

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

Finance Committee

- No update from Accountant on status of final numbers for last year
- Ended September with \$85k in General Account + \$67k in Savings (surplus) Account
 - Much more was deposited in October with late renewals
 - Will transfer excess cash to high interest account or short term deposit
 - Upcoming \$80k term deposit maturing in October will be rolled over with \$2.6k interest
- A case of rounding resulted in a Family membership being \$5 less than 2 Adults
 - In 2 cases, 2 adults (spouses) joined as a Family w/o kids because it was cheaper. It's fine, \$5 is not a big deal, but it does illustrate the mis-pricing that clearly exists for the Family membership class which will be corrected next year. Ideally as a target it should be equivalent to 2 Adults + 1 Junior as a fair level. If anyone believes this would be higher than the equivalent at any other club please bring it to my attention.
- Slow pace of membership renewals is of some concern but will have a better idea by end of month. Have heard of rumours of Surrey tennis centre & new Steve Nash Richmond bubble? Budget was based on 290 members. Breakeven level is 255 members incl. 140 Adults. Right now we have 238 members (not good) but incl. 144 Adults (good). However, low membership numbers will have other consequences on the budget:
 - Less initiation dues by new non-Burnaby members
 - Less Guest fees – if courts aren't busy more courts will be claimed as free
 - Combined there are several thousand dollars at risk between the above two items

Rules

- Because new system blocks any edits/changes under 48 hours (this was the most frequently broken rule last year) then we may see more incidents of non-registered people in the bubble. Staff will need to visually confirm who is in the bubble - same monitoring as last year.
- There is a petition against the 8 hour rule (ironically written by members who likely will never be affected by it). The petition is well-intentioned in its concern for courts going empty but it is far too premature to be drawing any conclusions so early in the season when the bubble isn't busy.
 - 8 hours in a week is a generous amount of playtime. It does not include mens/mixed nights and it does not include paying as a Guest either.
 - The RC did consider that risk but the intent was to limit hyper-active bookers from booking too many hours during prime times. Two possible alternatives could be:
 - allow same-day walk-ons for 'free' if courts are empty if someone has reached their 8 hour limit. This still gives priority to anyone under 8 hours to book online
 - allow members to pay to play more than 2x/mo

Other:

- SportyHQ . . . still a work-in-progress ! . . . but coming along . . . ☺
 - SportyHQ went live on Sept. 28 along with early opening of the bubble.
 - It was a bumpy & hectic start for sure! (as was expected). Early issues were:
 - did not release hours immediately after play (people couldn't rebook right away, had to wait until next day when system released hours or phone the office to get staff to book)
 - Seniors/Juniors could not book in Prime time (Jr's should be able to book in Prime time *if* an Adult is also on the court; members had to phone the office for staff to book)

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- System was slow
- Some random abnormal bookings (glitches)
- Some staff functions were not working right
- Members unfamiliar with new system (will pass with time)
- Good weather and slow member renewals took pressure off the booking system. Everyone who wanted a court ultimately did get their wanted court even if they had to phone the office to book. Note: bubble opened 3 days early so in this writer's mind any day of indoor play before Oct. 1 was bonus time.
- In the 2 weekends since launch SportyHQ pushed 2 major batches of fixes to the system so as of this writing most booking problems are fixed. It will take time for members to experience new problem-free bookings and render past booking problems to memory.
 - David has also released a series of announcements and emails educating members on how the new system works which should help with the transition.
- We are seeing gradual weekly improvement but still not 100%. Outstanding issues are:
 - Mens/Mixed Night sign-up
 - Juniors still not working right (they can still play but have to call the office; it is inconvenient but not the end of the world); this is a high priority to fix but as a backup plan we can temporarily treat Juniors as Adults until problem is fixed.
- Gains are:
 - Can book 24 hr "Last Minute" courts online (and cannot edit/cancel)
(Giga could not do on a rolling 24 hour clock basis)
 - System enforces 48 hour rule (no edits, must call staff)
(Giga did not do this either, staff spent a lot of time manually enforcing)
 - Support for new 8 hour weekly limit
(Giga wouldn't discuss this concept)
 - Online credit card payment (about 2 dozen members used it this year, we could have done a better job announcing it).
- Sporty has sunk a lot of their time into this project and not taken a single dollar of payment from BTC yet. They did not charge anything for development or setup which is highly unusual plus they took on our website hosting – all at a reduced rate for BTC.