STRONGLY encourage moving forward with this. Joe wondered should we add: "Comply/Abide/Meet duties as specified in **Patroller Expectations** document?" Joe thought Paul's language helped. Many of us would like it, it feels bad to have to do this and it's worse when it's subjective. It should be as clear as possible for the patrol and future eboard so there aren't any surprises. Noted Oct 21 is listed in it. Paul: Woven in is assigned duty days. But people schedule their own. Paul wants people to set a minimum. Scheduled and define scheduled. Add text about remediation, training, coaching, versus consequences vouchers, etc. 7 – add Paul's language about extenuating circumstances. Reviewed language of consequences. Not voting as a consequence is in the by-laws, but one e-board can have a choice in. Joe's plan is to share this with the patrol at the general meeting next week.
- c. OET refresher. Reviewed Stan's list. Over ½ way through.
- d. Bill asked if we are insured if the Patrol trailer burned down and destroyed our radios? \$7500 value. **WE ARE NOT**. Talked to Jack Matthias about becoming insured but it would be crazy expensive, but we just have to accept we have a risk. Neil and Frank disagreed, Joe's going to look further.
- e. Bill asked if Brad is keeping the old frequency licensed. **HE IS**. They are actively using it.
- f. Appeals process or Ombudsman position – renew discussion. Joe thinks if we designate an advocate and publish that it might support people in feeling heard. Cathy is a safe space and people talk to her. He

wondered if she'd be interested in shaping and defining that role and being the first person. Anonymity preserved if they request it and she'll bring to e-board. The patrol is larger and some feel like they aren't being treated fairly and Joe wants to have the discussion. Neil, some people get cross with other people and he proposed having a jury and a process. Neil thinks this may work also, but there should be something. Joe says this is a first effort and a logical first step. Cathy feels like it's like work, that she can probably translate. Jordan asked if there is a reason to have one person versus just the team leaders. Joe, maybe the team leaders aren't comfortable for someone. Stan said, at the meeting we make a formal nomination and ask for consent. Jordan, wanted to keep track of chain of command and feels like it should be an extra, different person to team leaders to widen the circle. You can bring an issue to a team leader or this person. It was noted at this time Cathy is a team leader. Paul noted a full appeals board is another by-laws structure change. Joe feels like there is urgency as the whole board is changing. And there's a divide in history and experience. They don't know how long the journey has been, new people don't feel like we've come far enough and old are surprised at how far we've come and there are disgruntled people. Joe fears a schism and wants people to not feel disenfranchised. Stan agrees and as he works more on the hill commented he is starting to realize how much old timers have done over the years and how they continue to put lots of time in. He encourages us to get new people in on that. Integrating people into what happens behind the scenes. Cathy proposed a gathering/ a story telling night encouraging people to tell stories. Jordan agrees and as the patrol continues to grow and new people aren't new anymore and get some investment.

Cathy will be an ombudsperson. Joe confirmed she is ok. Cathy asked if it's just for NSP. Joe said yes.

g. By-Laws. Final version being put to a vote at next week's General Meeting. 4 things were changed.

6) NEW Business

- a. Evolving role of the Team Leader position at newly expanded ski area. Discussion. Do any team leaders have feedback on changes or what they are seeing? He's wanted to talk to Art. Neil feels like team leaders can help new people to answer questions. Joe said also the team leaders are there every day and can bring issues back. Neil's been enjoyed it. Cathy admitted it's tricky when there are different leadership voices. She checks in with dispatch regularly. Cathy and Frank feel a disadvantage as to not patrolling for a lot of years. Joe just wanted to create space for the discussion.
- b. Upcoming election. How do we get back to a staggered ballot? In the past Secretary and treasurer were voted in opposite years of AD and Patroller Director so the whole board wouldn't turn over at one time which isn't good for consistency, follow-through, and past knowledge. Have Stan do 3 years, OR vote in new Secretary and Treasurer to do 3 years? Needed Positions: APD, Secy., OET Advisor. Paul: go with a 1-year or 3-year term on something. Neil, suggested Paul stay for another year and bring in secretary for another year. Frank, could have secretary and treasurer be one year and APD be 2-year. Stan said to check by-laws to make sure we can do that. People settled on the 1-year position.
- c. Adding a position to the E-Board to manage website and social media. Ryan Hamilton has expressed interest. Jordan wanted to make sure we are putting this out there as a reminder separately.
- d. New Recruiting Advisor – Tom Kerr has expressed interest.
- e. OET advisor is needed.
- f. Bottom Bump and Non-Transporting Patrollers. We have had good coverage with Injured Reserves on some days. Should we mandate 2-hour Bottom Bump shifts from nontransporting (NTs) patrollers on days when there is not a BBump? Put this to the patrol for a vote? Stan estimates that a half-hour Bottom Bump shift ties up a patroller for 80-90 minutes for travel time. Joe talked to the pros and they don't see NT's as a resource. Neil's first instinct is to try to keep relieving them. Paul asked if bbump people want lunch breaks. Jordan agreed it should be an expectation of NT's to cover bottom bump

shifts more than one, not all day. Forcing people who want to work on ski hills into the aid room isn't beneficial either, but there should be more of a bump expectation. Joe asked if anyone objected to making it formal. Stan proposed keeping ½ hour shifts for transporting and asked NT's to do 1 hour shifts. Paul felt like past expectation was for patrollers to take 2 one hour shifts. We want to reduce churning. Stan said maybe we ask that NT's take last shifts as they aren't helpful with sweep. Cathy, said also that maybe if they wanted to be a transporting they had a requirement to do a couple hours of training. No decision made here. Proposal we ask NT's to take 2:30 to close. Paul suggested phrasing after evaluating first half this is what we'll do as second half.

- g. The person who was going to teach an Avalanche class is not longer going to do so. Joe will speak with Casey and Joe Messina to see if they will step up.
 - h. Begin preparing for summer off-mountain event coverage. 1. Identify which events we want to do or that want us. 2. We'll vote as a patrol to do off-season events. 3) Making sure we are insured by them. 4) Identifying who will be the point person for each of those events. Intro in Feb – vote in April.
 - i. Patrol Parka REPAIRS. We will collect at end of season and send to Patagonia for warranty repairs.
 - j. Karl Uhlig suggested getting toboggan liners (Ethafoam Pad) for training purposes. Stan proposed gluing it in. Frank moved we get it. Neil said we have 5 that need it. Cathy second. Jordan says harden up this is Snowbowl. Paul reported that our equipment budget was zero this year. Neil said we could ask Art first. Joe will go to Art first but in case e-board has approved to cover our toboggans.
 - k. I (Joe) need a TL sub for Sunday, 2/16. Neil is taking it.
 - l. Neil wants to speak to Stan. Neil is strongly considering the OET advisor position so if he could get someone to help with computer stuff. Frank offered to help. He would also like to be Team Leader.
- 7) Adjourn 9:27 pm Paul first, Jordan second.