

Seattle Symphony Volunteers

2017-2018 Annual Report

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SEATTLE SYMPHONY VOLUNTEERS 2017-2018 ANNUAL REPORT

FROM THE VOLUNTEER PRESIDENT

This Annual Report highlights the key accomplishments of the Seattle Symphony Volunteers during the 2017-2018 Season. These accomplishments are the result of the exemplary service of the volunteers based upon the continuing support received from the entire Seattle Symphony Family.

This season, the volunteers contributed over 10,260 hours of service to the Symphony, which translates to an incredible \$297,437, which continues to increase each year as more volunteers are making a difference to the Symphony and to the community-based programs sponsored by the Symphony Family. In addition, \$5,000 was contributed by the Volunteers as a matching grant for GiveBig, which helped the Symphony secure an additional \$5,000 in support. We are pleased to make these vitally important contributions to the Seattle Symphony!

Also noteworthy, was the introduction this year of two new programs for volunteers to support. First, this season volunteers began working at the Reception Desk for the Administrative Staff, welcoming guests and processing mail daily. Second, Surprise & Delight, spearheaded by the Marketing Department is designed to welcome new subscribers to the Symphony. Upon entering Benaroya Hall new subscribers are invited to visit the Welcome Desk where a volunteer graciously thanks the patron for being a first time subscriber and then presents the patron with a complimentary drink voucher. As its name implies, the response of each patron is simply delightful and it is a program that truly connects the patron and the volunteer to the Symphony Family!

And finally, in addition to our collective time and talents that support the Symphony each year, the Volunteers have a long history of financial support. At the conclusion of this report on pages 13 – 14, we have documented three decades of financial gifts from the Seattle Symphony Volunteers as well as gifts from the Seattle Symphony Volunteers Endowment, which focuses on supporting needs of the orchestra. I hope you will take great pride in our support of our beloved Symphony!

Thank you for everything you do, and the way you do it!

Bonnie Peterson

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SSV MEMBERSHIP (Dick Mori - Committee Coordinator)

For the 2017-2018 Seattle Symphony season we received 107 new volunteer applicants, of which 72 became members, bringing our total membership count to 342. This compares to 352 members at the end of the 2016-17 season, and 330 at the end of the 2015-16 season.

Each new applicant is invited to meet with a member of the SSV Membership Committee to discuss the various volunteer activities, and to see how they match with their interests, before signing-up as a member, paying their membership dues and authorizing the Seattle Symphony's HR department to run a background check.

Over 10,260 hours of volunteer work were booked during the 2017-2018 season, with the Volunteer ushers accounted for approximately half of the hours worked, followed by the volunteer office support, education programs, artist aids, Symphonica and other volunteer activities. 78% of volunteers are female, with 86% in the 60/70 age range. 80% of have been volunteers for less than 6 years, driven mainly by the usher program, which began with the 2012-13 Season.

As we look toward the upcoming 2018-2019 Symphony season, please join me in welcoming Lynn Morgan as our new Membership Committee Chair, and Sue Schindele as a new member of the Membership Committee, joining Greg Blindu and Rich Andler. I look forward to continuing to support our wonderful Symphony and the SSV organization as the Usher Committee Coordinator, as well as volunteering in other areas.

EDUCATION/COMMUNITY DEVELOPMENT (Shirley Jenkins- Committee Coord.)

The Education/Community Engagement Department is privileged to have a large number of volunteers who enjoy introducing the joys of music to children of all ages as well as adults and volunteering together. Laura Reynolds and her team are always cordial and appreciative of everyone's efforts and everyone takes time to stop and converse with their volunteers. Going the extra mile to do so has really helped build community spirit.

Because volunteer responsibilities and the number of people required vary a great deal according to activity, I'll discuss them individually.

In the 2017-2018 Season we added a **Crafts Prep Day** to both Tiny Tots and Family Concerts and a **Link Up Prep Day** to get T-shirts organized for orchestra members, participating schools and volunteers. These additions proved to be very useful and volunteers appeared to enjoy getting together to fulfill their tasks. Volunteers were no longer needed for orchestra rehearsals due to changes in format. This was a great disappointment to volunteers who loved that activity.

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Tiny Tots Concerts are designed for children ages 0-5 and their families. There is one concert on Friday mornings and there are three on Saturday mornings. The season consists of a series of 5 Friday and Saturday concerts performed by Lisa and Linda who are independent artists.

Volunteers provide pre-concert activity support which includes a craft activity, percussion instrument exploration and sometimes story reading. We used 6 volunteers on Fridays and eight or more on Saturdays.

This was Lisa and Linda's last season to present this concert series. In 2017-2018 Seattle Symphony members will take over these presentations beginning with the strings section in October.

Crafts Prep Days really helped with volunteer prep on concert days. Several volunteers requested that we utilize them even more next season. We currently use 2-4 of volunteers depending on the project.

The **Family Concert Season** consisted of four concerts played by the Seattle Symphony plus pre- and sometimes post-concert events. Attendance was strong and sometimes sold out. KING FM, now a partner, brought what they call their "petting zoo" which consisted of orchestra instruments for the children to try. Volunteers helped families with craft activities developed by one of the symphony artists. We had an October carnival with lots of games and a few costumes. Volunteers did a great job of running many carnival games.

An Education Staff intern has been busily planning the carnival for this coming October in hopes of tightening up responsibilities. We already know we will need a large number of volunteers to make this event work.

Crafts Prep Day also really benefitted the pre-concert craft on the day of the concert.

With sold out or nearly sold out concerts every crafts person we could get worked steadily from the moment they arrived until cleanup at the end.

Although 8 people were requested for each Family Concert I took everyone who volunteered to work.

VOLUNTEER USHERS (Dick Mori - 2018-19 Season Committee Coordinator)

First, please join me in recognizing and thanking Bill Messecar as he moves on from serving as SSV Usher Coordinator after 5 seasons. The great legacy and leadership he has provided as Usher Coordinator, and as SSV President before that, has been a key driver of the growth and success of the SSV. We are fortunate that Bill will continue to volunteer as an usher. Make sure to say hi to Bill when you see him around Benaroya Hall.

During the 2017-18 Season the SSV provided 1,264 volunteer ushers to work with their paid counterparts for 123 concerts, resulting in a total of 5,056 hours. We ended the season with a total of 197 Active ushers, including 44 ushers that were added during the year. The volunteer

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usher group has grown each year and we are expecting that this growth will continue. The usher population is made up of 75% female and 25% male, with 63% of the ushers in the 60/70 year old age group. Eighty-nine percent of the ushers have joined the SSV in the past six years.

To serve as a volunteer usher, an individual must be an Active SSV member, and attend an Usher Orientation session led by Keith Godfrey, Benaroya Hall House Manager. These Usher Orientations, which last around 3 hours, are held every several months, depending on the number of pending ushers.

ARTIST AIDES (Carole Rush - Committee Coordinator)

Artist Aides provide transportation for the artistic guests of the Seattle Symphony, quite often being the initial in-person contact for the Symphony's visitors. Once again during the 2017-2018 Season, the scheduled drives primarily covered airport arrivals and departures. Whenever an artist requested a drive to Benaroya Hall either for a concert or for a rehearsal, an AA also provided that transportation. However, since most guest artists stay at hotels within comfortable walking distance, many preferred to walk to the Benaroya Hall events. Occasionally AAs were requested to provide transportation to off-site events such as recording sessions, media interviews, post-concert events, off-site performances, and even occasionally to medical appointments. Inclement weather also influences drive requests.

During the 2017-2018 season four new Artist Aides (Sabrina Beidler, Anne-Marie Leon, Barbara Little and Leslie Merta) joined the program, and their contributions substantively bolstered the capacity to handle the many drives that were required. Since the beginning of the 2016 season the following AAs have resigned after a number of years of contributions to the symphony: Paul Brott, Diane Gray, Van Johnson, Celia Meredith, Jim Nutting and Dolores Palomo. The driving season extends from September into mid-July and includes 4 months with extensive volunteer requirements. The current Season's Artist Aides seemed to handle these months with ease. Several of the AAs always proved more than willing to fill multiple drives. Four AAs donated at least 15 hours during a single month during the season.

One significant change occurred at the end of the season when Blaine Inafuku, the SSO staff coordinator for the program, elected to move to Santa Barbara where he is now the Director of Artistic Administration for the Santa Barbara Symphony.

The following are the data for the Artist Aide contributions during the 2017-2018 Concert Year:

Number of Artist Aides = 26 (throughout most of the year)

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2017-2018 Concert Year Summary

Number of concerts or events w/ drives =	45
Number of guests driven =	94
Total hours donated =	506
Total drives =	178
Total Airport Drives =	149
Total Day Drives =	122
Total Night Drives =	56
Total Mileage driven (est) =	6,625 miles
Total Airport Parking fees donated (est) =	\$399
Equivalent \$ contribution to SSO (est) =	\$16,003
(\$28.99/ WA volunteer hour + Parking + IRS mileage allowance)	

2017-2018 Concert Season Plans:

Michael Gandlmayr, the SSO Artist Services Manager, takes the reins of the Artist Aide program for the SSO. Carole Rush will continue as AA coordinator, working closely with Michael, the Artist Aides and the SSV Board to ensure smooth scheduling of drives for each of the SSO's guest artists. An AA orientation session / meet-and-greet event will be held in late August for existing AAs. No interviews for new AAs are currently planned.

DOCENTS (Gaile Gray - Committee Coordinator)

During the 2017-2018 Season, tour numbers held steady, with approximately 400 guests participating in public or special group tours. In this most recent year, the docent program underwent substantial, positive changes in moving to an on-line reservation system linked from a web page on the Benaroya Hall website. This system has proved to be very beneficial, as it provides us with a reasonable estimate of guest numbers and allows me to schedule the proper number of docents for the rare larger groups.

At the start of the season, the SSO expressed a desire to move to a monthly tour cadence during the summer months, and a bi-monthly cadence during the fall, winter, and spring. However, due to heavy interest exhibited through the summer reservations, we ended up adding tours in the summer months to offer two tours per month. That worked very well, allowing approximately one hundred additional guests to visit the hall during those extra tour dates.

We have scheduled tours for the fall, and then will move to a monthly tour schedule starting in January. This is sort of "trial run" and we may cut back to bi-monthly tours in the fall, winter,

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and spring next year, depending on how our numbers look at the end of this season.

The next scheduled tours for the 2017-2018 season are:

- Monday, November 19, 2018
- Wednesday January 16, 2019
- Tuesday, February 12, 2019
- Monday, March 11, 2019

Tours after March will be scheduled in a few months and will always be published on the SSO website in advance.

I consulted with Megan Hall about the size of the docent team. After discussion, we agreed that at this time we should not expand the docent team until we ascertain a forward-looking cadence for docent tours. If we continue to offer monthly tours, then expanding the docent team will make sense. If we continue with a less frequent schedule, then Megan and I believe that it would be unfair to bring on new volunteers and ask them to undertake the extensive learning and training requirements for very infrequent service opportunities. In short, if a need arises to expand the team, I will reach out to the SSV Board to ask for potential new docent recommendations, following the criteria set many years ago for this particular volunteer opportunity.

I look forward to another year of docent tours, and thank my team for their splendid service: Paul Brott, Carmen Spofford, Isa Nelson, and Hans Orth.

MEMBER EVENTS (Sarah Light - Committee Coordinator)

2017-2018 season programs included:

October 2017 Wine & Wisdom

64 SSV members and their guests enjoyed a backstage reception that included a presentation and instrument demonstration, plus a tour of the percussion room, by orchestra member Michael Werner, Principal, Percussion. Volunteer Jan Van Horn entertained on the piano throughout the event with a medley of popular and light classical music.

February 2018 Wine & Wisdom

A reception in the Norcliffe Founders Room was held in honor of long- time volunteer leader Frank Powers, Jr., and a memorial tribute was presented by his daughter Jane Powers.

In addition, a presentation on the audition process was delivered by SSO staff, Keith Higgins, Assistant Personnel Manager, and orchestra members, Zartouhi Dombourian-Eby, The Robert & Clodaugh Ashe Piccolo, and Alexander White, Assistant Principal Trumpet. 87 volunteers and guests attended, including several of Frank Powers' children and grandchildren.

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May 2018 Wine & Wisdom

76 SSV members and their guests attended a reception, during which Elena Dubinets, Vice President of Artistic Planning and Creative Projects, gave a presentation on the music and artist booking process. The event was held in the Norcliffe Founders Room. For the first time, SSV Board of Directors members helped to organize the wine bar and did an outstanding job providing bartending service.

Volunteers who helped produce this season's member events:

Sarah Light (co-chair)

Bonnie Seelinger (co-chair)

David Charbonneau

Kate Gormley (program design)

Margo MacVicar-Whelan

Dolores Palomo

Jan Van Horn (piano)

SSV ENDOWMENT FUND ANNUAL REPORT

The Committee decided to hold our funds for 2018 and wait for the 2019 distribution to add to total amount available. In 2017 we awarded \$10,250 for the purchase of percussion items the orchestra needed for their collection of instruments. Several of these were normally borrowed from section players who are now retiring.

Isa Nelson, Chair, Cynthia Hamp and Clodagh Ash, Members

VOLUNTEER OFFICE (Diane Gray- Committee Coordinator)

Diane Gray – Mondays (General Office duties and organization)

Bonnie Seelinger – Tuesdays (General Office duties, Auditions, Wine & Wisdom)

Ashlie Walters – Thursdays (General Office duties, Ticket Tracker)

Maidier Carasco – Fridays (General Office duties, Benaroya Hall Tours and Reception Desk)

Sarah Light – (Enter Volunteer Hours, Wine & Wisdom)

Betsy Bosch – (Board packet preparation)

We have been busy with renewals and with the new season Comp. Ticket requests.

Office Staff Update

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Andrew Coak has resigned from assisting in the Volunteer Office as his employment requires more job related responsibilities during the day. He is looking forward to ushering in the evenings.

RECEPTION DESK (Committee Coordinator-Maider Caruso)

The Seattle Symphony front desk was run by volunteers for three months in 2016 and again from March 2018.

A calendar is set up for each day of the week. An email is sent to office volunteers every 3 or 4 weeks with the available dates, so each volunteer sends the dates and I try to cover the front desk every day. Volunteers are trained on an as needed basis. Usually the training works as follows:

We set up a day when I'm volunteering and we go together through all the processes. Usually the training lasts 1.5 hours. A short manual has been created so that the volunteers can follow the everyday routines and they can check the procedures any time.

Approximately 20 volunteers have been trained during all this period. As Megan proposed, I completely agree to mark the trained volunteers on Volgistics. In this way, anyone could find the volunteers trained on front desk duties, for any need that could arise in a future.

SYMPHONICA (Joe Brock-Manager)

I currently have 26 volunteers who assist in Symphonica, doing many of the customer service related tasks, including assisting customers and ringing up sales. The skills and resourcefulness of the volunteers allow me to leave the store to take care of behind-the-scenes activities or to ensure our guest artists have an uneventful merchandise experience. The volunteers are also integral in providing support for our heavily merchandised shows, such as the recent Final Fantasy concerts which brought in \$27,000 in merchandise sales in two days. Last year Symphonica added approximately \$150,000 to the Symphony.

AUDITIONS (Bonnie Seelinger-Committee Coordinator)

In assisting with audition process, twelve volunteers assisted in auditions for the Principal Timpanist in October 2017, seven volunteers assisted for the Principal Timpanist, in January 2018, ten volunteers assisted for the Concert Master, and in March four volunteers assisted in June 2018 with auditions for the Temporary Bassoon and Temporary Viola. The number of requested volunteers was filled for each audition with a total of 33 volunteers participating.

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I continued to be impressed with the level of interest, dedication and commitment demonstrated by our volunteer staff! We lean heavily on volunteers to support the audition process and they never fail to come through. It is truly a pleasure to work with such a wonderful team!

FINANCIAL REPORT (Claudia Crawford-Treasurer)

The SSVO Budget

The budget for the SSVO fiscal year (September 1 to August 31) is developed by the Treasurer and the Executive Committee before the beginning of the next fiscal year. It is based on the prior fiscal year, as well as any anticipated new income or expenses. Once the budget is approved by the full board, it is the Treasurer's responsibility to report to the Executive Committee and the board each month the income and expenses to date. This is done through what we call a budget snapshot (see below)

The budget has two main sections: Income and Expenses. Income is derived primarily from annual member dues. In addition to enabling the volunteer organization to provide certain member benefits, such as Wine and Wisdom programs, these dues pay for various operating expenses including, the Volgistics databank system, as well as fund contributions that benefit the orchestra and symphony performances.

The SSVO has made significant contributions to the Seattle Symphony in recent years, as well as over 10,260 hours of volunteer time for this year alone. The funds for these contributions have come from both membership dues and in some instances the Endowment Committee and the SSVO have combined donations for gifts to the Symphony. The SSO added \$5,000 as a part of the matching grant during the GiveBig funding raising event this fiscal year. [Highlights of FY2018](#)

Income: During fiscal year 2018, the total amount of membership dues received was \$6,822. The Board approved changing the reporting system to reflect the actual income received each month, regardless of whether it was designated for the current or upcoming fiscal year. This resulted in reporting an inflated figure of \$8,453 as some funds were withheld from fiscal year 2017 to be included in fiscal year 2018.

Explanation of Selected Expense Line Items

- *Member Events:* Special programs, Wine and Wisdom events, other member events.
- *AMSOV expenses:* AMSOV is the Association of Major Symphony Volunteers to which we belong. Every two years we attend the annual meeting.
- *Volgistics:* A computerized scheduling and data bank system that tracks volunteer hours and skills, as well as volunteer enrollment and management.

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SSV Budget - FY 2019			
<i>The SSV budget is based on the figures reported by the Symphony's accounting office, as of August 31, 2018.</i>			
	FY2019 (Budget)	FY2018 (Actuals)	Comments
Operating Income			
SSV Dues & Donations	\$ 7,000.00	\$ 8,113.00	FY2019 dues and donations are estimated to be within the range of FY2018. We changed procedures to reflect reporting income when actually received rather than by FY, so the FY2018 Actuals are inflated.
Member Event Guests	\$ 300.00	\$ 340.00	Estimated to be slightly less than FY2018.
<i>Total Operating Income</i>	\$ 7,300.00	\$ 8,453.00	
Operating Expenses			
SSV Contributions to SSO-FY2018		\$ 5,000.00	This is the \$5,000 SSV GiveBig matching gift to the Symphony during FY2018.
SSV Contributions to SSO-FY2019	\$ 5,000.00		This is a goal for the Volunteers to contribute in support of SSO.
Member Events	\$ 2,500.00	\$ 1,005.00	We anticipate there will be a total of four events for volunteer recognition, but one of those will be funded by the Symphony. The budgeted amount also includes an anticipated wine purchase.
Recognition	\$ 300.00	\$ 249.00	FY2019 amount is reduced to be within the range of actual expenditures for FY2018 and FY2017.
Office Expenses (postage, printing, supplies)	\$ 60.00	\$ -	The FY2019 amount is based on an estimated \$5/month for 12 months.
Board Discretionary	\$ 120.00	\$ -	The FY2019 amount is based on an estimated \$10/month for 12 months.
AMSOV Biennial Dues	\$ 200.00		This is for FY2019 dues to AMSOV.
AMSOV Travel	\$ 2,000.00		There is an AMSOV conference in FY2019. This is an estimated expense

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			for air fare, hotel, conference payment, local travel and some meals.
Volgistics – Scheduling System	\$ 696.00	\$ 696.00	The FY2019 amount is based on an estimated \$58/month for 12 months.
Special Projects	\$ 1,000.00		This includes pilot programs, concept implementation, and a potential additional gift to symphony
<i>Total Operating Expense</i>	\$11,876.00	\$ 6,950.00	The budgeted amount for FY2018 was \$9,726. The projected budget for FY2019 reflects an increase of \$2,150.
<i>Operating Income/Expense Difference</i>	\$ (4,576.00)	\$ 1,503.00	
Total SSV Cash Account EOY FY2018		\$14,128.00	

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CONTRIBUTIONS FROM VOLUNTEER ENDOWMENT AND VOLUNTEERS TO SSO				
YEAR	ENDOWMENT	VOLUNTEERS	AMOUNT	CONTRIBUTION
1981	\$5,000		\$5,000	Founding Amount
1982	\$723		\$723	Partial funding of Mahler Concert for Rainer Miedel
1984	\$604		\$604	Orchestral music in memory of Rainer Miedel – Strauss, Verdi, Mahler plus 2 conductor scores, silver stickers
1985	\$1,788		\$1,788	65 Manhasset Black Music Stands, Boston Style
1986	\$2,465		\$2,465	Calfskin Tympani Heads & Metal flesh Hoops (partial funding from 2 Leagues)
1988	\$607		\$607	Audio-Visual-Strobe Tuning Box (partial funding League)
1988	\$387		\$387	2 Portable Black Metal musical scores cabinets, placques
1988	\$254		\$254	6 Tables for instrument cases
1988	\$1,250		\$1,250	P/A Music Reproduction System
1989	\$645		\$645	Storage Box for Tuning Box
1989	\$150		\$150	Portable Purse Box for secure purse storage
1989	\$725		\$725	Piano carriage dolly for 9 ft Steinway Piano
1989	\$1,500		\$1,500	Computer terminal for Librarian
1990	\$1,000		\$1,000	Calligraphy for Musicians Photo Display
1990	\$300		\$300	100 Plexiglass Music Wind Clips
1990	\$450		\$450	Piano Door for Orchestra Shell
1990	\$120		\$120	4 utility Stools for Bass section
1990	\$75		\$75	Safety rails for musicians risers
1990	\$340		\$340	Cleaning of Musician's Room upholstered furniture
1990	\$155		\$155	Audition curtains
1990	\$687		\$687	donated to orchestra chair fund
1991	\$2,500		\$2,500	25 Plastic Sound Shields
1992	\$4,060		\$4,060	43 inch Gong (TamTam), Low range chimes
1993	\$50,000		\$50,000	Merge Fund with Seattle Symphony Foundation (49,458.60 plus \$541.40 anonymous donation) 6/30/1993
1995	\$2,170		\$2,170	To aid in solving sound problems on stage
1998	\$19,100		\$19,100	Move to Benaroya Hall = /150 Music Stands/150 Stand Lights 9 storage carts/2 Conductor Podiums/10 customs Stools for Bass Section

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2000	\$2,719		\$2,719	12 Wenger Plastic Sound Shields
2004	(\$500)		(\$500)	Annual amount allocated to maintain Musicians Photo Wall
2005	\$396		\$396	Piano chair
2005	\$1,928		\$1,928	Crotalos with stands
2005	\$2,115		\$2,115	Low Register Chimes
2006	\$900		\$900	Chime stand
2006	\$340		\$340	4 Stools for Bass Section
2006	\$150		\$150	5 Clocks for practice rooms
2006	\$7,559		\$7,559	90 Backstage/Runout Chairs, with 3 Carriers
2009	\$5,460		\$5,460	Music folders
2010	\$70		\$70	Signs for Photos
2011	\$14,675	\$2,000	\$16,675	3000 Series Adjustable Height Marimba
2011	\$0	\$294	\$294	SSV Photos - Frames and Plates
2011	\$30		\$30	New musician photo
2012	\$30		\$30	New musician photo
2012	\$2,250	\$800	\$3,050	Celeste Repair
2012	\$5,800		\$5,800	Chimes
2013	\$164		\$164	Musician Photo Wall Nametags
2013	\$43		\$43	Musician Photo Wall Nametags
2012		\$8,592		Acid Free Music Score Storage Boxes for Library
2013	\$4,676			Acid Free Music Score Storage Boxes for Library
2014	\$116			Paper supplies for Library project
2014	\$781		\$14,165	387 Acid Free Music Score Storage Boxes
2015		\$8,500	\$8,500	Refurbish Piano
2015	\$12,283	\$6,818	\$19,101	New Music Stand Lights Alcat Design
2016		\$2,500	\$2,500	Challenge grant general fund
2017	\$4,000		\$4,000	Vibraphone Marimba One
2017	\$3,750		\$3,750	Percussion Instruments (Bells, Congas, Bongos)
2017		\$2,500	\$2,500	Annual fund Link Up
2017		\$2,500	\$2,500	Octave 9
2018		\$5,000	\$5,000	Challenge grant GiveBig
TOTAL	\$166,788	\$39,504	\$206,292	

NOTE: 7/8/2011 Sympaticos Donation
7/11/2012 Sympaticos Donation