

2021 Special Meeting Minutes

Appendix

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Covid Guidelines for TICA licensed shows 3

Update on TFMS and TICA website 4

COVID Era Recommendations/Guidelines

1. Include “as of” date for recommendations to keep track of changing local laws and guidelines
2. Always reference that local laws and regulations should be adhered to and the club should keep apprised of them. Frequently, the venue will be the best source for this information as they may have weekly events.
3. Decide whether to require masks or recommend wearing masks. This might be dependent on local Covid rates
4. Consider advertising whether there will be visitors allowed as well as entry limitations
5. Establish protocol for notifying judges, vendors and exhibitors if someone becomes ill. This should be kept confidential and names should not be used
6. Consider whether (prior to entering the show hall) you would like those participating to sign waivers and statements that they have not been exposed to Covid recently, etc (we have forms that clubs have been using that can be made available on request)
7. Clubs could contain language on the flyers that if someone is sick, they should stay home
8. Hand sanitizer and masks should be available

TICA NOVEMBER 2021 SPECIAL MEETING



The International *Cat* Association

...ED the British
MONTH: Shorthair



FOLLOW TICA
on INSTAGRAM

...mom -- see a-purr-eciate you!



LIKE TICA
on FACEBOOK

...congratulating TICA's treasured membe-
...back on 2020 with a deep appreciation for i-
...cation, achievements, and creativity. #cats
...book.com/TheInternation...



FOLLOW TICA
on TWITTER

FOLLOW TICA
on social media

AGENDA

- Project Development Cost
- Top Known Issues
- Backlog – Why?
- COO Dashboard
- How do we fix the backlog?
- Additional Staff - Equilibrium
- What's the Priority?
- Upcoming Improvements
- The ask
 - Additional Staff
 - Additional Improvement Dollars
- TICA.org Project

Find A Breeder



PROJECT DEVELOPMENT COST & REQUEST FOR MORE RESOURCES

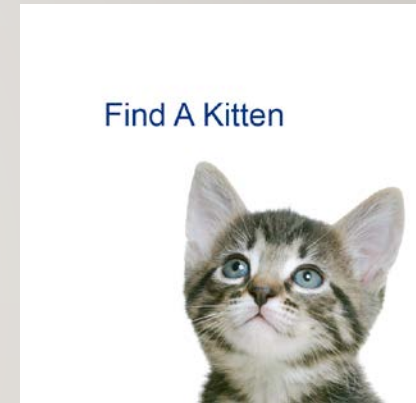
Month	Amount
Sep-20	25,802.50
Oct-20	38,822.50
Nov-20	41,475.00
Dec-20	32,455.00
Jan-21	17,380.00
Feb-21	25,205.00
Mar-21	21,700.00
Apr-21	27,145.00
May-21	41,367.50
Jun-21	87,037.50
Jul-21	56,235.00
Aug-21	1,102.50
Sep-21	36,008.75
Oct-21	46,116.25
Total	497,852.50

Category	Amount
Development Budget	\$ 550,000.00
Development Cost	\$ 497,852.00
Difference	\$ 52,148.00
Web Project	\$ (20,812.00)
Total	\$ 31,336.00

Requested Amount \$ 250,000.00

TOP KNOWN ISSUES

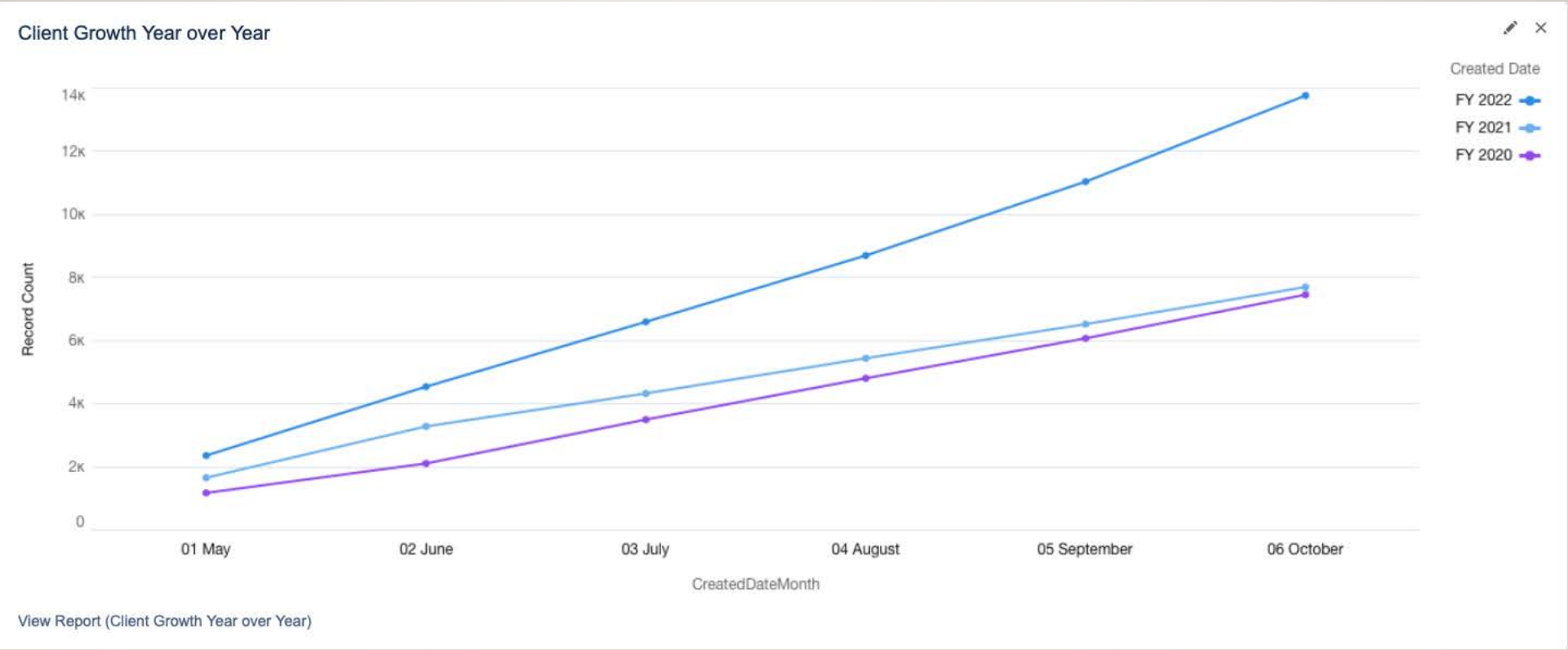
- Membership Extension
- Shared Emails / Names Overwritten
- Scoring bugs
- Unable to register a BLH from BSH
- Unable to Pay Executive Office generated invoices with PayPal or TICA Credit
- Date of ownership – researching a global fix to correct current cat registrations where the date of ownership is producing a Not Owned at time of Mating Error.
- Early PayPal/Implementation Issues
- Finalizing deposit reports that we use to close the month.



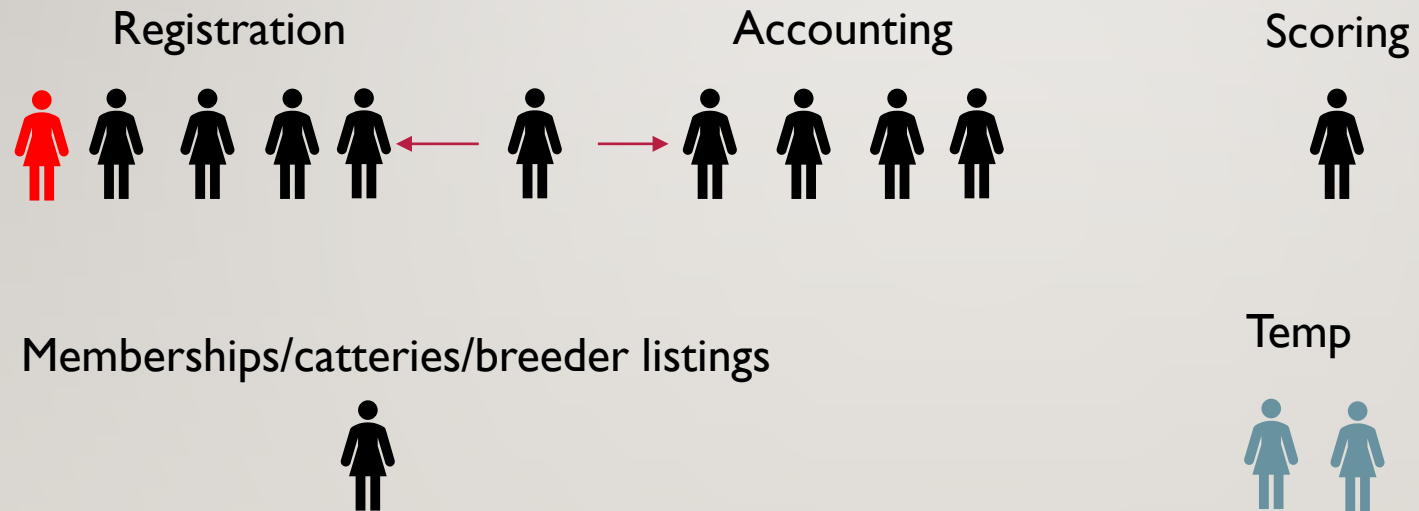
BACKLOG WHY?

- **Staff are split between legacy backlog and new cases**
 - 45 days into our new system
 - Learning curve
 - Working out the bugs
 - **Influx of new clients**
 - Hiring Difficulties (widespread)
 - Pay is low/No benefits
 - TICA is Complex
 - Pressure is high

COO DASHBOARD



BACKLOG BEFORE TFMS



BACKLOG

Legacy Backlog - ~2,500

New Open Cases ~5,000

Legacy Backlog



New Cases



Scoring



Early TFMS Issue/Legacy Invoices



Accounting/Bookkeeping



Temp Pedigrees/Transfer of Ownership



AFTER LEGACY BACKLOG IS GONE

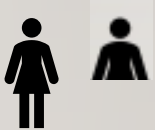
New Cases



Scoring



Accounting



FIXING THE BACKLOG

- **More Staff** – 4 additional staff
- **Internal EO Automation** – transfer of ownership, issue refunds and credits
- **3 and 5 generation certified pedigrees** – Basic Check Automated
 - Pedigrees checked for breeds and blanks in the lineage, however many of them are correct.
 - Developing logic for basic check so pedigrees that meet these checks are self-service.
- **Litter registrations** – Auto determine pre-fix code
 - EO is manually applying the rules to each litter registration to determine the prefix code.
 - A huge thanks to Lorraine Shelton for helping us format the rules to be read by TFMS.
- **Digital Signatures**
 - Automate Transfer of ownership
 - Remove PDF Requirements
 - Digital signing Code of Ethics

EQUILIBRIUM

Category	Count	Percent
Rush Cases	2,403	33%
Normal	4,861	67%
Total	7,264	100%
Average Case per day	161	
Avg Closed by 1 Staff	9	

NEW STAFF REQUEST

Temp - New Staff – Existing Staff



Accounting/Month Close



Scoring



EMPLOYEE COST/DISCUSSION

- Spreadsheet

WHAT'S THE PRIORITY?

- Internal EO Automation – Transfer of ownership, issuing refunds/credits
 - Self-service pedigrees
 - Self-service prefix code litter
 - Self-service Transfer of Ownership/Digital Signatures
 - On-line Breeder listing automation
-
- Interface to TOES
 - Color Mapping
 - Breeder/Club Portal
 - Genetic Data
 - Show Application

DEVELOPMENT & STAFF

\$250,000

4 more staff – fill both vacancies

TICA.ORG



-
- Launch of TFMS is priority
 - Focused on bringing new people to TICA
 - Breeder listings
 - New site designs include features for highlighted content and Calls to Action
 - Search prioritization improvements
 - Migration Content is happening now
 - Design and features will come next
 - Launch date will be coordinated to ensure we have Joomla resources available

THANK YOU!
