

**Minutes From
Special Board Meeting
To Review The Proposed Automated Reservation System
Hear Member Comments
And Vote On Accepting Or Rejecting The Proposal
March 26, 2014 1:00 p.m.
Anza Room, Santa Rita Springs Social Center**

Board Members in attendance: Don Lathrop, Jim Rett, Bob Anderson, Joe Frazier, Jerry LeTendre, Rey Otto, Sharon Rogers, Brad Stillahn, Susan Frost. Not attending: Lou Grau. Also Karen Philpott, to be Vice President beginning April 1.

1. President Don Lathrop called the meeting to order at 1:05. He announced that this is the last meeting of the current Board; the new Board takes over April 1, with their first meeting to be held Wednesday noon on April 3 at Madera Center. He then stated the reason for the meeting. To review the proposed automated reservation system, hear Board comments; listen to general membership comments; then convene a Board meeting to vote on accepting or rejecting the proposal. He requested that comments outside the purpose of this meeting be held until the next regular Board meeting.

2. Determine if we have a quorum. Yes.

3. Presentation of committee's recommendation on automated reservation system. Jon Otto presented the process and findings of his task force, then reviewed, step by step, the process of reserving courts under the proposed system.

4. Questions/comments from the board. Joe Frazier knows another group that tried an automated system and were not happy with it. It did not have court cancellation ability; Jon - this system does.

Bob Anderson – Who prints out and distributes the Court Reports? Possibly GVR; the Board will determine this prior to implementation. He also questioned the implementation schedule – that Jon has travel plans following the implementation. Implementation details will be discussed after the vote.

Susan Frost – Is it still necessary to sign in? Yes, still necessary.

Sharon Rogers – How do you get priority? Basically, it is the same as today, depending how we set it up. First come, first serve, except the request is electronic rather than via telephone.

Jerry LeTendre– What happens if you book a court and forget? Jon – the system can send an e-mail reminder. What if I still don't show up? After 10 minutes it is an open court under current rules. Don – system can also notify other players via e-mail. Jon recommend not adding this capability yet. Keep it simple.

Rey Otto– Initially was skeptical because of players who do not have a computer. She checked the member records and found fewer than a dozen of those. "I'm all for it." Jon – there will be computers available, probably at the West Center hut and other locations to be determined.

Jim Rett – Someone still takes the schedules to the courts; players still have to sign in; the system could provide information on reservations vs actual sign ins.

Brad Stillahn – A recent Tennis Club survey showed 93% were in favor of an online system.

Comments from future Board and Task Force members:

Karen Philpott – players can also access the system through a Smartphone. Jon – However, there is no app; you have to be able to view the web site on your phone.

Grant Alley – started out dubious and now is all for it. “It’s a go in my mind.” However, based on the small member turnout; we should not make the decision today.

Will Files - When first saw the system, was impressed that it was simple and straightforward.

Lisa Lang – It is a good way to go.

Summary from Don Lathrop - the biggest concern how to get across to membership who are less computer literate. This system is a service to the membership.

5. Questions and comments from the general membership.

Do you have to be a member to book a court? No. Would be a good way to encourage memberships because GVR bases \$ on memberships. Don – We are considering letting Tennis Club members book earlier than non members.

Is the recommended system adequate? It meets vast majority of our requirements.

Can we book a year ahead? No, the process remains as it is today; only a week ahead.

I really like it. It’s a no brainer.

Has anyone talked to the other 250 users across this country to see if they are still happy? Jon – no but we have a 90 day trial period before finalizing the deal.

There are Portland city parks & rec facilities using it and it is working very well. It took about 5-10 minutes to figure out how to work it.

Questioned the cost - \$95 per month. You had a very good system before and you have allowed it to be compromised. If I don’t get court 1 will it automatically default to another? Jon – it can either be set up to default to another court or set up only to give you the court you requested. It comes right back if your requested court is not available and allows you to re-choose. Brad – Sees this as the only negative in the system. This can be shaken out in the trial period. Cost and/or warranty period; this question has been answered. Jon – We can pull the plug at any time.

“Very impressed. Quite easy to understand. Some learning curve. That is also true of the system in place right now.

Also very impressed; loved the old system but you’ve got to get with it. Not a member of the Tennis Club but planning to join. We’ve got to give membership a priority. Non members still can use system but will not have same priority. Look forward to learning sessions.

“I came as a naysayer”. I think training sessions will be important. I think this tool represents an opportunity to streamline. Did best we can with manual tool.

The Boeing Tennis Club is using this system. It has a much larger membership and requires court fees. If Boeing engineers use and accept this, we’re probably on the right track.

6. Action by the board on the committee recommendation.

The Board reconvened after a short break: Jon recommend to implement TennisBookings. Brad made the motion; Susan seconded. Don solicited more comments from the Board prior to taking the vote..Brad recommended proceeding with policy recommendations and timeline, subject to change. Jim – is this separate from the court webcams? Yes. Rey – Very in favor; keep advance reservations to 1 day. Move start to 4:00. Jerry – Really like doing a 90 day trial. Sharon – Very much in favor. Susan - full speed ahead. Bob – don’t start trial until May because we still have the majority of winter people here. Make the sign up time 5:00 – a totally unplayable time frame. What is the future plan for administration support? Jon – is the initial administrator. He envisions 3 sets of bodies to cover administrator role plus a cadre of volunteer support to teach and get court reports out. He recommends having a head court scheduling manager and have an assistant to step in. Joe heard a lot of complaints about the system but those people did not show up for this meeting. It was well advertised; people did not

come, so go ahead. Don – people that were here will talk to others. He was surprised how positive the naysayers were after seeing the presentation. We do not need more meetings; will use training sessions to get more feedback. Brad and Jon will put together an implementation team. All in favor of going ahead with the implementation plan? Unanimous.

Don had a conversation with Kent Blumenthal CEO of GVR. Blumenthal will talk at the potluck on April 13th. He would like system like this for all GVR. He previously worked with USTA implementing college tennis systems. Jon said we could help other clubs implement.

There is talk of combining a GVR person representing all racquet sports for the P&E committee. Kent Blumenthal will be at West 11:00 April 4 for a meet and greet.
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Potential implementation plan and projected timelines. Don - If we go with current timeline will the monitors have to do anything different in April? Jon - No, but it is critical to cut over on May 5. Don – Leave it up to the implementation team to update the timeline if they need. Brad moved to accept the implementation schedule and timeline and kick off the trial April 13 to begin using the system read time on May 5. Rey seconded. Unanimous.

Jon – Asked for clarification from the Board on a list of policy decisions. The results are provided by Jon as an addendum to these minutes.

7. Brad moved to adjourn; Jim seconded. Adjourned 3:15 p.m.

Sharon Rogers
Tennis Club Secretary