



THE COLONIAL PLAYERS, INC.

108 EAST STREET
ANNAPOLIS, MD 21401

MEETING AGENDA

General Membership Meeting - March 10, 2020

1. Convene
2. Approval of Previous Meeting Minutes
 - a. General Membership Meeting - October 1, 2019
3. Approval of Agenda
4. Officers' & Directors' Reports
 - a. President - Shirley Panek
 - b. Vice President - Steve Tobin
 - c. Treasurer - Kaelynn Bedsworth
 - d. Artistic - Beth Terranova
 - e. Education - Alex Brady
 - f. Human Resources - Fran Marchand
 - g. Marketing - Emilie Holmstock
 - h. Operations - Wes Bedsworth
 - i. Production - Tim Brown
5. Election Statements
 - a. President
 - b. Human Resources Director
 - c. Operations Director
 - d. Production Director
6. New Business
 - a. None
7. Open Forum
8. Election Results
9. Adjourn



THE COLONIAL PLAYERS, INC.

108 EAST STREET
ANNAPOLIS, MD 21401

General Membership Meeting Tuesday, Oct 1, 2019 at 7:30 p.m.

Board Members Present: Shirley Panek (President), Steve Tobin (Vice President), Kaelynn Bedsworth (Treasurer), Janice Coffey (Secretary) Beth Terranova (Artistic), Alex Brady (Education), Fran Marchand (Human Resources), Sarah Wade (Marketing), Wes Bedsworth (Operations), Tim Brown (Production)

Board Members Absent: None

Additional Members Present: 15

1. **Meeting Commencement:** The meeting was brought to order at 7:32 p.m. by Shirley Panek.
2. **Approval of Previous Meeting Minutes (Tuesday, March 19, 2019)**
 - a. Following the recommendation of corrections from several members, a motion was made to approve the minutes as amended. The motion was seconded.
 - b. The motion carried unanimously.
3. **Approval of Agenda**
 - a. A motion was made to approve the agenda. The motion was seconded.
 - b. The motion carried unanimously.
4. **Officer's & Director's Reports**
 - a. **President: Shirley Panek**
 - i. Refer to written report within the General Membership packet.
 - ii. President's Donation: Marta Jones from the Anne Arundel County Food Bank accepted a charitable donation check from Colonial Players for \$3000, and explained how the food bank contributes to the well being of the surrounding community.

Board of Directors

President: Shirley Panek

Vice President: Steve Tobin

Secretary: Janice Coffey

Treasurer: Kaelynn Bedsworth

Artistic: Beth Terranova

Education: Alex Brady

Human Resources: Fran Marchand

Marketing: Emilie Holmstock

Operations: Wes Bedsworth

Production: Tim Brown

The Colonial Players, Inc. is a 501 (c)(3), non-profit organization and donations are tax-deductible to the fullest extent of the law. For your records, our tax ID number is 23-7074203.

Colonial Players General Membership Meeting Minutes (cont'd)

- iii. Shirley Panek thanked Wes Bedsworth for the installation of security cameras in the Theater, and noted that they have already proved helpful due to a medical incident with an actor during a recent performance.
- b. Vice President: Steve Tobin**
 - i. Refer to written report within the General Membership packet.
 - ii. 75th Anniversary Celebration: A volunteer subcommittee will be formed to begin preparing for our 75th Anniversary.
- c. Treasurer: Kaelynn Bedsworth**
 - i. Refer to written report within the General Membership packet.
 - ii. Kaelynn Bedsworth noted that we had a financially successful Season 70, and that as a result, we were able to fund several important and urgent capital projects without using savings.
 - iii. Darice Clewell asked if we get bids for special projects. Kaelynn Bedsworth clarified that we do obtain multiple bids for large projects. Wes Bedsworth added that with respect to the Backstage HVAC project, we obtained three bids ranging from approximately \$5,500 up to \$17,000. The Board considered all bids equally and proceeded with a bid for \$6,500.
 - iv. Darice Clewell asked for clarification on what items are funded out of the \$2,000 show budgets. Kaelynn Bedsworth provided clarification.
 - v. Kaelynn Bedsworth confirmed that we acknowledge donors with a written letter, as well as in our production playbill.
- d. Artistic: Beth Terranova**
 - i. Refer to written report within the General Membership packet.
 - ii. Beth Terranova provided an update on the Play Selection Committee's work.
- e. Education: Alex Brady**
 - i. Refer to written report within the General Membership packet.
- f. Human Resources: Fran Marchand**
 - i. Refer to written report within the General Membership packet.
- g. Marketing: Sarah Wade**
 - i. Refer to written report within the General Membership packet.
 - ii. Sarah Wade shared with the membership that she has resigned as Marketing Director and will be working with Shirley to transition marketing duties to her replacement.
 - iii. Theater Reviews: Beth Terranova commented that the Baltimore Sun may be reviewing theater productions again. A discussion ensued regarding both websites and papers that provide reviews.
 - iv. Sarah Wade mentioned that we are in need of a new Webmaster as Wes Bedsworth is stepping down after serving in this role for the last decade.
- h. Operations: Wes Bedsworth**
 - i. Refer to written report within the General Membership packet.

Colonial Players General Membership Meeting Minutes (cont'd)

- ii. Wes Bedsworth thanked the Box Office staff for their exceptional dedication to the organization, demonstrated particularly during the run of *Arsenic and Old Lace* when we had to address a performance cancellation as well as the addition of a make-up performance.
- iii. Wes Bedsworth added that he has fixed the fan that stopped functioning in the handicap bathroom.

i. Production: Tim Brown

- i. Refer to written report within the General Membership packet.
- ii. Tim Brown discussed the role of the new Technical Consultant Team, and how that provides technical support and assistance to each production.
- iii. Firearms: A discussion was held regarding the use of stage firearms in our productions. Tim Brown clarified that going forward, Colonial Players will not maintain any inventory of firearms for a number of reasons. All productions that need to use firearms going forward will be required to rent them from a professional stage firearms company as well as receive training on proper firearm handling and safety.

5. New Business: No new business was discussed.

6. Open Forum

- a. Joan Townshend commented on how successful the Generations One Acts were. It was noted that audiences were particularly large for a special event in the summer. Several members commented on potential ways to market special events like this in the future.
- b. Darice Clewell inquired about Colonial Players Marketing emails. Kaelynn Bedsworth clarified that we typically send several Marketing emails out for each production, including the summer events. Kaelynn noted that there are regulations regarding email solicitation and marketing, and Colonial Players strives to follow those regulations to the best of our ability. To receive emails from Colonial Players, patrons are required to sign up to be on the mailing list which gives us permission to send email marketing materials to them.

7. Meeting Adjournment

- a. A motion was made to adjourn the meeting at 8:32 p.m. The motion was seconded.
- b. The motion carried unanimously.

Respectfully submitted,
Janice Coffey
Secretary



Report to the General Membership

March 10, 2020

President

I want to thank the membership for the opportunity to serve this theater for the past 8 years as a Director - first as Human Resources, and the last 4 years as President. It has been an incredible privilege serving you, and working alongside both past and present Board Members. I will continue to volunteer at Colonial Players, because it is like my home, and I believe in its members, volunteers, and mission. It's hard to believe that I've only been involved with this theater on a regular basis for the past 10 years, but looking forward to volunteering for many more to come, and spreading the word to the surrounding community about this wonderful theater family we have.

Many thanks to the current Board for all their hard work over the past year, and to those who are stepping down. It can sometimes be a tireless and thankless job, but know that the work you have done is important for the theater to continue to grow and continue to be an important part of the arts in Annapolis. This board is passionate and enthusiastic about making Colonial Players the best local community theater I've ever worked with.

Committees:

- **Nominations** - A special thank you to Jeff Mocho, Nominations Chair, and Ernie Morton who continued the work of last year's Nomination Committee reaching out to past members who had expressed interest in serving on the board. This was a lot of hard work, and I appreciate all of you taking the time and diligence to make sure the right people were nominated.
- **Election** - Thanks, also, to Richard Atha-Nicholls, Election Chair. Richard has chaired and co-chaired the election committee for several years, and I appreciate him taking on the role again this year. Keep up the great work!

I also want to thank all of our members and volunteers. I appreciate all you do for the theater - working on shows, in the box office, ushering, and participating in our general member meetings. Without you, we'd be an empty house. Thank you for all your hard work and support over the many years!

Respectfully submitted,

Shirley Panek
President



Report to the Membership
March 10 , 2020
Vice President

Hello again. Lots of things going on and I want to thank once more my fellow board members and all the members of the various committees listed below. Things have picked up in the fall and winter, and I hope to see the momentum continue into the spring. As always, if anyone is interested in serving on ANY of the committees listed below, please contact me at any time.

A brief summary of selected VP committee activities and plans follows:

Memorial Plaque Committee: The Memorial Plaque Committee consists of Lois Evans, Andy McClendon, Edd Miller, Tom Stuckey, Rick Wade, and Steve Tobin. The committee has met and recommended names to the Board for inclusion on the Memorial Plaque. The Board has confirmed the names, which will be announced as soon as families have been notified. The ceremony will be conducted at the end of the season (date TBD). Planning is underway for a meaningful event that will include presentations, storytelling, and other activities. If you are interested in assisting in the planning of this event, please contact me via email. As always, CP members are encouraged to contact me should they have names of other members that they feel may have been overlooked for consideration.

Bequest Committee: The Bequest Committee consists of Terry Averill, Steve Tobin, Dianne Hood, Kaelynn Bedsworth, Tom Stuckey, and Mary Beth Yablonski. The Committee has held preliminary “virtual” discussions to determine the disposition of this season’s CFAAC funds (the amount was provided in late November). Final recommendations will be presented to the board at the March meeting. The Annex Stair Lift project is still ongoing, but there has been difficulty following up with the local retailer. Wes Bedsworth (Operations) and I will re-evaluate possible vendors with the goal of having the lift installed before the end of the season.

Long Range Planning Committee: The Long Range Planning Committee consists of Alex Brady, Darice Clewell, Eric Hufford, Herb Elkin, Tim Brown and Steve Tobin. I am still looking for additional volunteers to support the following LRP subcommittees:

- A. 75th Anniversary LRP Subcommittee (Darice Clewell, chair): This subcommittee kicked-off in the late fall with a large meeting of individuals, including a significant number of members who were on the 50th anniversary committee, who provided a presentation to the other members who were in attendance. Ideas are being sought and follow-up actions are being performed. If anyone is interested in assisting, they should contact Darice.
- B. Board Organization LRP Subcommittee: This subcommittee will review the current board structure and work with the membership to determine if any changes are needed to structure and/or governance. This committee has not met yet - if ANYONE is interested in working on this committee please email me.
- C. Data Analytics LRP Subcommittee (Eric Hufford, chair): This subcommittee will

review the box office and subscriber data we have collected over the last several years to determine if there are useful insights and trends that can be provided to Artistic, Marketing, and other departments (Note: Data will not “leave” the Corporation). If anyone is interested in assisting, they should contact Eric.

- D. Outreach LRP Subcommittee: This subcommittee will work with the Education and Marketing departments to provide input on future approaches and efforts for the Corporation to work with our community. While I have been working with the education committee on several initiatives, this subcommittee has not yet formed. If anyone is interested in being on the subcommittee, or chairing the subcommittee, please contact me.

Real Estate Committee: There have been no real-estate actions to take during this period, but the Committee seeks to be responsive to CP’s evolving needs and welcomes Membership input. If you have an interest in being a member of the Real Estate Committee, please contact Steve Tobin at Steve.Tobin@TheColonialPlayers.org

Respectfully submitted,
Steve Tobin



Report to the Membership

March 10, 2020

Treasurer

1. Though the market continues on its roller coaster, our financial advisors continue to recommend that we stick out the investments for the long term. Portfolios remain on the considerably conservative side with just a dash of the moderate tossed in, so have remained somewhat stable. Annual meetings will be scheduled with the three investment firms between now and June to review our portfolios. The Finance Committee will review the portfolios this year in depth now that most are in their third-to-fifth year of maturity for needed adjustments and other evaluations.
2. **Endow Maryland state tax credits are available** for businesses or individuals who make a donation of at least \$500 (cash or publicly traded securities) to the Colonial Players Roland E. Riley Endowment Fund for the Arts, held by the Community Foundation of Anne Arundel County. Limited tax credits are available, and are first-come, first-served. For more information, or to make a donation, interested parties may visit www.cfaac.org/endow-md.html or contact Taylor Milbradt, Director of Finance & Operations, Community Foundation of Anne Arundel County, taylor@cfaac.org, 410-280-1102.
3. Other Activities completed since October 2019 General Membership meeting:
 - a. Facilitated compilation of Statements of Financial Position for fiscal year ending August 31, 2019 in cooperation with our accountant, Bencivenga & Associates.
 - b. Reviewing the Federal Tax Form 990 for the fiscal year ending August 31, 2019 as prepared by our accountant. Also separately completed and filed Federal Form 1096 and 1099-MISC with the tax authorities and affected recipients.
 - c. Will be filing the annual renewal of charitable organization registration with State of Maryland by May 15, 2020.
4. Attached Documents
 - a. Current budget execution status for 2019-2020 (Fiscal Year 2020), as of February 29, 2020
 - b. Current Status of Investment Funds of Dr. Riley Bequest (all portfolios), as of February 29, 2020

Respectfully submitted,
Kaelynn Bedsworth



Artistic Report to the Membership March 2020

Artistic Team:

Jennifer Cooper (Artistic Team Board Alternate), Ron Giddings, Emilie Holmstock (Marketing Rep), Gwen Morton, Craig Mummey, Jeff Sprague, Sarah Wade, Judi Wobensmith (Artistic/Production Teams Liaison).

Team Chair assignments:

- Play Selection: Ron Giddings
- Director/Play Packages: Beth Terranova
- Sneak Peek: Ron Giddings
- Director Selection: Gwen Morton
- Director Orientation: Beth Terranova
- Reflections: Beth Terranova
- WATCH Representative: Craig Mummey
- Special Projects: Jennifer Cooper

Season 71 Shows

Closed

- *Arsenic and Old Lace* (Joseph Kesselring), directed by Dave Carter; Play Consultant: Jim Gallagher; Producer: Judi Wobensmith.
 - This audience-pleaser apparently also pleased our WATCH adjudicators, as it received 5 WATCH nominations!
- *The White Rose* (Lillian Garrett-Groag), directed by Alex Brady; Assistant Director: Janice Coffey; Play Consultant: Joan Townshend; Producer: Dona Weingarten.
 - Congratulations to Alex, who received critical acclaim from audiences and reviewers for his first main-stage directing effort at Colonial Players.
- *The Best Christmas Pageant Ever* (Barbara Robinson), directed by Erica Miller and Rowena Winkler; Play Consultant: Beth Terranova; Producer: Kaelynn Bedsworth.
 - This funny and heart-warming romp proved to be an extremely popular way to kick off the holiday season! More congratulations to two other first-time main stage directors: Erica and Rowena.
- *The Children* (Lucy Kirkwood), directed by Mary Watko; Play Consultant: Jeff Sprague; Producer: Kaelynn Bedsworth.
 - We welcomed Mary Watko's return to the directing helm, starting the new year off with this timely and thought-provoking drama.

Running:

- *Book of Days* (Lanford Wilson), directed by Shirley Panek; Assistant Director: Janice Coffey; Play Consultant: Scott Nichols; Producer: Judi Wobensmith.
 - *Closing March 14*. One weekend left to catch this intriguing show!

Upcoming:

- *Freaky Friday* (musical) (Bridgett Carpenter; Tom Kitt and Brian Yorkey), directed by Kaitlin Arnold; Music Director: Ron Giddings; Play Consultant: Steve Tobin; Producer: Heather McMunigal.
 - *Opens April 3*. This show is already enjoying brisk sales, so don't procrastinate getting your tickets!
- *The Revolutionists* (Lauren Gunderson), directed by Jennifer Cooper; Play Consultant: Gwen Morton; Producers: Sarah Irving/Judi Wobensmith.
 - Just cast last week, in a year celebrating the passage of women's suffrage, all involved are eager to get going on this homage to "badass" women!

Team Activities:

- Play Selection. The Play Selection Committee met Saturday, December 14, 2019 to determine the following Season 72 Slate. Many thanks to committee members Ron Giddings (chair), Rebecca Downs, Kaitlin Fish, Laura Gayvert, Greg Jones, Gwen Morton, Craig Mummy, Susan Porter, Heather Quinn, and Sarah Wade.

Colonial Players Season 72

<i>Red Herring</i> by Michael Hollinger	September 11—October 3, 2020
<i>Agnes of God</i> by John Pielmeier	October 23—November 14, 2020
<i>A Christmas Carol</i> by Rick Wade and Richard Gessner	December 3—13, 2020
<i>The Curious Incident of the Dog in the Nighttime</i> By Simon Stephens (DPP: Directed by Eric Lund)	January 15—February 6, 2021
<i>Maytag Virgin</i> By Audrey Cefaly	February 26—March 20, 2021
<i>Musical TBA</i> (rights pending)	April 9—May 8, 2021
<i>The Lost Boy</i> By Ronald Paolillo	June 4—26, 2021

- Season 72 Sneak Peek on February 1, 2020 was well-attended and very successful. Thank you to Ron Giddings for organizing another successful event. To date, I have received 10 requests for scripts.
- WATCH. All judges this year were required to take (new or refresher) video training. Newly recorded videos explained new categories and clarified judging criteria for existing categories. Ron Giddings was one of the video presenters – thank you, Ron, for explaining criteria for Directing and Performance!
 - Nominations for the 2019 Season were announced January 19, 2020. 61 plays and 40 musicals were adjudicated in 2019. Colonial Players received 12 nominations (16 people). The WATCH awards ceremony will be Sunday, March 22, 2020.

Nominees:

Nominee	Award	Show	Role
Emilie Zelle Holmstock	Lead Actress - Play	Silent Sky	"Henrietta Leavitt"
Beth Starnes	Hair Design - Play	Silent Sky	
Rebecca Downs	Featured Actress - Musical	A New Brain	"Mimi"
Wes Bedsworth, Nick Besch, Bill Reinhardt	Special Effects	A New Brain	
Richard Atha-Nicholls, Kaelynn Bedsworth	Sound Design - Musical	A New Brain	
John Purnell	Light Design - Musical	A New Brain	
Amy Atha-Nicholls, Richard Atha-Nicholls, Edd Miller	Set Painting - Play	Towards Zero	
Bernadette Arvidson	Lead Actress - Play	Arsenic & Old Lace	"Abby Brewster"
Dann Alagna	Lead Actor - Play	Arsenic & Old Lace	"Mortimer Brewster"
Pam Peach	Hair Design Play & Make-up Design - Play	Arsenic & Old Lace Arsenic & Old Lace	
Shirley Panek Judi Wobensmith	Outstanding Play	Arsenic & Old Lace	Stage Manager Producer

- Maryland One Act Festival, January 18, 2020. CP presented Morey Norkin's original comedy, *Last Laugh*, at Maryland One-Act Festival at Chesapeake College.
 - o Jerry Vess was awarded an Outstanding Performance Award for his role as Jackie James in *Last Laugh*.
 - o The Maryland Community Theater Festival Association awarded us The Donald Shroeder Memorial Award as a Special Dedication in memory of Carol Youmans, for her significant contributions to Community Theater in Maryland.
- Director Selection. Selection chair Gwen Morton has put together a selection committee of 5. Director Selection interviews are planned for March 28—April 5, 2020. As of March 3, we have received eight submissions. (Closing date March 6), and four additional inquiries.

Summer 2020 Activities:

- Summer 2020 CP One Act Festival. Producer: Eric Hufford.
 - o In addition to providing opportunities for new and new-to-us directors, the Festival is intended to encourage folks who are interested in production support by providing mentors as they take on production roles for the festival shows.
 - o As of March 1, we received six director/play package submissions. We will also be meeting to decide on any additional scripts for the festival.
 - o Tentative schedule:
 - ✓ Initial DPP interviews: March 12 & ?
 - ✓ Call for additional directors for non-dpp/original scripts: March 16
 - ✓ Deadline for non-dpp director applications: March 29
 - ✓ All directors decided: April 4
 - ✓ Director/designer round robin: April 18-19
 - ✓ Auditions: End of May/Beginning of June
 - ✓ Performances: July 24-26, July 30-August 2
- Pub Readings. We are looking for someone to coordinate Pub readings for Summer 2020.

Other Artistic News:

- A special Pub Reading of the Virginia Wolfe parody, *Everyone's Fine with Virginia Woolf*, was conducted Sunday, November 24, 2019 at Harry Brown's Capitol View Room. About 25 people attended.
- "Exhibition of the Arts": CP participated in this fundraiser for the Creative and Performing Arts Center of South County on February 16, 2020. We presented two of our Sneak Peek shows (*The Lost Boy* and *Maytag Virgin*). Many thanks to Kaelynn Bedsworth, Laura Gayvert, Richard Miller and Drew Sharpe for taking on the roles in these shows.

Respectfully Submitted,
Beth Terranova
Artistic Director



**Report to the Membership
March 2020
Human Resources**

HR Team

Fran Marchand - Director
Andy McLendon - HR Second
Loretta Lamar - Ushers
Shannon Benil/Mickey Lund - Season Celebration
Tom Stuckey - Opening Night Parties/Special Events
Greg Anderson - Audition Coordinator
Beth Terranova - News and Cues

Parking for Volunteers

A new shuttle (the Annapolis Circulator) is available from the State Parking garage to State Circle. The shuttle stop is located at the corner of Bladen and St. John Streets

Hours of operation:

Monday - Saturday - 7:30am - 11:00pm

Sunday - 8:00am - 8:00pm

Season Celebration

The celebration was a great success. Watch *News and Cues* for next year's celebration.

Upcoming:

Opening Night Party - Freaky Friday

Thanks to all my team leads and their volunteers for a job well done.

Respectfully Submitted

Fran Marchand

HR Director



Report to the General Membership

March 10, 2020

Marketing

I want to take a moment to say Thank You to everyone who has been incredibly welcoming and supportive of me while I navigate this new position as Marketing Director. I hope that I can implement changes that will propel our organization forward, and that cannot be done without the input of our volunteers. A special Thank You must be extended to Wes and Kaelynn Bedsworth for advising me through this transition and for continuing to play integral roles in our marketing strategy. Though I do not yet have six months of updates to provide to you all, please see below for some of the projects Marketing has been working on in the last couple of months.

Website Redesign: We are exploring options for the redesign of our Website, with a focus on making the website more user friendly, specifically in regards to an easy to use mobile interface. Jason Vaughan and Colleen Isaiah are leading this subcommittee effort, and will report back as their research progresses.

Social Media Efforts: Though feedback indicates that 'word of mouth' remains our primary method of promotion we continue capitalize on the Social Media market and capitalize on easy sharing across multiple platforms. Visibility for events goes up significantly when a member (cast, or otherwise) shares a post. This also allows us to hit multiple demographics. Email blasts have also been a fantastic way to get information out to our subscribers on upcoming events, auditions, and promotions! We were able to utilize our Social Media for a marketing promotion during *The Children* that led to an additional 40 tickets sold for closing weekend. The Marketing team has been hitting between 25-30 posts per show. Kaelynn has continued to run our FB post scheduling, and is patiently teaching me the email blasts.

Ads: We continue to take out Ads in multiple print and online sources. Timothy Sayles has continued to take charge of being our "ad liaison" and his work has not gone unnoticed. With Bay Weekly having been acquired by a new parent newspaper, we will be meeting with our new ad representative to see what their future contracts will look like for us (they are allowing us to finish our original contract without renegotiation.)

In addition to traditional print sources, we have also begun looking into taking out ads in the programs of fellow theaters within the general area, and look forward to providing future updates on that effort.

Standardization: Marketing is also working on creating a form that aids in answering questions for directors and producers regarding the timeline of posts, cast announcements, graphics design, etc; in hopes of making the process easier and more transparent. A standard form is also being created for our actors, production, and creative teams to fill out that answers a few questions and provides their social media links so that we can more easily create Meet the Cast posts or do features on our volunteers. The first version form is being Beta tested with *Book of Days*. My hope is to have a standard format for the start of Season 72.

Additional Promotions: Marketing is attempting to look for creative ways to promote upcoming shows. For next year we are looking to print smaller business card sized promos to hand out. This idea was brought to our attention by Darice Clewell, who took the initiative and provided a version for her show, and was well received

by the cast of *Book of Days*. Discussions of having a QR code on the back of the card to link to our ticketing site have been discussed. We also intend to have graphics separate from the Marquee and show designs that can be used to promote the season in its totality ahead of the specific detailed graphics worked on with the Directors. Amy Atha-Nicholls has taken on this effort, and we thank her for her willingness to help! Thank you to Jim Gallagher for continuing to lend his designs to our marquees, and special events!

Tailored promotions and special events are in discussion for the last two shows of the season, though no specific details have yet been finalized.

Above All Else I want to reiterate my thanks to the membership, and board, during this transitional time. I don't yet fully have marketing under my feet, and I could not do it without the support of all of you. Though I mentioned some names earlier in the report, I would be remiss if I did not mention and highlight the often invisible efforts of those who have been serving marketing efforts for some time now. Thank you again to Kaelynn Bedsworth, Wes Bedsworth, Beth Terranova, Constance Robinson, Darice Clewell, Timothy Sayles, Amy Atha-Nicholls, Richard Atha-Nicholls, Colleen Isaiah, Jason Vaughan and all of our other volunteers.

Respectfully submitted,

Emilie Holmstock
Marketing Director



Operations Director Report to the Membership March 10, 2020

In my report below, there are names that *jump out* at you in bolded italic print. These are folks who have in some way assisted the behind-the-scenes operation of The Players in the past six months. Please take the time to thank them when you have the opportunity. Without their efforts, I simply would not be successful as your Operations Director and more notably, we would not be successful as an organization. I am truly thankful for the many volunteers who help to keep things running at CP! A sincere thanks for doing what you do *For The Love Of It!*

Box Office

- As you'll notice, my report this time is focused largely on the Box Office as I've been working extensively with those volunteers over the past few months to improve Box Office procedures as well as make improvements to our patron experience. We've made a lot of strides in Box Office improvements recently, and I'm thankful for the exceptional team we have!
- **Box Office Manager:** As I mentioned at the last meeting, *Lynda Cunningham* has taken some time away from the Box Office due to illness. I'm happy to report that Lynda is doing much better, though, so we wish her continued improvement and will welcome her back to the Box Office if and when she is able to rejoin us. Thanks to *Jeanie Mincher*, *Cindy Dawson*, and *June Fordham* for personally tending to Lynda, helping her get to and from various appointments, and continually going to visit her in addition to bringing her to CP for several events. I know this has meant a lot to Lynda, and I'm personally very grateful for the care these ladies have shown for one of their fellow volunteers during a challenging time.
- *June Fordham* stepped into the position of Box Office Manager, at least temporarily, in Lynda's absence. She did a great job keeping things moving and organized at the beginning of our season this year. While she is away in Arizona for the winter months, she has remained engaged with the happenings in the office, and still manages our volunteer schedule from afar. She will also be returning in time to handle the subscription campaign in the spring.
- **Complimentary Tickets:** Our very own *Kaitlin Arnold* (George caught a Fish since the last meeting!) continues to manage our cast and staff complimentary ticket program for us. This is an intense responsibility, and she makes it look easy. Thanks to Kaitlin for her continued efforts! She is a huge part of what makes the revamped membership model possible, and I'm very grateful for her dedicated and cheerful support!

- **Box Office Staff:** Thank you to our regular Box Office volunteers who staff the office during each of our performances. They are the face of our organization to many of our patrons, and perform a very important and sometimes challenging role! Please extend your thanks to these folks when you see them! Current volunteers include: *Barbara Ahr, Kevin Brennan, Kris Brown, Jane Chambers, Cindy Dawson, June Fordham, Jeanie Mincher, Glenn Singer, Sarah Wade, and Ted Yablonski.*
 - While Cindy is currently taking some time away from CP due to a family concern, we are anxious for her to return when she is able to do so. We wish her well during her time away.
 - I would like to take this opportunity to welcome several of our newest team members and a few more who are soon joining us:
 - *Kevin Brennan* came on board a few months ago, and came with existing Showare knowledge. Kevin dove right in and has been exceptionally supportive of the team.
 - *Kris Brown* and *Glen Singer* began training in a support role during *The Children* and have come in to help the primary Box Office person for a number of performances to date.
 - *Sarah Wade* began training during *Book of Days*, and is working toward becoming fully trained to work the office on her own (or with the support of a second person).
 - *Shirley Panek* and *Jeff Mocho* plan on joining our team once *Book of Days* closes, and Shirley has already attended our first all-staff meeting earlier this year in January.
- **Additional Volunteers Still Needed:** We continue to be in need of additional new faces in the Box Office to help staff during shows so that our existing volunteers do not become overburdened. We are trying to build the team up so that we have two people working most shows. If you or someone you know are interested in getting involved in the Box Office, please let me know. This remains an urgent need for a very important function at the Players, and speaking from personal experience, it's a fun thing to do as you get to interact with a lot of our patrons on a personal level.
- **Box Office Email Team:** In Lynda's absence, we've found ourselves with the need to have multiple volunteers manage incoming emails from patrons. In December, we formed a Box Office Email Team to spread this duty among several staff members, currently *Barbara Ahr, Kevin Brennan, Jeanie Mincher*, with me as backup and support for the team. To manage patron email requests effectively, we've adopted a service called Hiver which allows our email team to easily collaborate with each other electronically from home, provide consistently worded and formatted emails to patrons for common requests, easily ask for guidance when needed, and avoid missed messages. Additionally, the system now automatically replies to patrons letting them know their message has been received, and the timeframe to expect for a response. This service has been extremely effective in helping the team keep organized and on top of the many requests that come in daily. These guys have been rockstars, and I want to

express my thanks to them for taking this task on and knocking it out of the park every day of the week.

- **Showare Meeting:** [Kaelynn Bedsworth](#) and I had a three-hour meeting with our local Showare representative in February to go over new system features as well as ways to clean up our existing setup and make things more user friendly for staff. I subsequently met with our rep again last week to discuss follow up questions. We are planning a third meeting for late March / early April to step through the process of setting up next season to ensure we're taking advantage of best practices.
- **Box Office Improvements:** Over the past few months, we have collectively been working on a number of both major and minor improvements to the Box Office to help make things more efficient, user friendly, and easier to teach to new volunteers as well as enhance the patron experience in many cases. The goal with improvements that are patron-focused is to make the experience easier and more appealing to a younger audience who like to handle things online, while still maintaining the consistent traditional experience that our more senior patrons enjoy. These initiatives include:
 - **Price Code Enhancements:** To simplify entry of orders in the system, we've been working to reduce the number of ticket pricing codes in the system as well as logically group them to make them easy to find for the staff.
 - **Split Payments:** We had Showare enable a new feature called Split Payments recently, which allows us to take more than one payment format for a single order. This request occurs more than occasionally, so it's helpful to be able to accommodate it when it comes up.
 - **Exchange Processing:** Previously, each ticket exchange processed as a new order in our system. With some recent changes, exchanges are now processed on the same order simplifying the interface for our volunteers and making it easier and faster to help patrons with these requests.
 - **Gift Certificates and Donation Receipts:** Both of these forms have been redesigned with a more modern and fresh look in coordination with Marketing Director [Emilie Holmstock](#). Additionally, Gift Certificates now include detailed instructions on the back to help patrons understand how to redeem them.
 - **Ticket Envelopes:** Envelopes have also been refreshed in the same style as the Gift Certificates and Donation Receipts, making the ticket presentation to our patrons look nicer.
 - **Ticket Redesign:** The standard tickets printed in the Box Office have been redesigned to include more relevant information on the ticket stub, and to better display our theater's logo in a larger and more readable format. The goal was to make our printed tickets look more professional and improve branding.
 - **Ticket Header Card:** Each ticket order prints with a header card that has the patron's name on it, which gets stapled to the ticket envelope. Previously, there were several variations of this card that sometimes included credit card information or an address, and they were very inconsistent making Will Call difficult. I worked with Showare and redesigned this card to be consistent for every order, have the patron's name consistently formatted, and include contact

information and order information to help our volunteers. This change made Will Call sorting significantly easier.

- **New Ticket Delivery Option:** Mobile Delivery is now available for new orders. This allows a ticket to be delivered to a patron's email in a format specifically designed for displaying on a smartphone screen that can be scanned at the door for entry. This caters to a younger generation who prefer electronic ticketing over traditional ticketing.
- **Qualified Group Holds:** We can now set up a hold for a block of seats and provide a unique link with password for people associated with the group to login to the website and purchase their tickets individually. This makes it easier for accommodating group ticket requests for smaller groups. This was successfully tried with a group of Naval Academy Midshipmen.
- **Accounts Receivable:** We can now set up accounts receivable orders in our ticketing system allowing us to sell a large block of tickets to a group by taking a deposit on the block, then collecting the balance separately. It also allows for invoicing for those orders. We plan on trying this for the first time with a group of 65 choir members coming to see *Freaky Friday* from Pennsylvania.
- **Reviewer/Judge Comp Ticket Tracking:** All complimentary tickets for reviewers and judges are now tracked under the organization with which the representative is associated. This allows us to better keep track of how many comp tickets are being issued to each organization over time.
- **Patron Reminder Emails:** As many of you may have noticed, we have started sending automated emails from the Box Office the day before a patron's performance to remind them that they have tickets, and remind them of general parking information, seating policies, and ticketing policies. These emails have been well received by our patrons, and quite a number have commented on the fact that they are helpful.
- **Box Office Policy Revision:** I have been reviewing the various Box Office policies documented in the Resolutions, Box Office Manual, website, patron handout, season brochure, response emails, and elsewhere to develop a complete set of policies in a single location in easier to understand language. Once this is complete, policy citations will be updated across the board for consistency with this master document. Note: the intent isn't to change policies in place, but to better document them in unambiguous language.
- **Box Office Manual:** *June Fordham* and I are beginning to work on an update to the Box Office Manual to document procedures in the office for reference by the staff, and for use during training of new volunteers. We will additionally be working to include information on how to accomplish infrequent tasks like setting up a new season and processing subscription orders.

- **Future Improvements:**
 - **Ticket Site Seat Map:** Next season we will be introducing a new seating map on our ticketing website, allowing both patrons and Box Office staff to see seating availability for the entire theater and all at once. The new map is easier to use and understand and will be more representative of our performance space and seating arrangement.
 - **FlexTicket Online Redemption:** [Kaelynn Bedsworth](#) and I are working on determining whether we may be able to make FlexTickets available for online redemption, i.e., patrons can login to the ticketing site on their own and book seats with their FlexTicket without contacting the Box Office. We believe this is feasible but are still testing it out on our development ticketing site. If we can make it work correctly, it will certainly be a selling point for younger patrons who may be interested in FlexTickets.
 - **BOGO Half Off Online Availability:** We are also working to make the opening weekend buy-one-get-one-half-off special available online for patrons so that it can be booked without calling the Box Office. As with FlexTicket online redemption, we are still testing this on our development site to ensure we can roll it out successfully.
- **Ticket Scanning:**
 - Our ticketing provider made us aware that the scanned ticket entry feature of the system was now available at no additional cost. We began experimenting with this feature during *The Children* for a few performances and determined that this would be a helpful improvement to both the Box Office, the usher team, and future teams looking at ticketing and attendance history. Ticket scanning provides the following benefits:
 - Automatically tallies the number of patrons admitted to each performance in the ticketing system, where the information is retained electronically and indefinitely for future research by committees as necessary.
 - Eliminates the need for an usher to manually read each ticket face, tear off the stub, and later count the stubs.
 - Speeds admittance into the theater once the usher is trained and comfortable with how the scanner works (it's easy!).
 - Allows for an occupied seat report to be printed from the Box Office showing which seats are open for standby and/or latecomer seating.
 - Allows for easy acceptance of Print@Home tickets, which have become very popular, as well as mobile tickets displayed on a smartphone.
 - Prevents patrons with cancelled tickets (typically resulting from an exchange) from being granted entry into the theater, leading to two patrons with the same seat. The issue can be directed to the Box Office for resolution more easily.
 - Prevents patrons from being granted entry to the incorrect performance, thus avoiding the situation where two patrons have the same seat. Patrons can be directed to the Box Office for assistance.

- In preparation for going to 100% scanned ticket entry next season, we have begun more extensively training the ushers on how it will work and allowing them to give it a try during *Book of Days*. I've been on hand for most performances to train the ushers on scanner use and stand with the ticket taker to assist with any questions or issues.
- Feedback from the ushers has been positive, and the patron reaction has been general excitement. We've received an enormous number of positive comments from patrons on how neat it was that we were moving to ticket scanning. Some patrons have been so excited about it that they want to scan their own ticket.
- **Box Office Staff Complimentary Tickets:** As a thank you to our incredible Box Office staff, the Board approved a new comp ticket policy for Box Office volunteers. Any staff member who works in the Box Office at least three times during a performance is eligible for two comp tickets to attend that performance.

Safety

- **In-House Safety Inspections:** Regular safety checks at both of our facilities continue to be performed by [Ernie Morton](#) and [Heather Quinn](#). They provide feedback to me on items that need attention. Thanks to both of them for their assistance in this area! Their efforts go a long way in making sure routine safety items do not go overlooked.

Information Technology

- **Annex Network Upgrade:** A complete overhaul of the network at the Annex was completed at the end of last year. A significant expansion of capability and reliability was installed. All newly-installed cabling is Category 6 (Cat6) rated cable, and is run in conduit everywhere it's exposed (i.e., areas where it's not in a wall or drop ceiling). All wires were tested for continuity and proper connections following install. Thanks to [David Cooper](#), [Jeff Mocho](#), and [Steve Tobin](#) for helping me with the large cable pulls and other parts of the installation.
- **Online Calendars:**
 - I worked with [Loretta Lamar](#) to set up an online calendar for the usher schedule on our website. This calendar simplifies her task in setting up the schedule, and makes the calendar easily accessible to anyone who needs the information (ushers, stage managers, board members, etc.). Thanks to Loretta for working through this with me.
 - Similarly, I have set up an online calendar for the Box Office staff schedule.

Security

- **Access Control (Key Fob) System Upgrade:**
 - The access control system upgrade has been completed at both of our facilities and has been working well. The system is substantially easier to administer than

the previous system with a modern web-based interface instead of a proprietary piece of software.

- New swipe access was installed on the E3 Alley door of the theater to allow for reentry through that door when trash is taken out to the alley.
- New swipe access was also installed on the storage closet at the Annex where we store various equipment when not in use.

Heating & Air Conditioning

- **HVAC System Maintenance:** Our previous HVAC technician with OneHour took a job with a new company. I requested one of their other staff that he recommended and met with the new tech to get all of our units serviced. He was very experienced, helpful, and did a great job on our systems. I've asked that he handle all future service calls.
- **Theater HVAC Disconnect:** Following the maintenance visit, we replaced the main disconnect for the rooftop HVAC unit. The old disconnect had aged to the point that it was not making adequate contact when engaged, and was overheating the feeder cables. Thanks to [Jeff Mocho](#) for assisting with this replacement... in the rain, no less!

General Facilities

- **Supplies:** [Darice Clewell](#) has been handling supply runs for the theater and the annex the past few months, taking over for [Jim Robinson](#). Thanks to Darice for taking the torch from Jim on this important task.
- **Theater Roof Leak:** I believe we've finally resolved the leaking roof at the theater. Toward the end of last year, our roofer came out and replaced shingle material on a substantial portion of the roof around the area that was leaking. Since that time, we haven't noted any water intrusion into the performance space which has been a huge relief. Thanks for everyone's patience as I chased this issue repeatedly over the last year or two trying to get it solved.
- **Theater Bar Faucet:** [Jeanie Mincher](#) notified me that the faucet at the bar had come apart recently. Unfortunately, it was not repairable. The faucet was quickly replaced.
- **Theater Women's Restroom Faucet:** The hot valve on the women's restroom faucet failed late last year. A replacement faucet was located after through Home Depot online after some research. The faucet has been replaced, as has the one in the Men's restroom preventatively.
- **Drinking Water Filters:** Water filters on both dispensers at the theater have been replaced and relabeled with the next replacement date.
- **Lock Rekeying:** All interior doors at both facilities have been rekeyed with a master key, reducing the number of physical keys that need to be maintained (around 15 previously). Additionally, this makes it easier on the Fire Department if they ever have to enter our building unescorted using the KnoxBox keys as there are now only two keys for them to use (exterior and interior). I met with the Fire Department to have the keys in our KnoxBox swapped out, and they were very appreciative that we had taken the initiative to take care of simplifying the building keying.

- **Doorknob Replacement:** Doorknobs at the Annex have been replaced with ADA-accessible lever handles with functioning latches.
- **BGE Utility Rate Review:** Upon review of our utility rates for gas and electric, we found that we could save money by switching electricity providers. This has been completed, and we are now playing lower rates for electric, and have locked in a low rate with our previous provider for gas for an additional few years.

If any of what you read about above interests you and you'd like to get involved with the Operations Team, please let me know! New team members are always welcome and any help is certainly appreciated!

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Wes Bedsworth', followed by a long horizontal line extending to the right.

Wes Bedsworth
Operations Director



Report to the Membership

2020-03-10

Production

Team Members:

Asst Prod Dir	Ernie Morton	Sound	Richard Atha-Nicholls
Costumes	Fran Marchand	Stage Mgmt	Andy McLendon
Lights	John Purnell	Technical Dir	Wes Bedsworth
Properties	Connie Robinson	Artistic Liaison	Judi Wobensmith
Set Construction	Ted Yablonski	At Large	Heather Quinn
Set Design	Edd Miller		

Activities

- **Backstage Open House:** On February 01, in conjunction with the Season 72 Sneak Peak, the Production Team hosted a Backstage Open House open to the public. By all measures, it appeared to be quite successful. Between 35 and 40 stayed for the Open House and 10 submitted volunteer forms.
- **Production Manual:** Review and update of Production Manual continues with the help of Shirley Panek, Beth Terranova, and Wes Bedsworth.
- **Articles About Production:** Several short articles about the production aspects of our shows were included in our programs to help educate our audience. This will continue as program space permits.
- **Technical Consultant Team:** As noted at the last General Membership Meeting, we developed a Technical Consultant Team that ensures each production receives adequate technical support from the design stage through to performances. An on-call backup consultant is now available for every single performance to support our Technicians should any issues arise on a show night. A log now is populated after each performance by the technician that captures any technical issues as well as their respective solutions. Additionally, technical consultants use the log to document hardware changes, troubleshooting efforts, and other relevant Tech Booth information. This continues to be very effective for keeping the technical aspects of our shows running smoothly.
- **Costumes:** Fran and her team are continuing a long-term effort to purge unnecessary items from the Costume loft and to improve its organization. To help cut down unnecessary donations, please photograph items first and send a note to Fran before just dropping things off at the Annex.
- **Properties:** Connie and her team also are continuing an effort to purge unnecessary items from the Prop Room and improve its organization. As with Costumes, to help cut down unnecessary donations, please photograph items first and send a note to Connie before just dropping things off at the Annex.
- **Lights:** At the last Membership meeting, we noted that after 11 years, we replaced our ETC Element lighting console. ETC effectively “sunsetted” this console and no longer offers updates or patches to the software. We are happy to report that the new console has been working well and provides expanded capability as we continue to enhance our lighting instrument inventory with LED instruments. It also is easier to program and control existing and new equipment, especially the moving lights. This console is the same one in use at Annapolis Summer Garden Theatre, which ensures consistency between the two organizations and makes it easier for several of our designers who work at both organizations to float back and forth without having to re-learn a different console.

Future Plans

- **Workshops:** The Production Team is planning on hosting a number of short workshops throughout the coming year to help keep prospective volunteers engaged as well as to share the latest design thinking and techniques.
- **Backstage Volunteer Event:** The Production Team is planning on hosting a gathering of Directors selected for next season and all people interested in supporting next season in any backstage capacity. While details are still being developed, the general idea will be to have the Directors or their representative present their vision for their show followed by activities that encourage a cross flow of ideas and enable people to express interest in working on specific shows.
- **Costume Loft:** New closet rods made of steel are planned to address the issue of the current wooden rods sagging under the weight they are carrying. (Continued from the last report.)
- **Shop Closet Re-organization:** The hardware closet in the theater shop will be reorganized to make it easier to locate needed small parts and hardware. This should speed set related work during Tech Week and reduce the purchasing of duplicate items. (Continued from the last report.)

Thanks to all the Production Team members – they've been super!

Respectfully submitted,

Tim Brown
Production Director

ELECTION STATEMENTS

March 2020

STEVE TOBIN

Candidate for President

The Colonial Players, 2020-2022

Friends and colleagues....

This is supposed to be a statement of qualifications, and I will certainly describe my experience and skills in the paragraphs to come, but I feel I should also explain why I want to be President and what I hope to accomplish in the role. This is an important time in the history of The Colonial Players; I am grateful for the support the membership has given me as Vice President, and I hope to once again earn that support as President.

My affiliation with CP began in 1989, when I was chosen to direct "Catch Me if You Can" (a borscht-belt comedy – not the musical). I was living in Bethesda at the time and the commute was difficult, but I vividly remember being struck by the dedication, artistry, and dogged determination of everyone involved. Though in years afterwards I worked as an actor/director mainly in Washington and Virginia Theaters (Little Theater of Alexandria, Adventure Theater, and The Source Theater, to name a few), I always remembered the band of amazing, wonderfully crazy, talented people that simply refused to put on anything less than a stellar production in the round on East St. After moving back to Annapolis, and reaching a point in my career and family life where I could take on new challenges, I happily found The Players again (with a little help and prodding) to take on The Liar. I have been involved with a renewed passion that has only grown ever since. As a CP member, I have worked on various productions in various capacities, but I have always tried to be there as an extra set of hands for helping out on the many other jobs that are needed to keep the organization functioning. Whether it was helping the Operations Team build the "Great Wall of Chairs" and replacing all of the non-theatrical lighting with efficient LED fixtures, assisting the Box Office with "traffic control" at the ACC Ticket Sale Day, or helping with this year's Audition Workshop – I firmly believe that people showing up and doing the work is what makes this organization the wonderful institution it is.

As Board Vice President for the last three years, I have sought to expand the outreach activities and public awareness of The Colonial Players in our community, while at the same time protecting its legacy for future generations. Instead of trying to list all of the activities I have been involved with as VP and member of the Board of Directors, I would like to relate just a few of the things that have significance to me. On the outreach side of things (and working with the Education Directors), I am very proud of the increased involvement we have had with local public high schools, AACC, and St Johns College – where, for example, I held directing workshops with St Johns students and classical acting workshops with Broadneck and Annapolis high school students. These activities will hopefully serve to involve more young people and their families in CP and create long-lasting ties to the organization. On a more somber, but equally important note, I collaborated with several members to restart the Memorial Plaque Committee's work in honoring our most valuable members who have passed. We held a moving ceremony to remember 10 of our friends and loved ones two years ago, and are planning our next memorial event to occur after the close of the season. As a final example, the Long Range Planning committee has initiated preliminary planning for CP's 75th anniversary celebration. A team led by Darice Clewell and comprised of both long-time and more recent members is already beginning the early planning to make it a year of memorable events, activities, and celebrations.

While there are many things that I would like to accomplish, if elected President of the Board, I would like to discuss just three key priorities. These are:

- Continuing to broaden the outreach to the Annapolis Community – both by providing services in the form of presenting our own excellent productions, learning opportunities, and theater arts development projects; and through the mutual support of the artistic organizations in Annapolis and Anne Arundel County.
- Improving the physical infrastructure of the Theater and the Annex. Our Operations Team has done an amazing job of upgrading our theater's technical capability, and they have done “yeoman's work” patching our roof leaks, taking care of the HVAC and plumbing issues, and dealing with aging infrastructure. However, the time is rapidly coming where we will need to consider major renovations: New flooring in the theater and the annex, new seating and new carpeting in the theater, updated plumbing and potential updates to the 2nd floor bathrooms in the theater and the bathrooms in the Annex. All of these improvements will need to be planned and managed in the coming years.
- Making sure that our 75th anniversary celebration is something that our membership and the entire Annapolis Community can participate in and enjoy, and that the excellence that CP has provided to the community for all of these years is recognized - so that 75 years in the future, CP will still be a vibrant and loved organization.

The role of President at CP has responsibilities beyond those specifically listed in the by-laws and resolutions. One of the most important of these is to create an environment where the Board as whole can function smoothly, efficiently, and effectively – and with the utmost respect for each other and for the organization and membership we represent. I have been grateful to work on the Board where Shirley Panek has been able to do just that, and I hope to be able to continue that spirit of cooperation, collaboration and common purpose going forward. Each Board member has significant responsibilities, and respect for, as well support of, their work is another key aspect of the President's role.

I want to close by saying it has been a privilege to work on the board these last three years with some amazing and gifted colleagues – and to work FOR such a wonderful membership who love what they do as an organization. When there is such joy, such a sense of family, and such commitment to artistic excellence, CP's future is brighter than the LEDs in the light grid.

WES BEDSWORTH

Candidate for Operations Director

The Colonial Players, 2020-2022

My involvement with The Colonial Players began in early 2007 when my late friend and former coworker, Bob Smith, introduced me to Edd Miller who was directing *Moon Over Buffalo*. I assisted with sound for that production and also served as one of the sound technicians. Edd recalls meeting me as “the guy under the tech booth desk trying to untangle all of the wires.” Later that fall, Joan Townshend approached me about my willingness to run for the newly created Operations Director position the following spring. After some initial hesitation, I agreed to run and have not looked back. Jeanie Christie gleefully handed her keys off to me following the election, leaving me wondering what I had gotten myself into. Since then, I've dedicated much of my free time to my “second job” (as I call it) at The Players, and also managed to pull a former college friend deep into the fray who has since become my wife. We may not have met at CP, but I have our supportive CP family to thank for the fact that we fell in love.

I'd like to take the opportunity to thank the Membership for the faith and trust you've placed in me as your Operations Director. I'm truly driven by the many technical and engineering challenges that this position provides every day, and I enjoy all of the relationships I've built as a result of this position with our Members and Patrons, but also with various vendors, officials, and neighboring businesses on behalf of CP. It's an honor to represent CP in this way within the community, and to support the organization in the way you, the Members, have allowed me.

As Operations Director, I've focused on numerous initiatives including:

- Developing a team of Members to aid in behind the scenes operational needs
- Updating our facilities to incorporate new technology and automation
- Planning and supervising multiple capital equipment replacements
- Increasing building security and safety to protect our Members and Patrons
- Renovating aging areas of both of our facilities
- Maintaining our physical plant equipment in good repair
- Facilitating and completing required inspections
- Implementing new IT technology to simplify day-to-day tasks for our long-standing Volunteers and hardworking Board Members
- Improving Box Office processes to enhance our Patron and Volunteer experience
- Gathering and maintaining documentation on our facilities and equipment
- Continually seeking ways to make our operation more efficient, thereby removing obstacles that impede our Members from fulfilling our mission

If re-elected, I have a number of goals on which I plan to collaborate with my team and other interested Members to pursue on behalf of the entire Membership:

- Support the Membership and Board in ensuring that our stated mission and long-standing corporate identity remains central to all we do under the name of Colonial Players
- Expand Membership involvement on the Operations Team, and further develop and train a team of knowledgeable Members that can aid in supporting our operation
- Expand our dedicated Box Office team to include additional Members, ensuring continuity of operations in this critical area of our organization
- Further mature Box Office processes and incorporate newly-added features of our ticketing system into our operation, as well as improve communication paths and flow between our Box Office team and our Patrons
- Continue to be responsive to emergent operational issues and the ever-evolving needs of the organization to enable us to maintain our status as one of the premier community theatre venues in the surrounding area
- Investigate and work with interested Members to plan for replacement of our stage floor as well as refurbishment or replacement of our Patron seating
- Investigate options for renovating the upstairs restrooms, Green Room, and upstairs dressing room
- Continue documentation of our assets, systems, and processes

I have been fortunate to have a supportive team of long-time Players who all help me look after critical items to the point that I don't even have to think about many of them. I have also been fortunate to enjoy the support of a dedicated Membership, many of whom I have been able to call on a moment's notice for assistance with a project. It's an honor to work with so many people who get involved not to earn a paycheck, but simply *For The Love Of It*.

TIM BROWN

Candidate for Production Director

The Colonial Players, 2020-2022

I have been a season subscriber since about 1977 and long ago decided Colonial Players was my favorite theater. After retiring five years ago, I began to actively volunteer - first as an usher and then in various backstage roles, beginning in the tech booth. About three years ago, I took over as Production Director from Jeannie Christie when she moved out of the area and two years ago was elected Production Director for the first time. In addition to continuing to volunteer in various backstage roles, I've also had the opportunity to be involved in solving different problems on a number of shows. In the process, I've met a lot of wonderful people and had a lot of fun. My focus remains organizational and backstage. I don't see myself as an actor or designer, but I'd still like to help CP continue to put on the high quality shows we've all become accustomed to. To that end, over the coming term, I'd like to work with the HR Director to expand the involvement of the many people who've expressed interest in volunteering, work with designers and the Operations Director to improve the flexibility and capabilities of the theater space, and work with the Education Director to implement some workshops and mentoring programs to increase the number of designers, technicians, and other backstage support staff.

Thanks for your consideration.