

Manager's Report Oct 14, 2015

General Items

- New Members' social: 18 signed-up
- Windows 10 installed on both staff and manager's computer. Files reorganized. Virus Scanned.
- Microsoft OneDrive – Cloud database setup for BTC files.
- Office layout design for renovation completed and submitted to George
- 3 contract bookings booked – Yoshi (Sunday 9-11), Makato (11-1), Paul Siddoo (Wed 6-8)
- HP juniors booked 6-9pm alternate Saturdays. Senior Men's league times booked (Oct 17, 31, Nov 28, Jan 9, 16, 30, and Feb 6)
- Action item: QE Tennis Club is requesting to reserve 4 courts on Nov 7 for 2 hours (4-6pm or 3-5pm). None of these times work due to JR devo.
- Getting quotes for staff uniforms

Membership

Breakdown:

Adult	137	60%
Senior	53	23%
Intermediate	8	4.00%
Juniors	30	13%
Total	228	100%

- 8 family, 8 Early Birds, 20 Pay & Play, 16 new members.
- Streamlined membership registration in-take via e-mail.
- Created excel spreadsheet to record registration with payment details.
- Payment method: 115 chqs, 8 post-dated chqs, 27 debit, 6 cash, 9 MC, 31 VISA, 15 via SportHQ.
- Retention: to contact members from last year who have not yet rejoined
- Inactive profiles de-activated. Set all current members' profiles expiry date to Sept 30, 2016.

Bubble

- Water leakage on court #2 & 3 reported on Saturday and Sunday (Oct 10&11) during the heavy rain.
- Ball machine was out of order for 1 week. Tom Gomez repaired it.

SportyHQ

- Reported issues for troubleshooting:
 1. System was not releasing booking hours after play
 2. Seniors and intermediate did not have same booking privileges as adult
 3. Last Minute/24 hours booking cannot be properly done by staff
 4. Booking history cannot be display to staff
 5. Weekly doubles online sign-up is still under development

Summary of court usage from May 1 – Sept 30

- Total self-booked by members: 1422 bookings
- Total booked by staff: 18
- Total programs, leagues, doubles night, and tournament: 3028
- Total unused courts: 21968
- Total inactive slots: 186
- **Total utilization: 17%**

Demand level by hour of the day:

- High: 7:00PM with 39% of the time booked
- Low: 8:00AM & 10:00PM with 7% of the time booked

Desc	%
8.00 AM	7%
8.30 AM	9%
9.00 AM	20%
9.30 AM	12%
10.00 AM	19%
10.30 AM	17%
11.00 AM	15%
11.30 AM	11%
12.00 PM	12%
12.30 PM	8%
1.00 PM	11%
1.30 PM	10%
2.00 PM	10%
2.30 PM	11%
3.00 PM	16%
3.30 PM	14%
4.00 PM	21%
4.30 PM	20%
5.00 PM	22%
5.30 PM	17%
6.00 PM	38%
6.30 PM	25%
7.00 PM	39%
7.30 PM	33%
8.00 PM	28%
8.30 PM	17%
9.00 PM	10%
9.30 PM	8%
10.00 PM	7%