



Langham Court Theatre Society
AGM Staff and Committee Reports
NOVEMBER 24, 2019

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WRITTEN REPORTS (Departments)

1. Box Office Report

Submitted by Dick Newson, Box Office Manager

Box Office report for the period Sep 1, 2018 to Aug 31, 2019

- Total revenue from season plays: \$308,085
 - Blithe Spirit: \$45,115
 - Goodnight Mister Tom: \$46,592
 - 25th Annual Putnam Spelling Bee: \$86,058 (\$10 premium +2 additional shows)
 - That Elusive Spark: \$36,012
 - Quartet: \$44,319
 - Noises Off: \$49,989
- Other functions and workshops: \$10,625 Seats occupied all shows 4728.
- General ticket seats: 3052 (A1305 S1223 St86 C598) \$54,336
This is mostly for Over the River and Through the Woods which came in at \$48,602 including season ticket and general ticket sales.

2018/2019 was the first season that we were using our new online ordering procedures through our website. Despite initial glitches it has been a huge success. Many customers have remarked that it is easy to use. They like that they can order tickets and pick their seats for any play of the season. We even add other plays (rentals) that are not part of the regular season, which drives traffic to our website and people then have to scroll past all of our shows before getting to the rental.

The payment profile below shows how people are purchasing tickets.

Cheque	Cash	VISA	MasterCard	Debit	Online ticket sales
\$1387	\$7400	\$85,769	\$46,392	\$9,282	\$204,855

NOTE: The online system can only be used for purchasing general tickets. Season tickets and other events (workshops, memberships, donations & gift certificates) must be processed through the Box Office.

The General Ticket revenue for the season was \$261,569 of which \$204,855 was done online. This is a significant advantage for our customers who can order 24/7 for any show of the season including special performances. It also reduces the load at the Box Office for in-person and phone sales. But the total credit card sales, even before the online processing, is about \$335,000 per season. With a charge of up to 3% per sale we are spending about \$10,000 on CC service charges. It is for this reason that we have decided to bump the ticket prices for the 2019/2020 season by \$1 in all ticket categories except the Preview Night. With charged ticket sales at about 12,000 per year this will defray the CC handling costs.

We continue to use a customized legacy system for ticket sales in the Box Office. This is synchronized with the online system through a semi-automated process. Changes to orders, largely

from subscribers, have to be done both online and at the Box Office system. We also do this for customers that do not use the online system for whatever reason.

2. Costume Loft Report

Submitted By Colleen Maguire, Costume Loft Manager



Costume Loft Manager - Langham Court Theatre

hours Sat. & Tues. 10-3, Wed. 12-5, Fri. 12-6

website www.langhamtheatre.ca/costumes

insta @langhamcostumerentals

phone 250 384 2025 during Loft hours

This year has been one of steady growth for The Costume Loft. Here are some highlights from the past year:

- Introduced our new **Costume Loft logo**, included on all new marketing
- We worked with our summer Social Media Intern, Sara Ezzat, to launch an **Instagram page for The Costume Loft** which included Annual Sale contests and marketing
- Follow us at **@langhamcostumerentals**
- Our continued relationship with Wear2Start resulted in the **second annual sold-out V.I.P. (Very Intimate Preview) Sale**
- Through that partnership the sale received a media marketing **sponsorship valued at over \$25,000** from multiple sources
- Our listing on Google Maps was made separate from the Box Office in 2018
- From Sept. 2018 - Aug. 2019 the number of people who found us through Google Search or Maps was **43,729**
- **1,257 people visited our website** through Maps, **173 people called us** through Maps; and **307 requested directions**

Going forward, we will continue to grow with these changes:

- **New exterior signs** including our new logo to increase awareness of the rental service
- Moving **Fabric Sale** away from **the Annual Sale** brought in over \$1100 as compared to an average \$500
- Recruitment and training of new volunteers while retaining long term volunteers
- Development of **new revenue streams** including Facebook Marketplace

Thank you to Michelle for the time and energy invested in The Costume Loft this year; I have felt fully supported to make good choices that support our growth. Truly, without staff and volunteer support, The Costume Loft would not be the community resource it is. Thank you!

3. Facilities Management Report

Submitted By: Michael Gosselin, Facilities Manager

New Additions

We have added a step to the center theatre door for safer entry to the house.

Parking area now has painted lines in the front area, and wooden slats delineating spots in the back parking lot.

Rotted railings and steps on the back stairway to the shop and the staircase at the stage left exit have been replaced.

An eavestrough has been added to the overhang outside the shop door

Outdoor lights at the front entrance and path to the lounge can now be turned on/off from the panel in the lobby.

Trees have been cut back in the back parking lot in the dumpster area, and back exit from the rehearsal room.

There is a padlock on the cardboard recycling dumpster to stop people sleeping in there on rainy nights. The key is in the back kitchen with the other keys over the indoor recycling bins.

Patron men's washroom has new linoleum.

Front picture window frame has been repaired.

Annual Happenings

Carpets have been cleaned professionally.

Backflow and sprinkler systems have been inspected and approved

Fire extinguishers have been inspected and approved.

Ongoing Projects

Staining the front steps will take place if it stops raining.

Eavestrough on the overhang at stage left exit needs to be installed.

Baseboards in patron men's washroom needs to be affixed (in progress)

4. Front of House Report

Submitted By: Christina Haska, FOH Manager

In our 90th season, we had a lot of wonderful volunteer and patron feedback on our season, from the plays to the acting, to the sets and design elements. There was a palpable excitement for not just the plays, but the fun extras that we got to experience! Many of my FOH volunteers came out of the Craigdarroch and Government House parties, and the feedback from our volunteers was awesome! Even with our impressive 90 seasons, we had a lot of excited newcomer visitors to Langham! I cannot count the times I heard an excited gasp when I would tell a new patron to Langham that we have been here 90 seasons. We may have been here forever, but our patrons are always so excited to discover us.

We had a special treat for all opening nights of our 90th season – an anonymous donor donated funds for Langham to purchase sparkling wine for all cast and crew (and sparkling grape juice for the under 19s!). This was such a delightful treat and made our opening nights for the season just that extra bit special. Thank you sincerely to this donor!

This season, I continue to be so blown away by the commitment and hard work of my volunteers. Their humour and professionalism welcome visitors to our theatre, and I have no doubt that each patron interaction is positive and pleasant when my volunteers are involved. I was so pleased to have 64 active FOH volunteers, donating over 1300 hours this season – whew!

Additionally, it has been great to officially incorporate the “party person” role for opening night, which makes everything run much more smoothly, and ensures the always important food gets out on time, and our actors have something when they get upstairs too! Thanks to Finn for taking the role for our 90th, and I’m so excited to have Quinn on board (and on our board!) to help for our 91st!

Lastly, eagle eyed wine aficionados will see we have changed our red, moving from the Invisibull Malbec to the Estrella de Pascua Cabernet Sauvignon/Syrah blend. I think you’ll enjoy this snappy blend – enjoy a glass next time you’re around!

As always, my deepest and heartfelt thanks to this incredible community. The work we create is only possible through the focused effort of so many people, and I am so fortunate to see it up close and firsthand.

5. Head Scenic Carpenter Report

Submitted By: Chris Clarke, Head Scenic Carpenter

The 2018/19 Season and Langham’s 90th opened with a stunning set for *Blithe Spirit* designed and directed by Toshik Bukowiecki. It is always a delight when the set itself receives an audible wow, ooo, ah and a round of applause at its reveal!

I am immensely grateful to the shop crew and Don Keith for entrusting me with the design and execution of the final show of the 90th Season, *Noises Off*. Thank you also to Sally Crickman, Ann Harris, Paul Hilton, Finn Archinuk and too many others to mention.

It is also true that over the last few years we have seen a growing trend for increasing scale and complexity. I note that from the relative simplicity of our second show *Goodnight Mister Tom*, the following shows introduced more and more technical challenges.

This is also reflected in the material budgets for these shows which are often difficult to gauge as the preceding show tends to subsidise the following. There is almost always a “float” of shop material and a known quantity of flattage, sheet goods and lumber wrapped up in a set. Presently we are able to deduct a more accurate costing having acquired more than enough new material for the LOST build. Thus, it is hoped that subsequent builds can be more precisely budgeted.

We are pleased to welcome new volunteers Jackie Early and her husband Las. They have both worked on lighting hangs and strikes and most recently Jackie has thoroughly reorganized the backstage furniture storage area. She has also reorganized loose material in the loft area on the South wall of the shop. Jackie has also assumed duties over this furniture rental department with Sally Crickman's departure. Thank You Sally for all of your hard work, kindness, and endless patience!

Another thank you to Dave Burbank and Alf Small in particular for undertaking more than a few major shop clean ups. Nowhere are the cosmic laws of entropy more evident than in the aftermath of a build in the scene shop! An ongoing process of discarding excess scraps, cleaning and reorganizing has led to overall improvements to functionality in the shop.

Sheet storage to the left of the rear shop door has been re-reorganised and is considerably better than it was.

I am still pushing toward more thorough and specific organising; i.e. separate storage for hardware items. Presently we have a drawer full of loose door knobs deadbolts, hinges etc. these items could/should be stored and sorted by type. Ropes, wires and twines should likewise be stored on spools where they are visible and easily accessible.

When possible, clear containers are used and labelled as soon as they are put to use.

Another source of clutter easily resolved is culling obsolete and unused donations.

We recently discarded several broken staplers, pliers and worn out screwdrivers.

I have taken excess tools out of circulation and stored them separately. It is unlikely, for example, that everyone needs a carpenter's square at the same time. Surplus tools lead to more and more being taken and left out when they are lost track of. It is, admittedly, a desperate strategy, but it seems to be working.

It is important that any drastic changes are, if not agreed by consensus, made known to all shop users.

We are still working toward mitigating the dust extraction problem. The OEM accessories for the SawStop have proven less effective than we had hoped, although when properly implemented dust extraction at the mitre saws along the East wall is adequate.

There are better systems available and I would highly recommend making this upgrade a priority.

Likewise it is important that we address the proper disposal of paint and volatiles.

We have acquired a much needed new Bosch mitre saw purchased at the start of the build for *Quartet*. Safety note; an electrician has installed a covered outlet near this saw to prevent the ingress of sawdust into the outlet.

I will be replacing some of the hand saws and plan to purchase a cordless brad nailer and stapler.

A track saw is a wish list item which would greatly simplify breaking down large sheets cutting down flats or anything too big for the table saw.

6. Technical Report

Submitted By: Jason King, Technical Director

We had another successful season technically with my only area of concern once again being the continued selection of shows, such as *The 25 Annual Putnam County Spelling Bee*, that require the use of wireless microphones which are a challenge at Langham. I think going forward we should consult with a live sound specialist, such as Warren at the RMTS, and get some solid advice on how best to deal with such shows and what we should be realistically budgeting for the equipment.

Other than that, the main season highlight was the donation of more equipment to the theatre from the RMTS. They gave us a number of IQ mirrors, cables and power supplies which just happened to arrive in time to be used on the first show of the season and I'm told that it wouldn't have been possible to do the show as they wanted without them.

We were given far more than we will ever need so we likely will donate a few to other non-profit groups around town.

During the production of *Noises Off*, we determined that the projector in the house was blocking sight lines for some seats so we took down the projector and mount. I took advantage of this to give the projector a good clean and when it was time to put it back, I installed a proper commercial mount and added a safety chain. The downside of this was that the rather ingenious dowsler that Al McKenzie had built will no longer work so we have on order a proper DMX dowsler that can be controlled manually or by the lighting console. At the same time we re-installed the projector, we also removed one of the house lights that was in the way of the projection beam.

The 2019 Fringe was very successful this year at Langham with several shows attracting very large audiences. Indeed the critically acclaimed *Josephine* sold out every performance and the group were very happy with the venue and how the show looked and sounded. We did start to have a few issues with our sound and video computer during the Fringe however so that will likely be next on the list for an upgrade or replacement.

I did consult with Warren at the RMTS and our regular lighting technicians on some desired technical updates to the theatre which would include video, sound and lighting. We've had some lighting instruments in for demo already and I hope to have that proposal ready in the new year.

7. Production Chair Report

Submitted By: Alan Penty

From advanced spellers to advancing singers and from fancy sparks to frantic noises, last season at Langham Court Theatre offered an incredibly diverse selection for our audiences and our performers. My intention in selecting every show was different and I am pleased to say that each show achieved their intended goal. Langham needs to be many things to many different people. I wanted shows that challenged the audience's perceptions and Langham's abilities as well as amused and entertained them. I believe that my selection of plays increased our attendance or, at the very least, maintained it.

I couldn't be more pleased with our first play of my final season. It welcomed people into our theatre with warmth, humor and humanity. Well done, Jason Vikse and the cast of *Over the River and Through the Woods*.

WRITTEN REPORTS (Committees)

1. 90th Anniversary Celebrations Committee Report

Submitted By: Toshik Bukowiecki

The 90th Anniversary Celebrations Committee was formed in January of 2018 to plan events to celebrate the 90th Anniversary of the theatre – September 2018 to June 2019.

The committee consisted of Pearl Arden, Michelle Buck, Vinnie Chadwick, Sally Crickman, Jean de Cartier, Marilyn Kuss, Quinn MacTavish, Drew Wavervyn and Toshik Bukowiecki (chair)

The committee planned and organized three major events for the season:

- 90th Season opening gala party at Craigdarroch Castle on September 2, 2018
- The official 90th birthday party at Government House on February 8th, 2019
- 90th Season "Wrap Party" and volunteer appreciation party at LCT on June 29th, 2019

In addition, committee members assisted with planning and organizing participation of LCT members in the Victoria Day Parade on May 20th and the Oak Bay Tea Party Parade in June 2019.

Marilyn Kuss created and organized displays of photos and theatre memorabilia that were displayed throughout the season. Marilyn also created a 90th Anniversary Album of photographs and programs, a copy of which was given to Her Honour, Janet Austen, Lieutenant-Governor of British Columbia at the birthday party.

All of the 90th Anniversary celebrations were memorable and successful events and were well attended.

The committee was dissolved at the end of the 90th Season.

2. Archive Report

Submitted By: Marilyn Kuss

Archive Committee members: Marilyn Kuss, Daunine Burbank

SPECIAL FOR THE 90TH SEASON

Much of the Archive work for the 90th Season was started in the spring and continued through the summer of 2018 in order to be ready for the opening of the 2018/19 Season in September.

- Displays
 - Timelines (3 different types displayed in the hall, lobby and on the periactoids)
 - Made poster boards with photographs from the nine decades (changed for each show) and displayed in the hall.
 - Periactoids with various displays of Langham history
- Thematic Program inserts--Blithes Spirits; animals; musicals; psychological dramas, English plays made into movies, and farces.
- The Birthday book, a copy of which was given to the Lieutenant Governor at our Government House birthday party.
- Wrote a Langham history for the Victoria Historical Society (Newsletter 52).
- Worked with the 90th Season Committee organizing events.
- Participated in a Media Night.

USUAL ACTIVITIES

- Made new poster board for each new production.
- Identified actors in the poster boards hung in the public hall in an attempt to show why each posterboard had been chosen to be displayed.
- Made and displayed temporary posters for Life Members who passed away.
- Worked on adding identification to photos on poster boards from earlier times.
- Added programs to poster boards from earlier times so as to give credit to all who had worked on a production and not just the actors in the photos.
- Repaired and/or re-made poster boards from earlier times.
- Database maintenance, especially adding the non-program points, now in its 3rd year. This database is a valuable tool for analyzing production information and volunteer contributions. Used for Life Membership recommendations as well as Volunteer Appreciation recipients.
- Unfortunately, had to update the In Memoriam book which is on display in the Lounge.
- The Archive Committee gets together usually one day a week, sometimes more if needed. We meet in the Lounge on Tuesdays, 9:30 to 3:00ish. You are all cordially invited to meet the Archive Committee and get to know the Archive better. We're happy to try to answer any questions you might have.

3. Life Member Committee Report

Submitted By: Marilyn Kuss

- The Committee now consists of Marilyn Kuss, Vinnie Chadwick, Dick Newson and, our new Board Representative Kevin Stinson who replaces Wendy Merk who is no longer on the Board.
 - The Committee meets on an as-needed basis (usually two or three times a year).
 - The primary function of the Committee is to make an annual report to the Board in which recommendations are made for volunteers who have met the required threshold of 14 years of active service and 25 service points to be considered for Life Membership.
 - Service points are accumulated through “Program” activities and “Non-program” volunteer activities .
 - Inclusion of the “Non Program” volunteer activities began in the spring of 2017 and continues through the 2017/18 Season and the 2018/2019 Season. As a new-ish addition to the Langham database, a few remarks should be made.
 - The system is good, but it is not perfect. There are entries with only the first name, entries with no hours, misspellings, possible omissions ...
 - Our calculation has one service point equal to 100 hours of volunteer work.
 - Overall, we are very pleased that all (or most) volunteer activities are now being recognized and getting service points.
 - Anyone who is interested in their own Langham volunteer history as shown in the database can contact the Committee by emailing marilynjk@gmail.com.
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3. Readers' Theatre Report

Submitted By: Wendy Merk

To help celebrate Langham's 90th, on Saturday, October 27, 2018, at 8 PM Readers' Theatre presented two one-act plays, *Sham* and *The Boy Comes Home*. Both plays were directed by Quinn MacTavish. These were the very first plays produced at our theatre almost 90 years before.

We presented *An Ideal Husband* Saturday, February 16, 2019, at 8 PM. This play was first produced by the Victoria Theatre Guild in 1961. Directed by Wendy Merk, the cast included Langham newcomers and seasoned veterans.

On Saturday May 11, 2019, at 7 PM, we presented a miniature Readers' Theatre Festival, starting with *The Affair of the Lone Banana*, directed by Mitch Barnes with a cast of Monterey Middle School students. Later that evening, at 8:00 PM, we presented selected readings from *The Diary of a Young Girl* by Anne Frank. Directed by Wendy Merk, the cast and crew included many new-to-Langham people as well as a few of our long-time volunteers.

Thanks over and over again to all of the volunteers and audience members who continue to support Readers' Theatre. It continues to offer opportunities for people of all experience-levels to be involved in live theatre. Long may it continue to thrive!