

Indian Lake Chamber of Commerce
Minutes - Board of Directors Meeting
October 17, 2016

Attending: Christine Pouch, Brenda Valentine, Bill Murphy, Lenny Baglieri,
Bob Armstrong, Darrin Harr

Call to Order:

The meeting was called to order at 5:35 P.M. by C.P.

Approval of Agenda

Motion to approve agenda B.A., 2nd L.B., vote - unanimous to accept

Approval of August & September, 2016 Minutes:

Motion B.A., 2nd L.B., vote - unanimous to accept

Financial Reports, sent by C.P./B.A.

Approval of Financial Reports, Motion L.B., 2nd B.A., vote unanimous to accept.

President's Report - Christine Pouch

Christine thanked Darrin, Lenny C., and Bill for attending the town budget meeting and presenting an update on Chamber activities and plans for 2017.

Complaint Letter: In June 2012 we discussed a policy which was apparently not approved. The policy as presented at that time is:

- (1) Document in writing all complaints and create a file for the member in question;
- (2) when we receive a complaint from a visitor, we will ask them to formally lodge the complaint using a "Visitor Feedback Form;"
- (3) The feedback form is then sent to the member in question along with a "Business Owner Response Form" and should be returned to the chamber within 30 days;
- (4) Once a business receives three open complaints, the Chamber can vote to drop them as members. "Open" complaints are defined as the business is non responsive to the Visitor feedback forms and/or not resolving the issue(s) in question.

So, according to the June Membership Report, this policy was advised per the Lake Placid Chamber of Commerce. We did not develop a Visitor Feedback Form nor a Business Owner Response Form.

Next steps: discuss what we'd like to do and develop these forms and take a vote.

After discussion by the board members it was decided that this topic would be brought up at the January Business After Hours meeting with the general membership.

3. October Membership meeting is coming up on Wednesday, October 26, 2016. Invites have been emailed by October 10th. The meeting will take place at the ALCA facility in Blue Mountain Lake at 5:30 PM. The slate of officers names have been mailed to the general membership along with ballot forms.

4. Country Christmas Tour and Holiday Lighting Contest. We will once again help them distribute their signs and participate as a pick up and drop off location for both the CCT maps and Lighting contest registration and sponsor forms. Brenda & Darrin will implement the Lighting Contest.

5. Discussion of the Antiques Show and possibly taking over the running of this event. A further discussion will be held in January after the new board of directors is in place.

Chamber Coordinator Report - Darrin Harr

A complete report has previously been sent to the board. After a brief discussion it was agreed that all numbers are continuing to grow in a positive direction.

Community Supported Events -

Chamber Events -

GAMF: Darrin stated that he is waiting for the check from the Hamilton County Tourism office. The amount should be \$1,000. Once this is received he will be able to conclude the GAMF accounting report.

Unfinished Business:

Bill Murphy would like to move the meetings in 2017 to the second Wednesday of the month at 5:30 PM. Discussed. A vote will take place at the November meeting.

Lenny C. Iron man event: update. Lenny is researching the requirements and reaching out to existing organizations for suggestions. More to follow.

New Business:

Joint holiday party discussion: ILT, ILCDC, ALCA and ILCC: Bill has proposed a joint cocktail party at the Arts Center in December. Discussion. The board is in general agreement. Details to be worked out. More to follow.

Meeting Adjourned at 6:25 PM. Next meeting is November 15 at 5:30 PM