



# GMHA

## 2009 Annual Report

### Green Mountain Horse Association

**President:** Lynn Freeman

**Vice President:** Peter Campot

**Secretary:** Ray Johnson

**Treasurer:** Janet Mayberry

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Terri Satterlee

Anne Hennessey

Jennifer Eddy

Jamie Fields

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Robin Groves

Judy Cummings

### President's Message

In the face of daunting economic uncertainty and particularly uncooperative weather, GMHA provided yet another season of challenging competitive sport, expanded equestrian educational opportunities, and new outreach in the area of trail preservation. In addition, GMHA hosted our third annual Chef's Night, which is becoming a highlight of the Woodstock area social calendar and an important friend and fundraiser for GMHA.

If "luck favors the prepared mind," perhaps "magic favors GMHA" because of the relentless planning and hard work of the GMHA staff, and the enthusiastic and generous commitment of countless volunteers. New executive director, Marty Hunt, provided the leadership and set the high standard that made for rewarding experiences for competitors, members, and volunteers alike. The Board could not be more pleased.

As the year comes to a close, I think it can be fairly said that 2009 was a season of many successes and some "teachable moments" as well. We're justifiably proud of what we have accomplished, and look forward confidently to the future.

- Lynn Freeman, President

### GMHA Staff

**Executive Director:** Marty Hunt

**Operations Manager:** Jean Kelly

**Event Director:** Karey Manner

**Marketing Manager:** Molly Hutchins

**Grounds Manager:** Nate Marean

**Trails Coordinator:** Debbie Donahue

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# GMHA Provides New Opportunities for Young Riders

This summer, **42 young riders** from throughout New England (and one from Hawaii!) worked, competed or participated in clinics through a **\$30,000 grant awarded to GMHA from the Chichester duPont Foundation**. The grant's purpose is to provide for the **continuation and expansion of youth education programs at GMHA**.

The scholarship funds were used in three ways:

- to assist junior equestrians attending GMHA's Junior Horsemanship Clinic, Pony Club, and 4-H Clinics.
- to provide junior riders with financial need assistance to compete or participate in GMHA events, clinics or educational programs.
- to provide eligible students with practical work experience and compensation while giving them the opportunity to learn and develop a variety of skills by working at GMHA.

Following are a few "at a glance" experiences from some of the young equestrians who benefited from the scholarship program:

## Competitors

The Chichester Award enabled six junior equestrians to participate in GMHA competitive events, some, like 16-year old Alexandra Glover, of Newfane VT for the first time. Alexandra and her five-year old Morgan mare received high scores at both the June Dressage Show and at Dressage Days in July. Competing at GMHA this past summer has been the high point of Alexandra's riding career thus far.

Fifteen-year old Brittany Richardson of Surry, NH competed in the

spring, summer and fall hunter-jumper shows. She has been a regular at GMHA for the past two summers, and has used her scholarship award to compete in additional classes and shows. She is a sophomore at Keene High School.

## Working Students

As a working student at GMHA, 15-year old Emily Bradley, of Plainfield, NH, helped to prepare for various events throughout the season and provided both pre-event and day-of assistance. She filled in as a cross-country judge and scribed at one of the dressage shows. Sorting entries and organizing awards may seem mundane to some, but to Emily, it provided valuable insight into the preparation that goes into the many events hosted at GMHA.

## Junior Horsemanship Clinic

Nineteen young riders supported by the Chichester Award participated in GMHA's Junior Horsemanship Clinic. One student, 15-year-old Katie Travers, of Haverhill, MA, says she would not have been able to attend the clinic without the assistance she received. This is Katie's first time at the clinic and she hopes to attend again next year.

Caileigh Bryant, a 17-year old high school senior from Thetford, NH was able to help some of the younger

riders at the clinic through her experience in stable management and teaching in general. She found her experience rewarding and hopes someday to be able to give back to the riding community what she feels she has been given.

Fifteen year-old Christiana Sollars, of Oahu's North Shore in Hawaii, heard about the Junior Horsemanship Clinic from her mother who lived near GMHA as a girl and dreamed about sending her children some day. It wasn't until Christiana and her mom saw a notice in their Pony Club magazine reminding them of the annual event that they began looking into the possibility of her going. Initially backing off because of cost, they reconsidered when they learned about the scholarship funds available and applied. To their delight, Christiana received an award and made arrangements for what would become an unforgettable summer.

The Chichester duPont Foundation was founded in 1946 by Mary Chichester duPont Clark to provide grants to non-profit organizations that promote the quality of life of U.S. citizens and their environments. Hopefully, after the success of this year's program, GMHA will be able to continue and expand its youth education programs in the future.

- Carol Savage

# 2009 Annual Fund Donors

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Abraham, Susan  
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Martin, Patricia  
McCollom, Connie & Robert  
McKown, Louisa & David  
McNulty, Donna  
Mills, Virginia  
Milot, Cheryl  
Monroe, Scott  
Moore, Frank & Rosemary  
Morgan, Wendy  
Mowry, Sandra  
Mullen, Daniel & Janet  
Nichole, Patricia  
Norman, Susan  
O'Donoghue, Kevin & Susan  
Otzal, Margaret  
Oxnard, Sarah  
Payson, Anna Hope

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## Executive Director's Report

2009. The year is just about over and what a year it has been. Who would have thought we would be starting the long climb out of such a severe economic recession, that our country would be led by an African American and that we would live through so much rain in our already too short summer months? (What summer months, you might ask.) I would add to the list of unbelievable things that I would be in this position, writing about the year in review at GMHA!

The capital improvements that were finished this year were magnificent and made a huge impression in the minds of our competitors and visitors. The new rapid flush toilets, and the refurbished stalls were by far the most appreciated and frequently commented on improvements. The new Upwey field just kept getting better and better as the season progressed. I accepted all of the accolades that came pouring in about how great the place looked, but was quick to add that I had nothing to do with them. They were the result of the long hard work done by my predecessors, the board, and the hundreds of generous donors that made the capital campaign happen.

We had strong participation in all our major events: the Horse Trials had waiting lists, the Hunter/Jumper and Dressage shows were full, the Junior Horsemanship Clinic had 20 more riders than last year, bringing our total to 80, a full house, and our Combined Driving Event had more entries than last year. At the beginning of the year, we were uncertain how the stalled economy would effect us, but, fortunately, it had little impact.

Our staff goals for the year included:

- Present a positive first impression to all visitors
- Successfully complete a well-run season
- Increase our fiscal stability
- Increase our access to trails

I am pleased to report that we made great strides in all areas. To measure how our visitors and competitors reacted to our grounds and facilities, we asked them, both through ongoing competitor evaluation

forms and through our GMHA delegate program. Throughout the season, we received nearly 300 survey forms and earned a 91% customer satisfaction rating of very good to excellent. Our delegates who interviewed visitors and competitors were met with appreciative and thoughtful comments as they were told it was great to be approached and asked about how their experience here could be improved.

With several new staff on board this season, many of us had a huge learning curve to deal with. Learning as you go when you are in the midst of non-stop activity is an experience that I am glad to say is over. Not that we don't have lots more to learn, but that the worst is behind us! Most of our events went smoothly, and we were able to keep within our budgets. The season did have its ups and downs and we have gone to great lengths to document what went well and not so well in weekly debriefing sessions that will help us as we begin to organize for 2010.

Our total membership numbers were a little behind, due to lower than expected number of renewals, but we exceeded our goal of soliciting 150 new members (10% of our total number of members). Our annual fund exceeded its goal and we expanded our business memberships and corporate sponsorships. Fundraising through our safari raffle and our signature Chef's Night event were critical to improving our bottom line.

In contrast, we had some new, sizeable expenses, as we purchased and installed a new PA system, did interior renovations to the duplex, now called the Ranch House, to ready it as a rental unit, had many equipment repair, and rental costs, purchased an entire new set of jumps, a new dressage arena and had extra maintenance costs associated with our cross country course, due to excessive wet weather. We also purchased several new and used computers, unplanned at the start of the fiscal year. As we complete our fiscal year, we expect to be within our 2009 budget numbers.

Our trail management work continued all season as

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## ED Report Cont...

our trail stewards and landowners keep in touch regarding maintenance required along certain trails. We are proceeding with our trail easements activities as land owners are identified and trail locations are defined. We have a new GPS system that allows us to develop trail easement maps which will become even more useful as we rev up our efforts.

You will hear often because it's true, that this is a magical place which comes to life from May to October as thousands of people descend onto our property to experience the unique blend of horsemanship, friendship, accomplishment, and desire for more to come. Thank you again to the many volunteers, landowners, competitors, board members and staff for all that you do.

- Marty Hunt

## Membership Statistics

Business Members	40
Individual	1080
Lifetime	159
Family	561
Junior	122
Friends & Supporters	76

**Total Members 2038**

*\* GMHA is proud to say that 150 new members were gained in 2009.*

**2010 Business Membership Packages coming soon!**

## GMHA Gets Graded *What Our Customers Had to Say*

Customer satisfaction studies prevail largely because there is an intrinsic belief that they should be good for business. Done correctly, a satisfaction study will not only tell you how satisfied your customers are, but how such satisfaction ties to your bottom line, and how much effort you should put into trying to raise your satisfaction scores.

Such is the thinking behind GMHA's effort to collect feedback from participants in various events throughout the 2009 season. According to Marty Hunt, GMHA executive director, obtaining feedback from customers is vital to planning for the future.

"Everyone, from the President of the United States, to the local mechanic, needs feedback in order to perform their job to the highest standard possible," says Hunt. "We asked ourselves: 'Are our customers at GMHA satisfied with our performance?' 'How can we improve?' That is why we put together an initial survey that we asked visitors to complete."

The survey measures grounds and facility conditions, safety, cleanliness, and staff knowledge and courteousness, among other factors. It also asked participants to rate their overall experience on a scale of 1-5, with "5" being excellent, and "1" as poor. Ninety-one percent of respondents gave GMHA very good to excellent ratings. The highest levels of satisfaction came from participants in the 15-Mile Ride and Drive, the June Horse Trials and the 25-Mile Ride. Approximately 7.5 percent rated their experience as "good."

Like any measurement instrument, customer satisfaction surveys can have flaws. You have to be careful that you're measuring the right thing from a customer perspective and not looking for a simple metric that does not provide management guidance as to what to do if the scores are low. "Now that we have a mechanism in place, it can be tweaked to get better, more specific input," says Hunt.

What does GMHA plan to do with its 2009 customer satisfaction surveys?

"We will evaluate the feedback and load it into our 2010 plans," says Hunt. "We have a baseline to work from, and will measure our success in certain areas using that. We may not always like or agree with some responses we get, but it's important that our customers know that we're asking -- and listening."

- Carol Savage

2009 Annual Fund Donors Cont....

Perry, H. Bradlee  
 Perry, Susan  
 Powers, Susan  
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 Proctor, Betty Anne  
 Pulsifer, Holly  
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 Woodward-Poor, Jeanne  
 Wright, Lana  
 Zukatynski, Ginny

## 2009 In-Kind Donations

GMHA thanks the businesses and individuals who have contributed goods and services this season.

*200 Water Buckets*  
 Woodstock Home & Hardware: Larry Perry

*Labor for Building a Trailer*  
 Phil Drinker

*EZ-Go Utility Vehicle*  
 Jack Schofield

*Donation of Accounting Work*  
 A. M. Peisch & Company

*Ranch House Donations*  
 Debbie Klene  
 Joy Axten  
 Pat Nichole  
 Janet Spangler  
 Doug & Wendy Bejarano  
 June Hamel  
 Marty Hunt  
 Harriet Grannick  
 Bill Phillips  
 Phil and Bunny Hodges

*Flowers and Plants*  
 Shirley Fenner

*Use of Tractor*  
 Bruce and Mickie Perry

*Water Truck & Calendar*  
 Peter Campot

*Members Room Drapes*  
 Pat Nichole

*Office Equipment*  
 June Hamel  
 Catherine Christensen

## Event Statistics

### *Another Busy Event Season at GMHA*

*In spite of a sluggish economy, GMHA's events enjoyed a very healthy showing this year, with many events full and others well attended.*

<u>Discipline</u>	<u>Number of Competitors</u>
Eventing	842
Hunter/Jumper	550
Pleasure Riding	216
Driving	140
Clinics	230
Competitive Trail	266
Dressage	453

\* with 1135 rides down center line!

# 2009 Volunteers

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GMHA sincerely thanks all of our volunteers for their hard work this season. Our events simply could not happen without your help. We hope to see all of you again in 2010!

Sue Achenbach	Catherine Christensen	Kirk Flynn	Jill Helmer
Barbara Ackley	Danielle Clancy	Will Flynn	Maggie Hemlich
Lori Allen	Gaynor Coassin	Cathy Fobes	Nancy Henderson
Si Allen	Holly Cole	Kelly Foster	Anne Hennessey
Ky Anderson	Jeanette Cole	Susan Foster	Sally Herring
Dave Angus	Elena Collins	Lynn Freeman	Wendy Higgins
Susan Armstrong	Paula Colt	Mariann Gardener	Catherine Hill
Jim Axten	Sara Contois	Kent Gauthier	Erin Hill
Joy Axten	Dawn D'Angelillo	Nancy Gauthier	Jeannette Hogan
Cindy Baehr	Ann D'Anna	Donna Gawron	Heather Hoyns
Ricky Ballou	Johanna Dana	Nancy Gaynor	Cecelia Hoyt
Ann Barber	Marcie Daily	Andy Gelston	Colleen Hoyt
Jill Barber	Cindy Davis	Barbara Gerstner	Perry Hudkins
Carol Barnicle	Lisa Davidson	Liz Gesler	Emma Hudson
Toby Bartlett	Gayle Davis	Hal Glock	Hailey Hudson
Cindy Bateman	Walter Davis	Linda Glock	Iris Hudson
Callie Bauer	Hilary DeAngelis	Ellin Goetz	Heidi Humprey
Heidi Beaumont	Jill Delaney	Midge Goedewaagon	Bonnie Hurton
Wendy Bejarano	Isabelle Denis	Irene Gold	Harper Hutchins
Amy Berlepsch	Jen Dionne	Jill Goodwille	Jamie Hutchins
Sue Berrill	Charlene Divoky	Harriet Goodwin	Mary Hutchins
Ludy Biddle	Lisanne Dorian	Barbara Goulette	Jean Hyde
Dottie Billington	Cindy Lou Dougherty	Tom Gregory	Robin Jaccaci
Cindy Boehr	Melissa Drye	Nancy Grout	Dee Johnson
Donna Boroff	Lori Dubrail	Robin Groves	Linda Johnson
Hannah Bowen	Louise Duda	Wilson Groves	Nancy Johnson
Ann Boyd	Eileen Duffy	Mary Gulbrandsen	Ray Johnson
Kelly Bragg	Jennifer Eddy	Betz Haartz	Elaine Johnston
Emily Bristol	Dale Eddy	Anne Hablitzel	Bob Joyal
Michelle Brochu	Eliza Eddy	Kathy Hall	Sue Joyal
Sharon Brochu	Clarissa Edelston	Laurie Hall	Liz Jullian-Tuggle
Patti Brooks	Denny Emerson	Peri Hall	Norma Katz
Emiy Bryant	Barbara Estey	June Hamel	Diana Kay
Kali Bryant	John Evers	Debbie Hamilton	Barbara Kelly
Roberta Bryant	Charlotte Faccio	Nell Hamlen	Byron Kelly
Nancy Butler	Kathleen Fallon	Brooklee Han	Paul Kendall
Judy Caffery	Rick Fallon	Pinky Han	Jim Kersey
MaryLee Camp	Clancy Farrand	Debbie Hastings	Caffery Kids
Lisa Campbell	Sarah Farrand	Rob Hathaway	Debbie Klene
Linda Carlson	Shirley Fenner	Heather Haubrich	Nancy Kline
Jackie Carr	Jen Ferree	Christopher Hauri-Gill	Elna Kuhlmann
Cindy Cato	Jamie Fields	Erika Hawkes	Richard Lancaster
Kate Champa	Maddie Fields	Gerry Hawkes	Virginia Lancaster
Megan Charboneaux	Fran Fleming	Carol Hebert	Sue Lathrop

2009 Volunteers Continued...

Suzanne Lavoie  
 Jutta Lee  
 Linda Levitre  
 Jan Lillien  
 Jennie Lord  
 Cathy Lovas  
 Edie MacMullen  
 Lauren Mair  
 Lisa Mair  
 Barbara Maletz  
 Margie Manner  
 Michelle Marrin  
 Bruce Marston  
 Jackie Marston  
 Joyce Martin  
 Pati Martin  
 Pete Martin  
 Laura Martino  
 Kristin Mason  
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 Carol Mayo  
 Bill McCollom  
 Karen McCollom  
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 Kim McCollough  
 Braeden McGarry  
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 Sue McNally  
 Alyce McNeil  
 Polly Merrill  
 Brooke Mohr  
 Scott Monahan  
 Ken Mott  
 Blakely Murrell-Lilland  
 Helen Naylor  
 Shawn Newcity  
 Hannah Nichols  
 Ingrid Nichols  
 Sandy Niles  
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 Becky Nott  
 Cristin O'Hara  
 Debbie Ogden  
 Susan Olbrych  
 Kay Oppenheimer

Chris Orcutt  
 Kathy Ordway  
 Shirley Ouellette  
 Ashley Pakenham  
 Paula Peabody  
 Anne Penfield  
 Mickie Perry  
 Bruce Perry  
 Eva Peterson  
 Anne Peyton  
 Mary Piro  
 Bambi Prigel  
 Patty Prinz  
 Olivia Quill  
 Alisha Ranney  
 Steve Read  
 Ed Reynolds  
 Heather Ricard  
 Rebecca Rice  
 Rip Richards  
 Steve Riley  
 Chris Ritter  
 Lindsay Robbins  
 Dawn Roberge  
 Allison Robinson  
 Kathie Rochford  
 Sarah Rosenstein  
 Round Robin Campers  
 Vicki Roussell  
 Will Russell  
 Diane Rys  
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 Cailin Saggese  
 Ann Sanderson  
 Jean Sangdahl  
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 Ben Scheu  
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 Steve Schubert  
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 Katherine Selby  
 Sue Sellew  
 Joe Silva  
 Polly Smith  
 Janet Spangler  
 Ron Stazik  
 Jo Steele  
 Sally Stetson  
 Cindy Strate  
 Carol Stratton

## Trails Wrap-Up

In 2009, GMHA performed maintenance on the following trails:

- Rowe Hill Road
- Rowe Trail
- Savage Forest
- Thrane Trail
- Peabody Road
- Caper Hill Road
- Cady Brook Trail
- Serenity Trail

GMHA is continuing to work towards securing trail easements and has purchased a GPS system to help with this task.

GMHA thanks our 2009 Trail Stewards for their work in keeping our trails safe.

Besides our competitive and pleasure trail rides, GMHA held these trail activities:

- Trails Summit Conference
- Trail Stewards Meeting
- National Trails Day and Clean-Up Activities

Jennifer Striker	Glenn Watkins
Krista Strusacher	Mary Watkins
Peggy Strusacher	Oona Watkins
Ruth Sudduth Kennedy	Ava Wehde
Carrie Tenney	Paula Wehde
Mady Tobias	Betty Welles
Pat Tracy	Fred Weremy
Ellen Tully	Rosemary Werner
Cathy Turcotte	Mindy Weschler
Jessica VanEyck	Abby White
Dorothy VanGerbig	Kerry White
Suzanne Voigt	Bill Whitehouse
Rick Walker	Katherine Williams
Scott Walker	Callie Willis
Brenda Waters	Sylvia Zalla
Dana Waters	Alexander Zamenhoff
Matt Waters	
Kat Waters	
Ben Waters	
Paula Waters	

*We apologize if any names have been accidentally ommitted.*