



# Seattle Symphony Volunteers

## 2015-2016 Annual Report

## SEATTLE SYMPHONY VOLUNTEERS 2015-2016 ANNUAL REPORT

### FROM THE PRESIDENT (Richard Mori - President)

This Annual Report highlights the Seattle Symphony Volunteer's key accomplishments for the 2015-2016 Season. These accomplishments, while the result of the hard work of many volunteers, were possible only because of the strong partnership and ongoing support from the entire Seattle Symphony family.

The collective impact of our efforts is quite noteworthy and something in which we take great pride. Our volunteer efforts include the support of Symphonica, the Library, Friday Matinees, Auditions, the SSO Reception desk, the SSV Office, and the functions detailed on the following pages. In total, we provided 8,203 hours in service of our Symphony, which translates to an incredible \$237,805! In addition, we funded \$10,000 to restore the grand piano on which guest artists rehearse and perform, and we made a cash donation of \$2,500 that was matched by a supporter, helping the orchestra end the season strong. We are proud to have made these vitally important contributions to the Seattle Symphony.

I close with this brief history of the Seattle Symphony Volunteers. By understanding the long, rich path that led the Seattle Symphony Volunteers to the present, we can better understand our vision and direction for the future.

- 1903 - Seattle Symphony Orchestra founded
  - 1906 - Women played an important role as volunteers, but, as an informal group
  - 1930 - Women's Committee of the Seattle Symphony - Formal volunteer group formed
  - 1948 - Seattle Symphony Women's Committee - Renamed and reactivated after WWII
  - 1970 - Seattle Symphony Junior Women's Association - New volunteer group founded
  - 1971 - Seattle Symphony Women's Association - Name changed from Women's Committee
  - 1981 - Seattle Symphony League - Name changed from Junior Women's Association
  - 1993 - Seattle Symphony Associates - Women's Association & Symphony League Merge
  - 1997 - Seattle Symphony Volunteer Association - Added Volunteer to name
  - 2004 - Seattle Symphony Volunteers - Name shortened to better reflect our purpose
- Source - Isa Nelson

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

*Richard*

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### SSV MEMBERSHIP (Greg Blindu - Committee Coordinator)

For the 2015-2016 Seattle Symphony season we were fortunate to have 154 new volunteer applicants, of which 106 became members, bringing our total volunteer membership count to 330.

Each new applicant is given the opportunity to meet with a member of the SSV Membership Committee to discuss the various volunteer activities and see how those match 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.

8,203 hours of volunteer work have been booked during the 2015-2016 season, resulting in a \$237,805 savings to the Seattle Symphony. Volunteer ushers accounted for more than one half of the hours worked, followed by the Volunteer Office support, Education/Community Engagement programs, Artist Aides, Symphonica and other volunteer activities.

#### Membership facts:

- 330 total volunteer members
- Three quarters (76%) of our volunteer group are female
- One third (32%) are between the ages of 60-69 years old, which is our largest age group
- One third (31%) are between the ages of 21-49 years old
- One quarter (24%) of our volunteers have been members for more than five years
- One third (32%) of our volunteers have one year or less experience with the SSV
- Two thirds (66%) of our volunteers actually contributed their time to the Symphony

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### **EDUCATION/COMMUNITY ENGAGEMENT (Shirley Jenkins - Committee Coordinator)**

The Education/Community Engagement Department is privileged to have a large number of volunteers who enjoy introducing the joys of music to children and volunteering together. Laura Reynolds and her team are always cordial and appreciative of everyone's efforts and always take time to converse with their volunteers. Going this extra mile has really helped build community spirit between the groups.

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

**Tiny Tots** Concerts are designed for children ages 0-5 and their families. There is one concert on Friday morning and three on Saturday morning, approximately once every other month. Volunteers provide pre-concert activity support which includes a craft activity, percussion instrument exploration and sometimes story reading. We began last year utilizing three volunteers, and increased to using five or six for the Saturday shows, when the show was sold out. Saturday mornings are usually extremely busy even with six people. In total we used 52 volunteer slots.

**Tiny Tots Post-Concert** activities occurred in Soundbridge after the concerts, and utilized 13 volunteers who helped the staff of teaching artists with a variety of activities ranging from instrument exploration, to directing families to restrooms.

Volunteer responsibilities for **Family Concerts**, featuring the Seattle Symphony plus guests, have changed greatly this past year. Attendance was strong and sometimes sold out. KING FM, now a partner, brought their "petting zoo" which consisted of 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, with the orchestra members joining in and allowing us to paint their faces for the concert. The winter concert ended with snow falling from the Third Tier as families came out. Each concert throughout the year had something special attached in addition to the engaging concert. In total we utilized 39 volunteer slots.

Seven volunteers assisted with **Family Concert post-concert events**.

**Open Rehearsals** are designed for middle school, high school and college students, but, sometimes attracts younger attendees. Volunteers greet the schools at the door of the Grand Lobby, seat them, answer questions and assist with microphones. A few professional ushers work with the volunteers on this activity. In total we filled 35 slots. Everyone enjoys listening to the orchestra rehearse, so this event is very popular.

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### EDUCATION/COMMUNITY ENGAGEMENT (Continued)

The **Sensory Friendly Concerts pilot** was designed for children on the autism spectrum. In 2015-16 there were three SSV volunteers and some volunteer university observers. In 2016-17 two concerts will occur in November with each including four volunteers who will do a variety of things to assist. Other concerts will occur in the spring. It's great to see this concert on the regular schedule.

Each Spring one of our volunteers assists with **Young Artists Auditions**. Throughout the year we will hear from last year's winners.

**Link Up** is the concert where the Seattle Symphony join with students in grades 3-5 who sing, play recorders and other C instruments, and move to the music. Students are met at the entrance to the Grand Lobby by a teams of one professional usher and one volunteer, and are taken to their seats. There are generally two concerts each day. Twenty two volunteers participated with some volunteering for all three days. Volunteers enjoy attending the concerts as well.

**Side-by-Side** concerts and **Community Concerts** feature the Symphony paired with an outstanding high school orchestra, community orchestra, or college group. These are sometimes held at the school or community center, or at Benaroya Hall. Volunteers enthusiastically participated in these events by welcoming the community, passing out raffle tickets to win concert tickets to a future event, and distributing programs.

The **First Concert Series in Soundbridge** introduces small groups to an instrument and the musician from the orchestra who plays it. Several short concerts are held with instrument exploration in between. We began the year utilizing one volunteer and ended the year with two.

**Work parties** to prepare for the October Family Concert Carnival, and to box and prepare to deliver recorders to schools for Link UP were held in the Soundbridge, utilizing nine volunteers.

As you can see our volunteers do a large variety of things. We are indeed fortunate to have each and everyone who participates in our program.

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### **VOLUNTEER USHERS (Bill Messecar - Committee Coordinator)**

We currently have 185 SSV members who are trained to serve as volunteer ushers. From September to July/August for the 2015/16 season, the SSO requested 1,158 volunteer ushers and were supplied with 1,110 volunteers, or 96% of the total requested. In 2014/15 the SSO requested 1,288 volunteer ushers and we supplied 1,128, or 87.5% of the requests. In 2013/14 the SSO requested 1,428 volunteer ushers and we supplied 1,123, or 79% of the requests. As you can see the number of SSO requests have been declining, but, our fulfillment rate has risen each year. I believe it will be challenging to increase fulfillment much above 96% due to last minute cancellations and the difficulty to refill them in time. One of the keys to reaching the 96% level of fulfillment has been scheduling 11 ushers instead of the 10 requested, and the addition of new trained ushers this season. The volunteer usher group has grown about 20% each year and shows no sign of slowing, even with the churn of losing 10-15% of ushers each year. The 2016-17 season is starting strong with 100% September concerts usher requests (70 ushers) filled, and October 2016 (120 ushers) at over 95% scheduled in three days.

To serve as a volunteer usher, an individual must have paid their Seattle Symphony Volunteer dues, and attend an Orientation session lasting approximately two and one half hours. Keith Godfrey, BH House Manager, has given four Orientation sessions to train interested volunteer ushers resulting in 56 new trained ushers. The last Orientation session was held August 28 with 23 new volunteers and one previously trained usher attended. Keith also has a professional usher assist and add their perspective to the training. There continues to be new interested volunteers, and we'll hold another Orientation in early October.

The Symphony introduced some additional dress items for volunteer and paid ushers this past year, including vests for all, along with women's scarves and men's ties. This was done to bring the look of volunteers and professional ushers closer together and has worked very well. Volunteers are provided these items at check in, but, may purchase their own. Professional and volunteer ushers have now adopted the new look, which patrons seem to like.

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### ARTIST AIDES (Carole Rush - Committee Coordinator)

Artist Aides provide transportation for the artistic guests of the Seattle Symphony, quite often providing the initial in-person contact for the Symphony's visitors. During the 2015-2016 season, the scheduled drives primarily covered airport arrivals and departures. When 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 AA's were requested to provide transportation to such off-site events as recording sessions, media interviews, post-concert events, off-site performances, and even occasionally to medical appointments.

Artist Aide drives for the 2015-2016 season began in September, 2015, and ended during July, 2016, with the final event, *"The Lord of the Rings"*. The following are the data for the Artist Aide contributions during the 2015-2016 Concert Year:

#### 2015-2016 Concert Year Summary

Number of Artist Aides = 24  
Number of concerts w/ drives = 54  
Number of guests driven = 93  
Number of groups requiring drives = 5  
Total hours donated = 588.6  
Total drives = 229  
Total Airport Drives = 167  
Total Day Drives = 148  
Total Night Drives = 81  
Total Mileage driven (est.) = 7,368.3 miles  
Total Airport Parking fees donated (est.) = \$364  
Equivalent \$ contribution to SSO (est.) = \$18,450  
(\$28.99/ WA volunteer hour + Parking + IRS mileage allowance)

#### 2016-2017 Concert Season Changes:

Blaine Inafuku, the SSO Artist Services Manager, plans to schedule interviews for additional Artist Aides in early September. He will be contacting the volunteers who have expressed an interest in this volunteer activity, to determine whether they wish to pursue that interest.

Because Blaine is also the Media and Chorale Manager, he has decided to involve Carole Rush to help with the scheduling and AA coordination functions. Her role for scheduling will begin with the concerts in September. She will also participate in the AA interviews. She will represent the AA's as coordinator on the SSV Board.

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### DOCENTS (Gaile Gray - Committee Coordinator)

During the 2015-2016 season, volunteer docents hosted approximately 600 guests during public and special group tours. During the season, the docent program underwent substantial, but necessary, changes as well.

We began the season with one scheduled tour every month, increasing to two in months during which an Organ Recital Demonstration was scheduled. We remained flexible in adding tours by special request when we were able to do so, fulfilling requests based on hall accessibility and docent availability. Tour participation was high during the Organ Recital Demonstrations, but was minimal during the non-demonstration days.

In April 2016, Megan Hall of the Seattle Symphony contacted me to request a meeting to discuss some of the questions the Symphony had raised during an internal meeting. I shared those questions with the docents to obtain their feedback, and then had an in-depth discussion with Megan about the overall docent program, its history, our recent guest numbers, and my perception of the viability of the program as a whole.

The objective we all share—Symphony and docents alike—is to maintain the strength of the program by making each tour meaningful and well-attended, by scheduling tours during relevant dates, and by respecting and best utilizing our volunteers' time and expertise. To meet that objective, we reached a collaborative decision to schedule docent tours during the bi-monthly Organ Recital Demonstration Days only, leaving open the possibility of scheduling additional tours when they are submitted to and approved by the SSO and when a volunteer is available to lead such a tour.

The reduced number of tours means that, at least in the short term, I will not be expanding the docent team. Because a new volunteer can spend as many as 20 to 30 hours simply learning the tour materials and job shadowing, before leading a single independent tour, it would be unfair to ask that sort of investment from someone who then may not be scheduled more than once or twice a year. However, if the need arises, I will revisit adding team members. The recommendations shared by SSV Board members in April will help with that process and I appreciate having them in hand.

The scheduled tours for the remainder of the season are:

- November 21, 2016
- January 23, 2017
- March 27, 2017
- May 8, 2017
- July 17, 2017



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### MEMBER EVENTS (Sarah Light - Committee Coordinator)

#### *2015-2016 season programs included:*

##### **October 2015 Wine & Wisdom**

68 SSV members and guests welcomed Symphony President & CEO Simon Woods, who gave a talk on the Symphony's past, today's perspective, and future goals.

##### **April 2016 Wine & Wisdom**

A French themed reception was attended by 87 members and their guests, who enjoyed a presentation by Maestro Morlot on his role as artistic director.

##### **July 2016 Annual Volunteer Appreciation Event**

Symphony staff hosted 141 volunteers and guests to a reception, including the election of SSV officers, followed by the concert "Live With the Silver Screen."

#### *Past seasons have included presentations by:*

Stephen Bryant, Second Violin

Elena Dubinets, Vice President of Artistic Planning

Kristen Nyquist, Director of Board Relations & Strategic Initiatives

Robert Olivia, Associate Librarian

#### *Volunteers who helped produce these popular events:*

Sarah Light (Committee Coordinator)

Kate Gormley (Program Design)

Martin Johansson (Bartender)

Bonnie Seelinger (Co-coordinator for the upcoming season)

Diane Gray

Qian Guo

Nina Holtsberry

Margo MacVicar-Whelan

It should be noted that these events take place in the late afternoon, which potentially impacts the attendance by volunteers who work during this time.

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### **SSV ENDOWMENT (Cynthia Hamp - SSV Endowment Chair)**

The Seattle Symphony Women's Association (SSWA) created a \$5,000 Endowment Fund on June 8, 1981. By July 1, 1993, the principal of these funds had grown to \$50,000 and were merged into the Seattle Symphony Foundation. The Foundation agreed to manage the Endowment Fund as a separate entity. The disbursement of the net income from these funds is managed by the SSV Endowment Fund Committee.

This SSV Endowment Fund Committee consists of five members:

- SSV President (Carmen Spofford)
- SSV Treasurer (Stephen Guild)
- Three Life Members, each appointed by the SSV President to serve a three-year term. The Chairperson of the Endowment Fund Committee is the life member who has served the most number of years on the Committee.

Net income realized from the investment of SSV Endowment Fund is used to support projects identified by the Seattle Symphony, and approved by the SSV Board. The Committee selects and presents one or more funding projects for consideration and approval by the Board. Please see the Financial Report below for examples.

### **FINANCIAL REPORT (Stephen Guild - Treasurer)**

The budget for the SSV fiscal year (September 1 to August 31) is developed by the Treasurer and the Executive Committee before the beginning of the each fiscal year. It is based on the prior fiscal year's results, plus any anticipated new income or expenses. Once the budget is approved by the Board, it is the Treasurer's responsibility to report to the Executive Committee and the Board each month, the income and expenses to date.

The budget has two main sections: Income and Expenses. Income is derived primarily from annual member dues. In addition to enabling the organization to provide certain member benefits (e.g. Attendance at SSV events, Wine and Wisdom programs), these dues pay for various operating expenses (such as the Volgistics databank system), as well as fund contributions that to the Symphony.

This year the SSV contributed 8,203 hours of volunteer time, which is valued at \$237,805. In past years the SSV funded projects such as repair of the celesta (\$3,050), purchase of the marimba (\$10,500), purchase of the chimes (\$1,500), purchase of special storage boxes for the music library (\$4,560), purchase of music

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### FINANCIAL REPORT (Continued)

stand lights (\$19,101), and refurbishing the concert grand piano (\$10,000). The funds for these projects have come from both membership dues, and from the Seattle Symphony Volunteer Endowment. During FY2016, the SSV paid the second installment of the piano restoration and made a \$2,500 contribution to the Symphony's Annual Fund, which was part of a matching grant program.

For the 2016-17 concert season, the SSV have budgeted \$5,000 for an unspecified gift, as well as providing the funds to refurbish the Benaroya Hall photo wall. The gifts are determined by affordability and the list of items provided by the Symphony administration.

#### Highlights of FY2016

*Income:* During the past fiscal year, the total amount of the membership dues and donations was \$7,440. This was a slight increase over this category of income in FY2015, which was \$7,391. Income from guests attending member events was \$170, compared to the \$165 in this category in FY2015. The total operating income in FY2016 was \$7,610 compared to \$7,556 of total operating income in FY2015.

*Expenses:* During FY2016 the largest expenditure was the second payment for the restoration of the concert grand piano used by the Symphony. Because of the time required to do the restoration work, the payment was spread out over two fiscal years, 2015 and 2016. The SSV also made a \$2,500 contribution to the Annual Fund Campaign. This amount was matched by a generous donor, which in effect made the contribution total \$5,000. The SSV also agreed to fund the refurbishing of the photo wall in Benaroya Hall, which will be accomplished during FY2017. Other major expenses incurred by the SSV during FY2016 include food and beverage costs associated with the various Wine and Wisdom events, held for SSV members and their guests, and the cost of the Volgistics data management system, which automates membership renewals, calculates volunteer hours and manages the comp ticket process.

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## FINANCIAL REPORT (Continued)

<b>SSV Budget - FY 2017</b>			
<i>The FY2016 results are based on information provided by the Symphony's accounting office (Effective 8/31/16).</i>			
	<b>FY2017 (Budget)</b>	<b>FY2016 (Results)</b>	<b>Comments</b>
<b>Operating Income</b>			
SSV Dues & Donations	\$ 5,500.00	\$ 7,440.00	Budget based on FY2016 results.
Member Event Guests	\$ 150.00	\$ 170.00	Estimated to be slightly less than FY2016 results.
<b>Total Operating Income</b>	<b>\$ 5,650.00</b>	<b>\$ 7,610.00</b>	
<b>Operating Expenses</b>			
SSV Contributions to SSO-FY2016		\$ 10,000.00	Includes remaining amount for piano restoration and a \$2500 contribution to the Seattle Symphony Annual Fund. The first payment of \$5000 for the piano restoration was made in FY2015. The second \$5000 payment was made during FY2016.
SSV Contributions to SSO-FY2017	\$ 5,000.00		Includes unspecified \$5000 gift to the Symphony.
Member Events	\$ 2,500.00	\$ 1,000.37	Member events increased from two to three events for FY2016. A total of four events anticipated, one to be funded by the Symphony. The budgeted includes an anticipated wine purchase.
Recognition	\$ 350.00	\$ -	FY2017 includes: Flowers, etc - \$150; Plaques, certificates - \$200
Office Expenses (postage, printing, supplies)	\$ 60.00	\$ -	FY2017 budget based on \$5/month for 12 months.
Newsletter	TBD		New line item. TBD by newsletter coordinator and committee
Board Discretionary	\$ 120.00	\$ -	FY2017 budget based on \$10/month for 12 months.
AMSOV Biennial Dues	\$ 200.00	\$ 200.00	The FY2016 results for FY2015 dues invoiced and paid in FY2016.
AMSOV Travel	\$ 2,000.00		No FY2016 AMSOV conference.
Volgistics – Scheduling System	\$ 696.00	\$ 615.21	FY2017 budget based on 58/month for 12 months. The increase due to additional features.
Special Projects	\$ 1,000.00		Includes pilot programs, concept implementation, and a potential additional gift to symphony
<b>Total Operating Expense</b>	<b>\$ 11,926.00</b>	<b>\$ 11,815.58</b>	
<b>Operating Income/Expense Difference</b>	<b>(\$ 6,276.00)</b>	<b>(\$ 4,205.58)</b>	FY2016 difference includes the piano restoration cost from FY2015.
Carryover from FY2015		\$ 17,631.16	
Cash Balance EOY FY2016	\$ 14,587.79		
<b>Total Cash Balance EOY FY2017 (est.)</b>	<b>\$ 8,311.79</b>		