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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
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

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<tr>
<th>Month</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Sep-20</td>
<td>25,802.50</td>
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<tr>
<td>Oct-20</td>
<td>38,822.50</td>
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<tr>
<td>Nov-20</td>
<td>41,475.00</td>
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<tr>
<td>Dec-20</td>
<td>32,455.00</td>
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<td>17,380.00</td>
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<tr>
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<td>25,205.00</td>
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<td>Mar-21</td>
<td>21,700.00</td>
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<td>Apr-21</td>
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<td>May-21</td>
<td>41,367.50</td>
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<td>87,037.50</td>
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<td>Jul-21</td>
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<td>Aug-21</td>
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<td>Sep-21</td>
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<td>Oct-21</td>
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<tr>
<td>Development Cost</td>
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<td>Web Project</td>
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<td><strong>Total</strong></td>
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**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

Client Growth Year over Year

View Report (Client Growth Year over Year)
BACKLOG BEFORE TFMS

Registration

Accounting

Scoring

Memberships/catteries/breeder listings

Temp
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
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<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Rush Cases</td>
<td>2,403</td>
<td>33%</td>
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<tr>
<td>Normal</td>
<td>4,861</td>
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<tr>
<td><strong>Total</strong></td>
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<td><strong>100%</strong></td>
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<tr>
<td>Average Case per day</td>
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<td>Avg Closed by 1 Staff</td>
<td>9</td>
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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!