



Seattle Symphony Volunteers

2016-2017 Annual Report

SEATTLE SYMPHONY VOLUNTEERS 2016-2017 ANNUAL REPORT

FROM THE PRESIDENT (Carmen Spofford)

This Annual Report highlights the key accomplishments of the Seattle Symphony Volunteers during the 2016-2017 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. This season, we provided 9,465 hours in service of our Symphony (1,262 more hours than last year), which translates to an incredible \$274,390 (approximately \$55,206 more than last year)!

In addition, we funded \$10,250 to purchase new instruments for the Percussion Section, \$2,500 to the Forever and For Everyone Campaign for the Octave 9 Raisbeck Matching Challenge, \$2,500 to the Seattle Symphony Annual Fund for Education Program Sponsorship of Link Up, and \$6,465 from Sympaticos to the Raisbeck Challenge.

In addition to the efforts described in the enclosed reports, the Volunteers also contributed many hours to Symphonica, the Symphony Administrative Offices, the Music Library, and Simple Gifts (Symphony service program).

We are proud to have made these vitally important contributions to the Seattle Symphony.

We would like to thank the Seattle Symphony for the wonderful Annual Meeting event which they hosted in the Founders Room. At this event, graciously MC'd by Charlie Wade, the new SSV Board Officers were introduced, and warm remarks were given by Maestro Morlot and Simon Woods. In closing, THANK YOU for all the recognition that the Volunteers get from the entire Symphony family.

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

Carmen

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SSV MEMBERSHIP (Greg Blindu - Committee Coordinator)

For the 2016-2017 Seattle Symphony season we were fortunate to have 125 new volunteer applicants, of which 82 became members, which brought our total membership count to **352**.

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.

Over **9,465** hours of volunteer work has been booked during the 2016-2017 season. Volunteer ushers accounted for more than one half of the hours worked, followed by the volunteer office support, education programs, artist aids, Symphonica and other volunteer activities.

For the upcoming 2017-2018 Symphony season I would like to welcome Chris Ta as our new Membership Committee Chair. I'm sure Chris will enjoy the experience as Committee Chair that I have enjoyed for the past two seasons. I am looking forward to continuing to support our wonderful Symphony and the SSV organization as a volunteer as well as helping out with new applicant interviews for the Membership Committee.

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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 everyone takes time to stop and converse with the volunteers. Going these extra miles have 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.

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 began the season using 4 volunteers on Fridays and six on Saturdays. We decided that whenever possible we would increase the number of Friday volunteers to 6 to assist with Saturday preparations and increase the number of Saturday volunteers to seven or eight. All total we used 61 volunteer slots.

Tiny Tots Post-Concert activities occurred after the concerts in Soundbridge and volunteers occasionally stayed after to help the Teaching Artists with the activities.

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. For the Family Concerts, we utilized 38 volunteer slots.

Open Rehearsals are designed for middle school, high school and college students, but sometimes have younger attendees. Volunteers greet the schools at the door of the Grand Lobby, seat them, answer questions and assist with microphones. A few paid ushers work with us on this activity. Last year we filled 21 slots, down from last year because there were just two open rehearsals. Everyone enjoys listening to the orchestra rehearse, so this event fills quickly.

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EDUCATION/COMMUNITY ENGAGEMENT (Continued)

Sensory Friendly Concerts are designed for children on the autism spectrum and their families. These concerts were held in the Soundbridge performance area. This year the Symphony volunteers were mainly used to help people who parked in the garage locate the Soundbridge. Volunteers also helped post-concert with instrument exploration and just visiting with the children. Thirty volunteer spots were used for the concerts held both Saturday and Sunday, one weekend in November, February and April.

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 series where the Seattle Symphony plays with students in grades 3-5 who sing, play recorders and other C instruments and move to the music. Students mainly arrive on buses, are met at the bus by an outside team and directed to a parking place, met again at the entrance to the Grand Lobby by a team of one paid usher and one volunteer and taken to their seats. There are generally two concerts each day. Twenty two volunteers participated with some volunteering for all three days. This year the concerts were held in March...during rain, sleet and snow. Due to road constructions some volunteers were needed out on the street to work with the transportation team. Next March rain gear will be needed by the outdoor team because all the cold moisture froze those volunteers to the bone. Volunteers enjoyed attending the concerts. 36 volunteer slots were filled for this event. Several people volunteered all three days.

Side-by-Side concerts and **Community Concerts** feature the Symphony paired with an outstanding high school orchestra, community orchestra or college group. They are sometimes held at the school or community center and sometimes 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.

Path with Art: We Are All Here: Two volunteers helped the Education Staff and participants by welcoming participants, monitoring belongings during rehearsals, assisting with pizza dinner and assisting backstage during the concert. (This is a Simple Gifts activity)

Young Composers Aaron Jay Kernis workshop; Two volunteers signed in the composers at the Artists Entrance, then heard the presentations in the Founders Room. Mr. Kernis had chosen three composers compositions to discuss.

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EDUCATION/COMMUNITY ENGAGEMENT (Continued)

Mary's Place Lullaby recording sessions: Volunteers signed in participants at the Artists Entrance, took them to their work area and helped as needed. Families who brought children required help. 5 volunteers were involved. (Simple Gifts)

Mary's Place Concert in Soundbridge and Reception—Four volunteers welcomed guests, set up reception, and assisted families before, during and after the concert.

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 total.

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.

FRIDAY MATINEES (Olga Sakharova - Committee Coordinator)

Total Friday Matinee Events in 2016-2017 Season: 5 events

Total Volunteers interested in Friday Matinee participation: 109 which is 32.5% of all our Volunteers.

Usually I need 8 volunteers for each event. Friday Matinee concerts are quite popular, so all 8 spots are taken within 24 hours. I have to put a Wait List together, for those who are interested, but replied after spots were filled. Almost every Friday Matinee event is Sold Out and Volunteers assist with meeting and greeting about 11 busses and 7 vans. Approximate number of seniors Seattle Symphony volunteers assist (helping with doors, providing directions and information, leading back to the bus) during Friday Matinee events is 300-500.

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VOLUNTEER USHERS (Bill Messecar - Committee Coordinator)

First I want to let the Board know that next year (2017-18) will be my last as coordinator of the Volunteer Usher program. Dick Mori—SSV Past President will be taking over running the volunteer usher program and I know he will do a wonderful job along with our outstanding House Manager, Keith Godfrey. I appreciate so much the support of the SSV Board and all the active SSV members.

For the 2016/17 season we were requested to provide 1226 volunteer ushers to work with their paid counterparts. We provided almost 98% of the requested volunteer ushers compared to 96% in 2015-16. The key to reaching this level of fulfillment has been scheduling 11 ushers instead of the 10 requested and the addition of 71 new trained ushers this season. The volunteer usher group has grown each year and shows no sign of slowing, even though we lose almost 10% of trained ushers each year. I have noticed a higher level of cancellations this season compared to previous years—running over 10% this year, which means I have to request replacements almost every week. But again, the wonderful volunteer ushers will offer to take on extra concerts to fill the need.

To serve as a volunteer usher, an individual must be a paid up member of the Seattle Symphony Volunteers and attend an Orientation session lasting approximately three hours. Keith Godfrey, BH House Manager, has given four Orientation sessions this season, two in August and October 2016, and two in January and April 2017, resulting in 71 new ushers trained. Our roster of trained SSV ushers has grown to 182 and continues to be a very well supported program. Our next training session will be on September 10, 2017 to start the next season. These sessions are always very well attended so if you have friends who are interested in joining SSV and ushering, let them know about this Orientation.

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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 2016-2017 season, the scheduled drives primarily covered airport arrivals and airport 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 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 2016-2017 season four new Artist Aides (Monika Hall, Andrea Jones, Mi-Jung Lee and Louis Paquette) joined the program, and their contributions substantively bolstered the capacity to handle the many drives that were required. During the season there were five months requiring very heavy commitments, the requirements for those months being between 32 and 41 drives per month. For a group of only 26 Artist Aides, with several of them being very inactive, these proved a challenge. Several of the AAs always proved more than willing to fill in multiple drives. Monika actually donated 22 hours in one specific month—a heroic effort.

Artist Aide drives for the 2016-2017 season began in September, 2016, and ended during July, 2017, with the final event, Harry Potter. The following are the data for the Artist Aide contributions during the 2016-2017 Concert Year:

2016-2017 Concert Year Summary

Number of Artist Aides =	26
Number of concerts w/ drives =	52
Number of guests driven =	131
Number of groups requiring drives =	3
Total hours donated =	774.85
Total drives =	266
Total Airport Drives =	198
Total Day Drives =	181
Total Night Drives =	85
Total Mileage driven (est.)=	9166 miles
Total Airport Parking fees donated (est.)=	\$ 408
Equivalent \$ contribution to SSO (est.)	\$24,154
(\$28.99/ WA volunteer hour + Parking + IRS mileage allowance)	

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ARTIST AIDES (Continued)

2017-2018 Concert Season Plans:

Blaine Inafuku, the SSO Artist Services Manager, continues as the SSO staff member responsible for the Artist Aide program. Carole Rush will continue as AA coordinator, working closely with Blaine, the Artist Aides and the SSV Board, to ensure smooth scheduling of drives for each of the SSO's guest artists. An AA training session / meet-and-greet event will be held in September. Interviews for new AA's will also be held that month.

DOCENTS (Gaile Gray - Committee Coordinator)

During the 2016-2017 Season, volunteer docents hosted approximately 400 guests during public and special group tours. Docents served during the bi-monthly Organ Recital Demonstration Days, and also lead guests on special-request tours, welcoming groups from schools, recreation centers, and senior centers. As an example, one staple of our year is the "Theatres of Seattle" tour where approximately 60 music students and chaperones from Lake Washington School District include Benaroya Hall in a day spent visiting various music and theatre venues in our city. (I'm told Benaroya Hall is always the highlight of the day.)

Just as the season ended, I met via conference call with Megan Hall from the Seattle Symphony to discuss the fact that the free Noon Organ Recitals have been discontinued, with the final recital taking place in July. I deeply regret the loss of these events, as I believe the outreach was very beneficial to the community and the Symphony as well. But with that information, Megan and I were able to develop a plan that will see the continuation of bi-monthly tours while retaining the possibility of accepting group tour requests, as well.

Docent tours now are being offered through an on-line reservation system linked from a more informative web page on the Benaroya Hall website. I believe that this system will be very helpful, as I will be able to schedule in a meaningful manner, providing the docent with the number of guests and group contact information, as well. You can see the new information on the reservation page.

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DOCENTS (Continued)

Benaroya Hall Tour



Join us for a tour of Benaroya Hall, the crown jewel of downtown Seattle!

Docent-led tours of Benaroya Hall are free and open to the public, but reservations are required. Tours are offered on a bi-monthly basis throughout the year. Areas of Benaroya Hall to be toured may vary by date and are subject to availability.

Tours are approximately 1 hour long and recommended for guests age 10 and older.

Benaroya Hall houses two performance halls in a complex that is thoroughly integrated into downtown Seattle. Occupying an entire city block at the very core of the city, the development celebrates the vital role of performance events while maintaining the continuity of commercial life along one avenue and providing a much-needed public space, in the form of a terraced garden, along another.

We will be scheduling bi-monthly tours at least two months in advance of the date of the tour. The first three scheduled tours for the 2017-2018 Season are:

- October 5, 2017
- December 5, 2017
- February 15, 2018

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

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MEMBER EVENTS (Sarah Light - Committee Coordinator)

2016-2017 season programs included:

October 2016 Wine & Wisdom

54 SSV members and their guests welcomed Laura Reynolds, Director of Education & Community Engagement, who gave a talk on the Symphony's Simple Gifts program. A reception was held in the Norcliffe Founders Room.

January 2017 Wine & Wisdom

An Untuxed Schubert concert was enjoyed by 56 members and their guests, followed by a dessert and wine reception in Soundbridge, featuring piano entertainment by volunteer Jan Van Horn.

April 2017 Wine & Wisdom

A reception in the Norcliffe Founders Room was attended by 77 members and their guests, who enjoyed a presentation by Simon Woods, President & CEO and Rosalie Contreras, Vice President of Communications, on Symphony sound recordings and the recent Grammy award.

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

Ludovic Morlot, Music Director

Volunteers who helped produce these popular events:

Sarah Light (co-chair)

Bonnie Seelinger (co-chair)

Alicia Archambault (staff coordination & bartending)

David Charbonneau

Kate Gormley (program design & check-in desk)

Martin Johanssen (bartender)

Margo MacVicar-Whelan

Jan Van Horn (piano)

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SSV ENDOWMENT (Cynthia Hamp - SSV Endowment Chair)

COMMITTEE: Chair: Cynthia Hamp, Membership: Isa Nelson and Clodagh Ash
SSV President Carmen Spofford, Treasurer Steven Guild

It is our purpose to gift the Seattle Symphony with capitol gifts purchased from the annual earned income of our Endowment Fund. This year at the request of the Percussion Section we agreed to purchase: an Adams Vibraphone, a Folding Glockenspiel, a set of Bongos and Congas, and a Bass Drum. Total cost to be \$10,250.

The Fund is approaching a value of \$100,000 and this year the income was \$6,120. We do not make a gift every year as sometimes the ask is very costly, like the new LED stand lights.

AUDITIONS (Bonnie K. Seelinger - Auditions Coordinator)

The 2016/2017 season was a busy year for Auditions. The Seattle Symphony requested 44 volunteers across 6 auditions, as highlighted below:

Month	Year	Audition	# Volunteers Requested	# Volunteers
September	2016	Assistant Principal Clarinet	11	11
November	2016	Cello	8	8
January	2017	Principal Flute	6	6
February	2017	Violin	6	6
April	2017	Tuba	7	7
May	2017	Trumpet	6	6

As you can see above, volunteers for auditions are always in high demand! I'm very pleased to report we had excellent interest and turnout across all the auditions, serving as a strong testimony to the level of engagement and enthusiasm of our wonderful volunteer staff!

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FINANCIAL REPORT (Stephen Guild - Treasurer)

The SSV Budget

The budget for the SSV fiscal year (September 1 to August 31) is developed by the Treasurer with input of individual board members 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 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. free attendance at SSV events, Wine and Wisdom programs, open rehearsals, discounts at Symphonica), these dues pay for various operating expenses (such as the Volgistics databank system), as well as fund contributions that benefit the orchestra and Symphony performances.

The SSV has made significant contributions to the Seattle Symphony in recent years. In cooperation with the SSV Endowment, it has funded such projects as the repair of the Celeste (\$3,050), purchase of the marimba (\$10,500), purchase of the chimes (\$1,500), purchase of storage boxes for the music library (\$4,560), which helps protect an investment of over 1 million dollars in music owned by the Symphony, purchase of special music stand lights for each of the musicians (\$19,100), and refurbishing the concert grand piano (\$10,000).

In FY2017, we assisted with the purchase of the Adams vibraphone (\$4,000), the folding glockenspiel: (\$2,750), the bongos and congas (\$1,000) and a bass drum (\$2,500), all of which enhanced the Symphony's collection of percussion instruments.

In addition, the SSV contributed \$2500 to the Forever and For Everyone Campaign for the Octave 9 Raisbeck Matching Challenge and another \$2500 to the Seattle Symphony Annual Fund for Education Program Sponsorship of Link Up.

In terms of non-monetary contribution to the Symphony, this year alone the SSV has contributed 9465 hours of volunteer time, valued at \$274,390.35.

Highlights of FY2016

Income: During the past fiscal year, the total amount of membership dues was \$7,435. This was an increase over this category of income in FY2016, which was \$5,500. The FY 2017 amount includes membership renewals totaling \$1,835, which are designated for FY2018. Income from guests attending member events was \$110, compared to the \$165 in this category in FY2016. The total operating income in FY2016 was \$7,545, compared to \$5,600 of total operating income in FY2016.

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FINANCIAL REPORT (Continued)

Expenses: During FY2016, the largest expenditures were the various contributions and donations to the Symphony that are mentioned above. Because the SSV has cash-on-hand exceeding the annual membership income, the organization is able to respond to and to make significant contributions to Symphony requests.

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.

The budget on the following page was approved by the SSV board for the coming FY2018 Concert Season.

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FINANCIAL REPORT (Continued)

SSV Budget - FY 2018			
<i>The SSV budget is based on the figures reported by the Symphony's accounting office, as of August 31, 2017.</i>			
	FY2018 (Budget)	FY2017 (Actuals)	Comments
Operating Income			
SSV Dues & Donations	\$ 5,500.00	\$ 7,435.00	FY2018 dues and donations are estimated to be within the range of FY2017. The \$7435.00 includes \$1630 of FY2018 membership income.
Member Event Guests	\$ 100.00	\$ 110.00	Estimated to be slightly less than FY2017.
Total Operating Income	\$ 5,600.00	\$ 7,545.00	
Operating Expenses			
SSV Contributions to SSO-FY2017		\$ 5,000.00	This includes a currently unspecified \$5000 SSV gift to the Symphony during FY2017.
SSV Contributions to SSO-FY2018	\$ 5,000.00		This includes a currently unspecified \$5000 SSV gift to the Symphony during FY2018. A portion of the funds will be drawn from the accumulated unallocated cash in the SSV account.
Member Events	\$ 2,500.00	\$ 1,696.00	The line item for member events was increased from two to three events for FY2017. We anticipate there will be a total of four events, but one of those will be funded by the Symphony. The budgeted amount also includes an anticipated wine purchase.
Recognition	\$ 350.00	\$ 272.00	FY2018 amount is based on: Flowers, etc - \$150; Plaques, certificates - \$200
Office Expenses (postage, printing, supplies)	\$ 60.00	\$ -	The FY2018 amount is based on an estimated \$5/month for 12 months.
Board Discretionary	\$ 120.00	\$ -	The FY2018 amount is based on an estimated \$10/month for 12 months.
AMSOV Biennial Dues		\$ 200.00	The 2017 amount is for current dues. The next dues payment will be \$200 in FY2019.
AMSOV Travel		\$ 1,311.00	There is no FY 2018 AMSOV travel budget since there is no conference in FY2018.
Volgistics – Scheduling System	\$ 696.00	\$ 696.00	The FY2018 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
Total Operating Expense	\$ 9,726.00	\$ 9,175.00	
Operating Income/Expense Difference	\$ (4,126.00)	\$ (1,630.00)	The difference includes part of the piano restoration cost, carried over from FY2015.
Total SSV Cash Account EOY FY2017 (est.)		\$ 17,683.14	
Total SSV Account (FY2017)		\$ 28,807.42	This line includes the funds in the SSV Endowment account.