



BURNABY TENNIS CLUB
VICE-PRESIDENT'S REPORT
MAY, 2015

Finance Committee

- See updated Income Statement vs. Budget
 - Club earned \$3k in April (vs. \$11k Budget) and \$60k YTD
 - **Request Board motion:** Interest earned on restricted funds should be retained in same restricted funds to build them up faster.
- Updated financial projection for full year...project \$53k gross surplus (before depreciation)
 - Biggest costs for next 5 months will be bubble down/storage, accounting fees, insurance renewal, staff wages, and any late utilities bills
 - Less known o/s costs \$3k (TV / camera) = ending net surplus of \$50k
 - After \$30k + \$7k interest goes to Bubble Fund, leaving \$13k to General Fund
- Budget 2015-16
 - Now that we have completed April and another bubble season is behind us, most of the club's biggest expenses in a year (heating, staff wages, maintenance) are also behind it – we now look ahead to budgeting for next year. Some initial thoughts:
 - This year I budgeted based on 90% club capacity but we were actually at 100% (even after raising dues). Next year I will assume 95% capacity (285 members)
 - Based on current information there is no cost pressure to increase dues but dues could increase modestly to a) avoid larger increases later, b) re-balance dues structure, or c) establish clubhouse replacement fund.
 - Are there any requirements, investments, or initiatives we need to budget for??
 - i.e. clubhouse renovations, maintenance improvements, mold cleaning?
 - **Request Directors start thinking about next year budget requests**
- Ended April with \$27k in General Account + \$126k in Savings (surplus) Account
 - Cash in Operating account was low so I transferred \$20k from Savings

Rules

- To close the issue from last month's suspension, recommend **the Board adopts new rule wording** to avoid or discourage a repeat of a similar situation
 - "BTC may apply sanctions where a lack of consideration for others is shown through inordinately frequent cancellations". This statement succinctly addresses the suspension issues and affirms the broad discretionary powers of the Board to apply sanctions in cases of frequent cancellations. Intention is irrelevant as trying to guess the intention only allows rule breakers to evade punishment through obfuscation.
- In addition, next year's membership form will be updated to incorporate:
 - All members must be active playing members...
 - Members are reminded not to share logins/passwords. Members are responsible for bookings made with their User ID.
 - A suspension means a player's playing and booking privileges are suspended; a suspended member should not be booking at all – and definitely NOT with *another* member's User ID!
 - This wording should be incorporated into a standard suspension template that is sent to suspended members



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- Rules considerations:
 - Limit maximum # of court hours per week; 96% of members play less than 6 hrs/wk
 - This is necessary not only to reduce court concentration but in the broader context of the club trying to accommodate increased demands on court time (i.e. junior development, wheelchairs, advanced adult coaching, etc.)
 - Adopt "x bookings per day" limit; Gigasports has this feature ready to activate
 - Time to review positive & negative impact of last year's rules changes; specifically how we release courts 1 & 6 at 8am – I will refer this question to RC for comment.

Other:

- TV in Clubhouse project still in progress but delayed due to resolving service questions.
 - Telus cannot provide faster internet service to the clubhouse at this time.
 - Telus currently provides an old slow 3MB/ps service and reduced our monthly cost from \$66 to \$43 as compensation for our slow speed. Yea.
 - Shaw cannot service the area at all, not even likely in the near future.
 - Tennis TV is a web streaming channel but our internet speed is too slow. Also, Tennis TV ideally requires a media box (PC) to stream the signal to the TV. The concept and the setup is straight forward but any TV in the clubhouse should be simple to operate for all (technology challenged) users without having to coordinate multiple devices.
 - Only other option left is Bell satellite service with a sports package incl. TSN.
FYI: that will cost \$80/mo with ~\$150 setup costs.
- Court Usage Statistics from October to March (rough weekly average over 26 weeks)
 - 21,000 person-hours played (~17,000 hrs or 79% for members advance/free bookings); a review indicates some imbalance with Adults subsidizing Seniors & Juniors.

| Member Type | % of Members | % of Revenue | % of Play Time | Average hrs/wk |
|-------------|--------------|--------------|----------------|----------------|
| Adult | 62% | 71% | 63% | 2.4 |
| Senior | 18% | 16% | 20% | 2.6 |
| Junior | 10% | 6% | 10% | 2.3 |
| Family | 10% | 7% | 7% | 1.6 |

- Top 4% of users averaged 7.4 hrs/wk; 96% of members played way less than 6 hrs/wk.

| City of Residence | % of Membership | % of Playing Time |
|----------------------------|------------------|-------------------|
| Burnaby | 49% | 49% |
| Vancouver | } did not break | 27% |
| Coquitlam & Tri-Cities | } this out but | 14% |
| New Westminster | } probably | 4% |
| Surrey & Richmond | } correlates to | 2% |
| Delta, Langley, Abbotsford | } % of play time | 1% |



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- Attended Burnaby Volunteer Appreciation Dinner with Bev on April 24
 - Eye-opening to see how many other non-profit groups operate in Burnaby, all with some support from the City
 - Met Dean, a Councillor, a Parks Commissioner, and other city officials plus the Mayor shared his past link with the Burnaby Tennis Club and he knows Rae & Tub. I also met a city official (Biendjes?) who was a long ago family member & neighbour of Hazel Padula!
 - Burnaby wishes to see 65-70% of members actually be from Burnaby. The club already has sufficient policies to move in that direction but we cannot force Burnaby citizens to play here if they'd rather play somewhere else. We should recognize that BTC would not be financially viable without the support of non-Burnaby members.
 - Take-away: BTC (like other non-profit groups) provide a tremendous community benefit to Burnaby at very low cost (City does not have to maintain, operate, & staff facilities) to taxpayers. This is as significant as the in-kind land use the city provides to the club and should not be overlooked or dismissed when it is sometimes implied we do not sufficiently appreciate the land contribution of Burnaby as a reason to 'do more'. This fails to recognize that the service the club provides by its very existence is a huge benefit in return to Burnaby and its citizens.
- Booking System Review
 - Gigasports was very slow to respond to system problems this past bubble season. Even worse they were unresponsive for long periods of time and were unable to provide basic booking data which caused the club to miss an opportunity with a member to conduct a court usage analysis project.
 - I evaluated GameTime booking system, attached, compared to Gigasports
 - GameTime is used by several well known clubs in Lower Mainland
 - GameTime supports a weekly max limit on booking hours. Gigasports currently cannot and have still not provided a long-promised quote to program this.
 - Changing systems can involve a lot of work, communication, and be risky (you don't really know if you're better off on the other side until after you've made the change)
- A comparison of prime time court rentals: BTC \$27-\$29/hr, North Shore \$23.75/hr, Sportstown \$16.50/hr, and Cameron \$21.90/hr. Given the condition of our public-use courts perhaps we should try lowering the rate next year to \$20/hr. Maybe we'll make more money by charging less (get better public court utilization)
- Sportstown (Tennis & Soccer) Closing Down June 30; found below message posted on facebook:
- Dear friends, players, managers, fans, & drinkers at Sportstown!

It is with great sadness that I can now communicate a final closing date of our Sportstown BC facility. Most of you know that Sportstown BC has been purchased and rezoned for a townhouse development. We started this operation in 2000. Over the years, the support of the facility blossomed, thanks to a dedicated group of customers and staff. Unfortunately, the cost of operating this facility has gone through the roof over the past decade, making our business model very difficult to continue. We have been unable to secure an alternate location, as building and land costs are simply too expensive. As such, Sportstown BC will be closing its doors for business on June 30th, 2015.

With the upcoming store closure and relocation, we will no longer employ staff at the front desk. This means that any rental, indoor



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league, or Tavern inquiries will be dealt with by customers leaving a voicemail that will be retrieved by remaining management, or following the automated answering service prompts so they reach the correct office extension. Alternatively, inquiries can be emailed to info@sportstownbc.com.

It has been our distinct privilege and honor to serve you all over the past 15-years and we will dearly miss you when doors finally close on June 30th. We thank you for being such excellent and loyal customers over the years! I hope you will give me the chance to continue serving you for your soccer & rugby footwear, equipment, and apparel needs at my new Sportstown Soccer Shop!

With deepest heartfelt thanks, yours sincerely,

Craig Burnham

Assistant G.M.

www.sportstownbc.com

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- FYI: Sportstown Sample Membership Rates were as follows:

- Membership Rates

| Types of Membership | Entrance Fee | Monthly Dues | Total/Yr |
|----------------------|--------------|--------------|-----------------------------------|
| FAMILY | \$1000.00 | \$120.00 | \$2,440 [+22% over Couple] |
| COUPLE | \$800.00 | \$100.00 | \$2,000 |
| SINGLE ADULT | \$500.00 | \$70.00 | \$1,340 |
| INTERMEDIATE | \$200.00 | \$40.00 | \$ 680 |
| JUNIOR | \$100.00 | \$30.00 | \$ 460 |
| CORPORATE (4 people) | \$2400.00 | \$250.00 | \$5,400 |

Burnaby Tennis Club

Income Statement

April, 2015



| | | ----- YTD ----- | | | | Full Year |
|-----------------------------------|---------|-----------------|---------|----------|---------------------------|-----------|
| | | Actual | Budget | Variance | | Budget |
| REVENUE | | | | | | |
| Revenue | | | | | | |
| Membership Dues | 156,941 | | 144,546 | 12,395 | } more | 192,728 |
| Initiation/Instalments Fees | 7,924 | | 3,000 | 4,924 | } members | 3,000 |
| Dues & Fees Total | | 164,865 | | | | |
| Pay and Play - Primw | 31,879 | | 39,346 | - | 7,467 falling behind | 39,396 |
| Pay and Play - Non Prime | 14,488 | | 14,153 | 335 | } increased | 14,176 |
| Contract Booking | 13,395 | | 11,306 | 2,089 | } rates | 11,306 |
| Court Rental | 7,583 | | 5,398 | 2,185 | Tennis BC tournaments | 5,398 |
| Court Rentals total | | 67,345 | | | | |
| Mixed Night | 481 | | 439 | 42 | | 439 |
| Men's League | 2,289 | | 1,217 | 1,072 | | 1,398 |
| Social | 128 | | 2,250 | - | 2,122 | 2,500 |
| Burnaby Open | | | - | | | 6,000 |
| Sales-Ball & Equipment | 1,531 | | 1,045 | 487 | | 879 |
| Ball Machine Rental | 619 | | 2,004 | - | 1,385 | 2,052 |
| Access Cards (FOB) | 286 | | - | 286 | | - |
| Miscellaneous | 575 | | - | 575 | | - |
| Tournament Rev & Misc Sales Total | | 5,909 | | | | |
| Junior Development | - | 145 | - | 145 | | - |
| Interest Income | | 8,630 | 5,651 | 2,979 | | 7,294 |
| Total Revenue | | 246,604 | 230,356 | 16,248 | | 286,566 |
| EXPENSE | | | | | | |
| Expenses | | | | | | |
| Accounting | | 2,787 | 5,500 | - | 2,713 mis-timing | 5,500 |
| Legal | | 2,388 | - | 2,388 | \$2.5k o/s; timing | - |
| Advertising & Promotion | | 1,295 | 1,200 | 95 | | 2,400 |
| Web Maintenance | | 1,670 | 2,600 | - | 930 no big Giga changes | 3,400 |
| Bank Charges | | 2,757 | 2,242 | 515 | | 3,003 |
| Dues-Affiliation | | 5,779 | 5,000 | 779 | Tennis BC pd in Feb | 5,000 |
| Insurance | | 5,685 | 8,000 | - | 2,315 \$8k in Dec; timing | 10,000 |
| Total Office Expense incl. MISC. | | 7,176 | 1,800 | 5,376 | Incl. \$3k Debentures | 2,700 |
| Tennis Pro Fees | | 13,000 | 13,375 | - | 375 | 16,875 |
| Repairs - Maintenance | 14,417 | | 18,055 | - | 3,638 | 23,230 |
| Repairs - Janitor & cleaning | 9,434 | | 17,025 | - | 7,591 reduced frequency | 20,714 |
| Repair - Bubble Up/Down | 8,657 | | 7,775 | 882 | incl. \$1k helpers | 18,927 |
| Repair - Security | 360 | | 360 | - | | 480 |
| Total Repairs Expense | | 32,868 | | | | |
| Wages & Salaries | 66,351 | | 61,611 | 4,740 | } ~\$6k over Budget | 78,142 |
| Wage EI Expense | 1,825 | | 1,587 | 238 | } | 1,794 |
| Wage CPP Expense | 1,939 | | 1,287 | 652 | } | 1,540 |

Burnaby Tennis Club Income Statement April, 2015



| | ----- YTD ----- | | | | Full Year |
|---|-----------------|---------------------------|----------------|------------------------|----------------|
| | Actual | Budget | Variance | | Budget |
| Wage WCB | 896 | 641 | 255 } | | 838 |
| Total Wage Expense | 71,011 | | | | |
| Social Events | 765 | 4,500 | - 3,735 | can afford to do more | 5,000 |
| Board Meeting Expense | 3,020 | 1,000 | 2,020 | AGM exp's | 1,000 |
| Utilities-Bubble -Fortis | 16,359 | 19,609 | - 3,250 | } warm winter has | 26,156 |
| Utilities Bubble Hydro | 12,674 | 13,587 | - 913 | } kept bills low | 18,616 |
| Total Bubble Utilities | 29,033 | | | | |
| Telephone | 1,890 | 1,880 | 10 | | 2,820 |
| Utilities General | 1,274 | 2,834 | - 1,560 | | 3,612 |
| Utilities City | 1,035 | 37 | 997 | | 636 |
| Total Club House Utilites | 4,198 | | | | |
| Club Supplies-Balls/Nets | 3,271 | 2,400 | 871 | | 3,600 |
| Junior Development | - | - | - | | - |
| Depreciation | - | - | - | non-cash; booked @ y/e | - |
| Total Expense | 186,702 | 193,904 | - 7,201 | | 255,983 |
| NET INCOME (Loss) for Year-to-Date | 59,901 | 36,452 * | 23,449 | | 30,583 |
| NET INCOME (Loss) for Month | 3,375 | excl. Depreciation | | | |

Outstanding Expenses

| | | |
|-------------------------------|----------|-------------|
| Mold Cleaning Estimate | | deferred |
| Outdoor Camera / TV | \$ 3,000 | o/s (up to) |
| Debentures | | \$3k paid |
| Cash Register + Laser Printer | | ?? |

\$ 3,000

Delayed Expenses

Timing of Accounting budget s/b in Aug.

| | | Change from | |
|---------------------------|------------|-------------|---------------------|
| CASH | | Prior Month | |
| General Operating Account | \$ 24,312 | -\$ 10,418 | ~1 months exp's May |
| Savings Account | \$ 126,169 | -\$ 19,895 | |

BURNABY TENNIS CLUB
2014-15 FORECAST VS. BUDGET

DRAFT / CONFIDENTIAL

| | | | 2014/15 | | |
|----------------------|-------|------------------------------|-----------|-------------|----------|
| Acct | Mgr | Description | Forecast | Budget | Variance |
| ----- REVENUES ----- | | | | | |
| 4050 | | Membership Dues | - 208,502 | -\$ 192,728 | 15,773 |
| 4100 | | Initiation/Instalments Fees | - 7,924 | -\$ 3,000 | 4,924 |
| 4220 | | Membership Discounts>Returns | - | \$ - | - |
| 4250 | | Pay and Play - Prime | - 31,929 | -\$ 39,396 | - 7,467 |
| 4260 | | Pay and Play - Non Prime | - 14,511 | -\$ 14,176 | 335 |
| 4272 | | Contract Booking | - 13,395 | -\$ 11,306 | 2,089 |
| 4275 | | Court Rental | - 7,583 | -\$ 5,398 | 2,185 |
| 4277 | | Mixed Night | - 481 | -\$ 439 | 42 |
| 4278 | | Men's League | - 2,470 | -\$ 1,398 | 1,072 |
| 4280 | | Social | - 378 | -\$ 2,500 | - 2,122 |
| 4300 | | Tournament Fees/Camp/Net | 236 | \$ 0 | - 236 |
| 4350 | | BBY Open Tournament | - 6,000 | -\$ 6,000 | - |
| 4500 | | Sales-Ball & Equipment | - 1,601 | -\$ 879 | 722 |
| 4520 | | Ball Machine Rental | - 667 | -\$ 2,052 | - 1,385 |
| 4760 | | Access Cards (FOB) | - 286 | \$ - | 286 |
| 4800 | | Miscellaneous | - 575 | \$ - | 575 |
| 4920 | | Commission On Pop Sales | 0 | \$ 0 | - |
| 4975 | | Junior Development | 145 | \$ 6,000 | 5,855 |
| 4994 | | Interest Income | - 9,030 | -\$ 7,294 | 1,736 |
| | | | - 304,948 | - 280,565 | 24,383 |
| ----- EXPENSES ----- | | | | | |
| 5050 | Dave | Accounting | 6,787 | \$ 5,500 | 1,287 |
| 5080 | | Legal | 2,388 | \$ - | 2,388 |
| 5100 | Mike | Advertising & Promotion | 2,495 | \$ 2,400 | 95 |
| 5105 | David | Web Maintenance | 2,470 | \$ 3,400 | - 930 |
| 5120 | | Bad Debts | - | \$ - | - |
| 5150 | David | Bank Charges | 3,518 | \$ 3,003 | 515 |
| 5200 | David | Dues-Affiliation | 5,779 | \$ 5,000 | 779 |
| 5226 | | Corporate Income Tax | - | \$ - | - |
| 5250 | Dave | Insurance | 7,685 | \$ 10,000 | - 2,315 |
| 5345 | | Donation | - | \$ - | - |
| 5350 | | Miscellaneous | 200 | \$ 600 | - 400 |
| | | | | | - |
| 5400 | David | Office Supplies | 7,776 | \$ 1,800 | 5,976 |
| 5420 | David | Office - Postage | - | \$ 300 | - 300 |
| | | | | | - |

BURNABY TENNIS CLUB
2014-15 FORECAST VS. BUDGET

DRAFT / CONFIDENTIAL

| | | | 2014/15 | | |
|-----------------------------------|--------|--------------------------------|-------------------|-------------------|----------------|
| Acct | Mgr | Description | Forecast | Budget | Variance |
| 5500 | Glenn | Tennis Pro Fees | 16,000 | \$ 16,875 | - 875 |
| | | | | | - |
| 5600 | Graha. | Repairs - Maintenance | 19,592 | \$ 23,230 | - 3,638 |
| 5610 | Graha. | Repairs - Janitor & cleaning | 13,124 | \$ 20,714 | - 7,591 |
| 5620 | Graha. | Repair - Bubble Up/Down | 20,097 | \$ 18,927 | 1,170 |
| 5650 | Graha. | Repair - Security | 480 | \$ 480 | - |
| | | | | | - |
| 5800 | David | Wages & Salaries | 82,883 | \$ 78,142 | 4,740 |
| 5810 | David | Wage EI Expense | 2,032 | \$ 1,794 | 238 |
| 5820 | David | Wage CPP Expense | 2,192 | \$ 1,540 | 652 |
| 5830 | David | Wage WCB | 1,093 | \$ 838 | 255 |
| | | | | | - |
| 5840 | Bev | Social Events | 1,265 | \$ 5,000 | - 3,735 |
| 5845 | Val | Board Meeting Expense | 3,020 | \$ 1,000 | 2,020 |
| | | | | | - |
| 5865 | Graha. | Utilities-Bubble -Fortis | 22,906 | \$ 26,156 | - 3,250 |
| 5866 | Graha. | Utilities Bubble Hydro | 17,703 | \$ 18,616 | - 913 |
| 5880 | Graha. | Utilities General | 2,051 | \$ 3,612 | - 1,560 |
| 5884 | Graha. | Utilities City | 1,073 | \$ 76 | 997 |
| | | | | | - |
| 5870 | David | Telephone / Telecommunications | 3,160 | \$ 2,820 | 340 |
| | | | | | - |
| 5910 | | Property Tax | 560 | \$ 560 | - |
| 5920 | David | Club Supplies-Balls/Nets | 4,571 | \$ 3,600 | 971 |
| 5930 | | Junior Development - supplies | - | \$ - | - |
| 5970 | | Depreciation | - | \$ - | - |
| | | | 252,899 | 255,983 | - 3,083 |
| | | | -\$ 52,049 | -\$ 24,583 | |
| | | | - 52,049 | | |
| Allocation of Funds | | | | | |
| - Expected Costs (camera/TV) | | | 3,000 | | |
| - Bubble Contribution w/int. * | | | 36,000 | | |
| Depreciation (non-cash) - already | | | - | | |
| - Emergency Reserve | | | - | (none) | |
| to General Reserve | | | - 13,049 | | |

| Provider | Gigasports | Gametime | Zen Booking | TBD |
|--------------|-------------------|----------|-------------------|-----|
| Monthly Cost | \$243 | \$150 | \$59 (no changes) | |
| Setup Fee | \$0 + programming | \$750 | \$250 | |

Features

| | | | | |
|---|------------------------------------|---|------|--|
| Prime/NonPrime | ✓ | ✓ | | |
| Weekly Max Hours | No | ✓ | | |
| Free 24 hr Courts | Yes, by phone | Walk-on, online | | |
| Coaching | Yes, manually | Yes, online | | |
| Public (Pay'n'Play) | ✓ | ✓ | | |
| Box Ladder | ✓ | ✓ | | |
| Members / Types | ✓ | ✓ | | |
| Reports / Analysis | Weak, WIP ? | Great & graphical Booking detail available too | | |
| Online Payments | Paypal | Cr Card + Paypal | | |
| 60 or 90 Min. book | ✓ | ✓ | | |
| Allow Guests | ✓ | ✓ | | |
| Wallboard support for panel displays | ✓ | ✓ | | |
| Database | MS SQL Server (unclear how old) | MY SQL 2.0, 2 y/o | | |
| Local users | | Hollyburn, Jericho, Steve Nash, North Shore WC, Richmond TC, Great West | None | |
| Service response | Poor, slow | Can't be worse! | | |
| | | | | |
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