TOWN OF PALM BEACH

Recreation Department

MINUTES OF THE SEAVIEW PARK COMMISSION MEETING HELD

JANUARY 27, 1993

I. CALL TO ORDER: A meeting of the Seaview Park Commission was called to order by the Chairman, Mr. Broberg at 1:10 PM on January 27, 1993, in the Recreation Center. Commission members in attendance were; Mr. Broberg, Mr. Lubow, Mrs. McIntyre, Mr. Myers, Mr. Ochstein and Mrs. Leidy. Staff members in attendance were; Mr. Bitzer, Mrs. Walkowich, Mr. Hay and Miss Flynn. Mrs. Royal arrived later in the meeting.

II. APPROVAL OF THE AGENDA: Mr. Broberg asked if there were any changes to the agenda, there were none. Motion made by Mr. Lubow to approve the agenda, seconded by Mr. Myers, agenda was approved unanimously.

III. APPROVAL OF DECEMBER 17, 1992, MINUTES: Mr. Broberg asked if there were any changes to the minutes of the last meeting, there were none. Motion made by Mr. Ochstein to approve the minutes, seconded by Mr. Myers, minutes of December 17, 1992, were approved unanimously.

IV. OLD BUSINESS:

1. Discussion of Proposed Revisions to Tennis Court Scheduling Procedures - Mr. Bitzer

Mr. Broberg asked Mr. Bitzer to summarize his memorandum of January 21, 1993, for the residents who were in attendance at the meeting. Mr. Bitzer explained that this memorandum outlined the results of a staff review of previously recommended tennis court scheduling revisions by the Commission. The memorandum also included preliminary staff recommendations or comments for tennis court scheduling revisions. After a lengthy review by Mr. Bitzer of his memorandum, Mr. Broberg asked Mr. Bitzer to give the staff's recommendation. Mr. Bitzer stated 1. Mixed Doubles: The Town needs to be more hands on and responsible for this program. The tennis staff should take registration and the program probably needs to be scheduled as a traditional program, 1 day per week per participant on a trial basis with additional days if demand permits rather than reserving courts five days a week as is currently done. If treated as a traditional program, we should give this group additional

courts. Instead of giving them two courts, give them up to five courts and add additional time. Instead of an hour, give them 1 and 1/2 or 2 hours, one day a week. We should establish program policies and procedures, with their input. On days when they don't have their program, they would book courts like everyone else. The volunteer coordinator would only coordinate the on court activities such as a round robin or who plays who.

2. Open Play: Continue the players list that we already maintain at the tennis shop, by staff. Revise open play reservation starting time moving it from 12:00 noon to 2:00 p.m. Implement advanced doubles booking over advanced singles booking when courts are down. Implement program priority rule as recommended in the memorandum. During the season, implementing a two day booking procedure if the same individuals are monopolizing courts while others are unable to get a court. Maintain the same opening time and same time blocks for court bookings in order to protect revenue and hold the line on expenditures.

3. Annual Permits: Annual permits are basically a price break for someone who plays a lot. In my opinion, the opportunity of being able to reserve courts in advance should not be restricted to permit holders only, but should be afforded to all Town residents.

Mr. Broberg stated that before the Commission discussed this matter that at this time the floor be opened for comments or questions. Mr. Lubow stated that four of the nine people who supposedly complained were present and he would like them to quickly explain what there complaint was.

Helen Tracy stated that she never formally complained but that two of the ladies she plays with complained that they see people playing for more than one time period. Mr. Lubow explained that what Mrs. Tracy was talking about was that on the weekends there are a few people who do double booking. Mr. Broberg asked Mr. Hay if that was possible. Mr. Hay explained it was against the rule to double book but that it could occasionally happen. The procedure for booking a court is that all the names of those who are playing are listed. He further stated that he was unaware that there was a problem with double booking.

Mr. Sid Ross stated that he felt that doubles should not take preference over singles players.

Mr. Larry Gold stated that he felt that Seaview Park Tennis Facility was run very well and that he also felt that doubles should not take preference over singles players.

Mr. Jamie Pressley stated that he would like to see court time stay at 1 hour intervals but if any adjustment in the time was going to be made that the 5:00 p.m. - 9:00 p.m. hour when working adults

play would remain the same, he also felt that there should not be a preference of doubles play over singles play.

Mr. Harold Lynn stated that he felt that Mr. Lubow was doing a great job as volunteer coordinator of the Morning Mixed Doubles Group and keeps a lot of residents happy. Mr. Broberg thanked him for his comments, but pointed out that this being a public facility that the Town must try in every way and fashion to not give the perception of favoring one group over another.

Mr. Stu Fidelson stated that he felt Jim and Mary bend over backward to accommodate singles players but felt that there was too much team playing going on.

Mrs. Jane Cass asked Mr. Bitzer to clarify one point regarding the mixed doubles group and that was that they, as a program, would play one day a week and how would it be determined when that time would be. Mr. Bitzer stated that as he had suggested, representatives from the morning mixed doubles group, the ladies teams, and staff get together to work out a schedule, and he pointed out that demand may require additional time or days for the program, while on other days the group would book courts as open play. He also stated that both groups needed to work together, and some compromising may be necessary on the times and days. However, he felt that there were enough days and times for both groups to work out a reasonable schedule.

There being no more comments or suggestions from the floor Mr. Broberg turned the meeting back over to the Commission.

Mr. Lubow and Mrs. McIntyre felt that it was ridiculous to try to fit the whole Morning Mixed Doubles Group into one day of play. Mr. Bitzer pointed out that if they had five courts to play on, that would accommodate 20 people for that day and another day or later time could be set aside for another 20 people. Mrs. McIntyre stated that they were right back where they were with the Morning Mixed Doubles Group playing everyday. Mr. Bitzer stated that you would not necessarily have the same people on the courts pre-reserved for them more than one day.

Mr. Ochstein stated that he saw nothing wrong with someone wanting to play tennis five days a week. He further stated that we should be trying to get the most people on our courts at a given time by limiting singles play when courts were jammed, getting twice as many people on the courts. Mr. Bitzer pointed out as long as those twice as many people aren't the same people over and over. Mr. Ochstein stated that he didn't think that mattered. Mr. Myers, Mr. Broberg and Mrs. Leidy disagreed with Mr. Ochstein. Mr. Ochstein stated that if they have the same chance to reserve a court as anybody else then what was the difference. Mr. Bitzer stated that was the point, that they don't have the same chance because they're

not part of the Mixed Doubles Group. Mr. Bitzer further stated that what he was proposing would still allow mixed doubles players to reserve courts. Overall there is probably not going to be a significant difference in how often these people play, only that they would reserve courts on the days that they did not have their program like everyone else, rather than having a volunteer scheduling play for them on pre-reserved courts.

Mr. Lubow felt that there wasn't a problem with the morning group if singles would play from 7:45 a.m. to 8:45 a.m. and doubles play from 8:45 a.m. to 10:00 a.m.

Mrs. McIntyre questioned if actual complaints were received. Mr. Broberg stated that he had personally spoken with people who were concerned about the Morning Mixed Doubles Group.

Mr. Bitzer stated that if there was just one complaint from a resident, then that would at least warrant looking into their concern. Mrs. McIntyre stated that if people have a complaint, it should be documented in writing, and not just a name placed on a list because they mentioned something. She also wanted to know why the Morning Mixed Doubles Group could not be left the way it is. Mr. Bitzer stated that these people did complain verbally and that the staff documented it.

Mr. Myers stated that this all started when there was a proposal of changing the blocks of time from 1 hour to 1 1/2 hours for doubles play and that would have made an overall change in court scheduling which would cause other problems. He also stated he was against any change in time blocks. Mr. Myers stated that he understood Mr. Lubow's request of the extra 15 minutes but he felt that this would increase the perception that the Morning Mixed Doubles Group was getting a benefit.

Mr. Lubow stated that the alleged complaints from people were non-existing, he personally spoke to Dr. Goodman and he had no complaints. He asked if there were any other complaints in writing about the group, staff or programs.

Mr. Bitzer stated that he had met with a Mr. Slotkin who felt that there was the perception that certain people were getting special treatment and if you were not part of this group, you couldn't get a court. Mr. Bitzer further stated that the most recent request from the Morning Mixed Doubles Group is that in addition to more time, they are requesting another court because the group is growing.

Mrs. McIntyre asked how he was going to change that. Mr. Bitzer stated, by handling it as a program like we do with every other program. Mrs. McIntyre stated that it is a program. Mrs. Leidy, Mr. Broberg and Mr. Myers stated that it was not a program. Mrs.

McIntyre, Mr. Ochstein and Mr. Lubow stated that it is a program and that past minutes should be looked at. Mr. Broberg stated that it did not have any rules or procedures. Mr. Bitzer stated that if it is a social program, then it needs to be scheduled like a program and not scheduled five days a week.

Mrs. Leidy asked if the reason for not scheduling it five days a week is because there are not enough courts and the group is preventing people from getting a court. Miss Flynn stated that she had not been turning a lot of people away from that time. Mrs. Leidy asked if she anticipated that Mr. Lubow's volunteer group was getting so big that people would have to be turned away. Mr. Bitzer stated that there was no way to determine that but that the group was growing 10% every year. Miss Flynn stated that she was not getting complaints that people could not get courts but she really had no way to predict the future.

Mr. Lubow stated that he heard some of the ladies talk about children's programs and that they get disgusted and leave and go to another tennis facility. He asked if there were any written complaints regarding this matter. Mr. Bitzer asked what this had to do with scheduling. Mr. Lubow stated that he was just following up on Mrs. McIntyre's question about written complaints filed about the commission or staff. Mr. Bitzer stated that from time to time we do get written complaints, very few considering the number of programs and children involved in those programs. Sometimes those complaints are of substance and sometimes they are not. Mr. Lubow requested that any written complaints be forward to the commission.

Mr. Myers stated that he didn't see that there was a real big problem, he understands the reasoning behind scheduling the Morning Mixed Doubles Group as an official group but didn't think this would alleviate any problems. He stated that the people in the group would just schedule the courts anyway and there is still the perception that they are monopolizing the courts. He further stated that at this time, we should not change anything, and if the group got larger and became a problem, then it would need to be addressed.

Mr. Bitzer stated that he understood Mr. Myers' point but his concern is that he had been advised that the morning group has asked for a fourth court at 9:00 a.m. He went on to state that we could keep on doing this and be reactionaries to the problem once it occurs but the staff would like to set down some procedures to avoid future problems. He reminded the Commission that at a previous meeting it had been left at the point that the group would work with the Pro and as he found it to be a problem he would make adjustments accordingly, but that this did not seem to be working.

Miss Flynn stated that during the season, if there is a problem, then it's time to get with the volunteer, Mr. Lubow, and have the group play at a different time, but she didn't feel it had come to that point yet.

Mr. Bitzer said that he didn't know at what point they should say that the group had enough courts, but compared to the only other organized group, they play on average, per person, 45 minutes per week. Maybe we should be reducing the number of days per week that a participant of the Morning Mixed Doubles Group can participate under the auspices of this program, and the rest of the time they could book courts on their own on a first come first serve basis.

Mrs. Leidy asked if there was a problem turning this group into a program. Mr. Bitzer asked Mr. Lubow, Mr. Ochstein and Mrs. McIntyre, what was the problem with treating your group like the women's league, with program policies and procedures and the Town staff having more control over the group. Mrs. McIntyre stated that at a past meeting it was decided to call this group a program. Mr. Bitzer stated that if we are going to consider this as a program then it should have the makeup of how the Town runs programs. Mr. Bitzer stated that to him, it seems that by reserving courts five days a week for this particular group, that we are pre-reserving courts for open play. Mr. Lubow asked what was wrong with that. Mrs. McIntyre stated that Mr. Bitzer calls it open play but we call it a program.

Mrs. Leidy pointed out that if we were going to call this a program then let's play by the program rules. Mrs. McIntyre made the suggestions that Ralph could work out any problems with Mary. Mr. Lubow said he has been working with Mary regarding court scheduling for the group.

Mrs. McIntyre asked who would write these policies and procedures. Mr. Bitzer stated that the Town staff in coordination with representatives from the Morning Mixed Doubles group, just as was done with the ladies' teams.

Mrs. Leidy stated that all Mr. Bitzer wanted to know is, are we going to treat this group as a program, and if we are, then guidelines need to be established like in the women's tennis program.

Mrs. Gerl pointed out that with three courts booked for the Morning Mixed Doubles Group and two courts reserved for the pro's lessons, this left only one clay court available during that 9:00 hour. Miss Flynn stated that she did not have a lot of people calling for courts that could not get on at 9:00 and the staff in the tennis shop notates at the bottom of the court sheet when someone cannot get a court. Miss Flynn further stated to Mrs. Gerl that the time that she called for a 9:00 court and could not get one, she booked her at another time.

Mrs. Gerl said that what she was trying to stress was that there are two courts occupied by pros at a prime time. Mr. Bitzer stated that actually the pro's are limited to one clay court at prime time unless a second clay court is not booked.

Mrs. McIntyre asked if it would be better if people would come at 8:00 a.m. instead. Mr. Bitzer stated that 8:00 a.m. was a very under-utilized hour, and if people would move to that time slot it would be very helpful. Mr. Lubow said no, that it wouldn't help because there were two pro's and one permit holder who play at 8:00 a.m. every morning taking up three courts with only two courts open. Mr. Bitzer stated that statistically, 8:00 a.m. was the least utilized court time in the morning.

Mr. Ochstein stated that if there was no overbooking of the 9:00 hour he did not see the necessity of discussing this issue. He stated that during prime time singles play should be limited, and court time should be increased by 1/2 hour. He stated that to try to change the Morning Mixed Doubles Group didn't make sense if we were not turning people away from playing.

Mr. Broberg stated that one of the staff's recommendations was to do exactly what Mr. Ochstein said and that on days when courts were down and only a few available, priority would be given to doubles. Mr. Ochstein said that he would also like to see something done about the pro's taking up two courts at that time. Mr. Broberg stated that these people needed to make a living. He further stated that this whole discussion stems from what had occurred at previous meetings which was increasing court time from one hour to one and a half hour intervals.

Mr. Broberg stated to Mr. Ochstein that he, Mr. Ochstein, had worked very hard to make sure that the women's teams were fair and open and that there were rules and regulations governing their play, but that if this Morning Mixed Doubles Group that he is a part of is a program, then the same should apply to this group, what's fair for one should be fair for all.

Mr. Lubow asked who was capable of administrating it. Mr. Broberg stated that since this was an advisory commission that the staff would take care of administration.

Mr. Ochstein felt that it was ridiculous to limit people to play one day a week who have been playing five days a week when there was not a problem. Mr. Bitzer said that he was not saying we would limit people to play one day a week, but that they would play one day a week under the auspice of the program, and then they could book courts like everyone else the rest of the time. If there is no problem with booking courts as Mr. Ochstein says, then these people should still be able to book courts. Mr. Ochstein stated that Mr. Bitzer was creating a problem for those people who would now have to call in and book courts themselves. Mr. Bitzer responded, "Like everybody else". Mr. Ochstein asked why we were doing this, was it just to aggravate them. Mr. Broberg stated that it is not a matter of aggravation but a matter of convenience, Mr. Lubow provided a wonderful service.

Miss Flynn stated that she felt that Mr. Bitzer would like to see not all the responsibility put on a volunteer, and she felt that she should be a little more in control of the group with the help of Mr. Lubow. Mr. Lubow said that she was in control. Mrs. Leidy asked if she really was. Miss Flynn said that yes she was, that she made sure who was on the courts and everyone was happy, she didn't see any arguments occurring because of bookings and if she did, she would agree that this is not working.

Mr. Broberg asked Mr. Bitzer that the recommendations he made orally today be advanced to the Commission in writing for the next meeting. Mr. Ochstein felt that there was nothing here that would need to be brought before the Town Council. Mr. Broberg further stated that he felt that the Morning Mixed Doubles Group should be tabled for now for further study and that if it is a program then it should comply with rules and regulations set down by the Town of Palm Beach, but on the flip side, if it is a program that works as is, he felt caught in between.

Mrs. McIntyre stated that the reason it was called a program was because if it weren't a program, then it would be open play, and if it was open play, then it would be preferential open play, so it was decided to call it a program. Mr. Broberg asked if this could be found out by looking in the past minutes for the next meeting.

Mrs. McIntyre stated that when you have children's programs they have specific courts that are assigned to them and this is the same thing. Mr. Broberg stated that the children's clinics is a Town organized program which has preference over everything. Mrs. McIntyre said that's what we decided the Morning Mixed Doubles Group is, a program. Mr. Broberg stated that you don't have rules and regulations. Mrs. McIntyre said that may be the case but we did decide to call it a program so that we would not be faced with someone calling it preferential court booking.

Mr. Bitzer said that this meeting had been very informative and he would like to review what had been said and come back at the next meeting with staff scheduling proposals in writing.

Mr. Lubow asked that for the next meeting would the staff please make available any letters that are critical of any groups or staff members that use the facility. Mrs. Walkowich asked Mr. Lubow if he would also like letters which praise the programs or ones that just criticized programs. He stated that they would like to see both.

VI. <u>ANY OTHER MATTERS</u> - There were no other matters to discuss.

VII. ADJOURNMENT There being no further business, motion was made by Mr. Ochstein for adjournment, motion carried unanimously. The meeting was adjourned.

Lesia Walkowich

TOWN OF PALM BEACH

MEMORANDUM

TO: Seaview Park Commission
FROM: Russ Bitzer, Director of Recreation RB
SUBJECT: Tennis Court Scheduling
DATE: January 21, 1993

The following information regarding staff review of the aforementioned subject is provided as requested at the December 17, 1992, Seaview Park Commission meeting.

We have spent a significant amount of staff time in reviewing previous Commission recommendations, gathering and analyzing statistical information, an conducting surveys. However, there is a great deal of information as many factors over a period of many years has influenced the Court scheduling procedures that exist today. Therefore, I have provided some historical and statistical information, and staff comments that I hope will be helpful to you in your review of this subject. However, much of the statistical information is complex and would be extremely cumbersome in reducing to writing. Therefore, I've only touched upon what I felt was some of the key statistical information and will provide additional information and explanation of same with assistance from the Town's Tennis Pro-Manager.

In order to accurately reflect how this review process has progressed and to update those Commission members who may have missed some of the meetings, I've provided the following chronology of Commission meetings relative to this subject.

I. **SUBJECT MEETINGS**

A. <u>November 27, 1991</u> - After finalizing the Women's Team Tennis Policies and Procedures, a request for additional courts by the Morning Mixed Doubles group was discussed. A scheduling arrangement was agreed upon for the remainder of last year and that this matter would be revisited in the Fall. If I recall correctly, the Mixed Doubles group was requesting three courts be reserved for them at 9:00 a.m. The Tennis Pro-Manager recommended that during the busy season, the group use two courts at 9:00 a.m. and one or two courts at 8:00 a.m. or 10:00 a.m. However, if it wasn't as busy as

previous seasons, the Pro would open up a third court at 9:00 a.m. I believe Mr. Lubow, the volunteer coordinator for this group, agreed to work with the Pro regarding this groups court scheduling. The Commission recommended implementation of this temporary scheduling arrangement and I administratively approved same.

B. October 28, 1992 - On behalf of the Morning Mixed Doubles group, Mr. Lubow proposed several changes to the overall tennis court scheduling procedures. Several of these recommendations, including an earlier opening time, priority times and expanded time blocks for doubles, were new recommendations that had not been reviewed previously by staff. Therefore, as I explained in my November 20, 1992, memorandum, the staff would need to review these recommendations prior to considering implementation of same.

C. November 25, 1992 - Commission did not have a quorum.

D. December 17, 1992 - The 1:00 p.m. meeting started 30 minutes late due to the lack of a quorum. After a lengthy discussion of the tennis shop fundraising plaque, several Commission members advised that they would need to leave at 2:00 p.m. This left only ten minutes which was not sufficient time to review this matter. Since the Commission would not have a quorum after 2:00 p.m., the Commission rescheduled this item for the next meeting on January 27, 1993.

II. TENNIS COURT SCHEDULING STAFF OBJECTIVES

For informational purposes, the following objectives are used by staff when reviewing tennis court scheduling policies and procedures.

A. To maintain or establish tennis court scheduling policies and procedures that ensure fairness and equity for all tennis facility users.

B. To maintain or establish tennis court scheduling policies and procedures that are in the overall best interest of the Town of Palm Beach.

C. To maintain or improve, if possible, current service levels while maintaining or improving, if possible, the tennis operations cost recovery percentages.

III. PREVIOUS COMMISSION RECOMMENDED COURT SCHEDULING REVISIONS

On October 28, 1992, the following revisions to the existing Seaview Park Tennis Court Policies and Procedures were recommended. Existing verbiage recommended to be stricken shows a line drawn through same. Recommended verbiage to be added is shown in bold face and underlined.

Rule #4

All court assignments shall be made ~~on the hour from 8:00 a.m.~~ **{as of 7:30 a.m.}** through the 9:00 p.m. hour **{with singles courts being booked for 1 hour and double courts for 1 1/2 hours}**. A second court reservation cannot be made until completion of the first reservation. No double booking. Players must vacate courts promptly on the hour.

Rule #10

When courts are fully booked, the Tennis Staff ~~may~~ **{shall}** impose restrictions on singles play and arrange compatible doubles play. **{During hours from 7:30 to 10:00 a.m. the staff shall give preference to singles from 7:30 to 8:30 a.m. and to doubles from 8:30 to 10:30 a.m.}.**

Staff has reviewed these recommended revisions and offer the following information and comments:

A. Earlier Opening

1. The tennis division budget does not have funds allocated in the FY-93 budget for additional staffing hours for an earlier opening. The additional cost of staffing these hours would be approximately $1,300.00 annually.

2. Court usage statistics indicate that the existing 8:00 a.m. booking hour is the least utilized booking time. I am of the opinion that an earlier time, prior to 8:00 a.m. would be even less desirable.

3. If the official opening time were 7:30 a.m., I don't believe it would be long before some residents would expect that all courts should be ready by 7:30 a.m. This would not be possible on a regular basis due to the clay

surface and early morning moisture. According to our tennis court maintenance worker, only two courts are ready on a regular basis this early.

4. Of all the municipal tennis operations surveyed, none start play prior to 8:00 a.m.

5. An earlier opening may be undesirable to the surrounding residential property owners. Though there are only a few on Seaview, it seems unnecessary since the 8:00 a.m. hour is already under utilized. During parts of the off season it's dark at 7:30 a.m. Therefore, lights would be required to play this early.

B. Expanding Doubles Time Blocks from 1 to 1 1/2 Hours

1. This would reduce the total number of time blocks and therefore could possibly result in a significant loss of revenue, particularly during the season. During FY-91 & 92, total revenue received from court fees was approximately $60,000. Of this amount, $40,000 was from annual permits and $20,000 was from daily fees. Fifty Two percent (52%) of the daily fees were taken in during the months of January through the end of April. It's extremely difficult to accurately predict the loss of revenue without a recent prior experience, since there are many factors which may influence if or when a facility user may book a court. However, I would estimate that the revenue loss could be $1,900 over a 5 month period or $3,600 over a 12 month period. On the other hand, expanded time blocks could theoretically attract new users who desire more time per visit.

2. The tennis division recovered 67% of its expenditures through fees during FY-91 and FY-92.

3. If you were to conduct enough surveys, you will be able to find someone with every conceivable scheduling procedure imaginable. However, when making comparisons, it's important that we compare apples to apples. We have eight courts and a particularly heavy usage during the months of January through April. We should not for example try to

compare ourselves to a facility with similar usage but has twenty courts.

4. Approximately twelve years ago we had 1 1/2 hour booking times in the morning from 8:00 a.m. to 11:00 a.m. and from 5:00 p.m. to 8:00 p.m. with 1 hour booking times from 11:00 a.m. to 12:00 noon and from 2:00 p.m. to 5:00 p.m. and 8:00 p.m. to 10:00 p.m. These times were available to both singles and doubles players. The Commission and Pro-Manager recommended the court booking times be revised to 1 hour time blocks due to a large number of complaints from residents that they could not get a court. This revision was made and has been in place since.

5. An earlier opening would maintain the existing number of time blocks, but I question whether the earlier time would be utilized.

6. A few singles players have also suggested expanding singles time from 1 to 1 1/2 hours.

7. Under the current system, most players are able to book courts fairly often. Expanding the time blocks could reduce the ability to book courts as often.

8. If time blocks are expanded for doubles in the a.m., doubles players who book courts in the afternoon and evening will probably request the same in the p.m.

9. In some respects the existing system has actually worked fairly well over the years. With the exception of the morning doubles players, we've actually received very few complaints. The one hour of reserved time, with additional time as courts are available, has protected revenue during the season, and seems to automatically adjust in providing additional time during the off season and at non-prime time.

10. The Tennis Pro-Manager has strongly recommended that if we do go to 1 1/2 hour time blocks, that we will also need to review and possibly revise group schedules and implement a two day booking system in order to protect revenue and ensure that courts are not monopolized by the same people. I concur.

C. Restricted Times for Doubles and Singles Players

1. Formalized times for singles and doubles would reduce the flexibility and opportunity for players to book courts at their convenience and preference in the a.m.

2. The vast majority of open booking doubles play at 9:00 a.m. are often the same players who have courts pre-reserved for them at 9:00 a.m. with the Mixed Doubles group. I am concerned that the blanket preference of doubles over singles at specific times may not be perceived as in the best interest with regard to fairness and equity.

   Depending upon the number of morning mixed doubles players, a doubles player participating in the Morning Mixed Doubles group can have a court pre-reserved for them up to three times a week. These same players (approximately C level) may then also reserve courts on their own for other days. This could be considered by singles players and other doubles players who do not participate in the Morning Mixed Doubles group as an unfair advantage. More players could be put on courts with a doubles priority. However, the doubles players getting courts could repeatedly be the same players.

3. Often, many tennis players consider singles and doubles as completely different games. Some singles players do not play doubles. Other doubles players will not play singles. I am concerned that singles players may question why they have to be restricted to the earlier time.

4. For informational purposes, the tennis account clerk has compiled a list of approximately fifty people who book open play in the a.m. on a weekly basis, but do not participate in the morning mixed doubles group.

   According to her statistics, of these 52 individuals, 15 are primarily resident singles players, 4 are non-resident singles players, 2 are non-resident doubles players and 31 are resident doubles players. Also, she has provided a list of residents names who have offered comments or complaints at the tennis

shop. Two residents, Mr. & Mrs. Brandner, felt that there were too many organized programs during weekday mornings. Eight residents who play or played on weekend mornings also complained that several players in the Morning Mixed Doubles group were often able to play throughout the week and that it wasn't fair that they then booked courts on the weekends at prime time when this was the only time that the weekday working adult could book morning courts. These list of names are provided as requested. However, for informational purposes, I've noticed that of these eight individuals, five, are also listed on the weekday players list.

Rule #11

Town organized programs shall take precedence over all other bookings. **{and shall be open to any town resident}.**

Staff Comments - The original intent of this rule was to prioritize those groups that were required to operate under a formalized schedule such as the Women's Team Tennis League. Tennis Clinics and Tournaments were the only other activities being considered as formalized Town tennis programs at the time this rule was established. This is a standard rule in most if not all municipal tennis operations and necessary for orderly program planning. The difficulty in considering the Morning Mixed Doubles group under this rule as a formalized program at this time is that under the current mixed doubles schedule, whereby courts are reserved five days a week, a mixed doubles player may have already played several days that week. Currently this rule would allow the morning mixed doubles player to bump another player who may not yet have played at all that week. I believe that the rule is not a problem, but rather the way that we have scheduled the Morning Mixed Doubles Group, five days a week. If this groups scheduling conformed to traditional group scheduling, this rule would be applicable to this group. According to the Tennis Pro-Manager, the industry standard for groups is between 1 1/2 to 2 hours per person per week. These individuals may then book courts for open play like everyone else. However, with regard to rule #11, I would recommend the following verbiage which does comply with the existing management agreement between the Town and Tennis Pro-Manager:

Rule #11 Town approved group programs requiring formalized scheduling shall take precedence over all other bookings. All formalized programs shall receive prior approval by the Director of Recreation or his designee and shall comply with established program policies and procedures.

I would suggest that the recommended revision **{and shall be open to any Town resident}** be omitted as this is a public facility and therefore open to the general public. As with existing programs, I believe it would be more appropriate to address program policies and procedures in a separate program policy and procedure document as was done with the Women's Tennis Teams.

The staff would also suggest that we consider adding the following rule.

PROPOSED RULE

If some courts become unplayable due to unforseen circumstances, then advance doubles bookings will take priority over advance singles bookings. The tennis staff will attempt to arrange doubles play on any remaining open courts. At anytime there are more bookings than courts, not precluding the above, court cancellations will be by lot.

IV. HISTORICAL INFORMATION, STATISTICS AND STAFF COMMENTS REGARDING ORGANIZED GROUPS

A. Women's Team Tennis Program

1. The Town has participated in this County wide competitive league for approximately 25 years.

2. Up until two years ago, the Town had three separate skill level teams participating in this program. A C-team was added as recommended by the league last year. The four teams combined have approximately 65 participants.

3. All four teams play on either Wednesdays or Thursdays. They also play away matches so the same team does not play at home each week. Matches start at 10:00 a.m., as required by the league. Matches generally run between 1 1/2 and 2 hours. Spread out over the nine month season, an individual player averages

approximately 45 minutes per week in match play. The reason for this low weekly average time is due to away matches and the fact that matches are not scheduled during the holidays.

4. Though there have been periods of time that teams have not taken team clinics (coaching) at Seaview, historically, teams have taken coaching on and off since the Town has had teams participating in this County league. Currently two teams take coaching from either the Pro or his assistants. Coaching usually runs approximately 1 1/2 hours once a week. Currently the B1 team takes a team clinic on Tuesdays from 10:00 a.m. to 11:30 a.m. The C team takes a team clinic on Mondays from 11:00 a.m. to 12:30 p.m. The proceeds from this lesson revenue goes to the tennis pro's and helps to attract and retain qualified personnel.

B. Morning Mixed Doubles

1. This group grew out of a tennis shop maintained players list that was originally implemented approximately 12 years ago to help new residents find tennis partners.

2. The participants in this group use to book courts for open play in the same manner as other facility users book courts for open play. To the best of my recollection, approximately 4 or 5 years ago, Mr. Ralph Lubow offered to coordinate the scheduling of these players as this group wished to have courts pre-reserved for them in order to facilitate advance planning. The Tennis Pro at that time recommended that we give them two courts as this group was beginning to monopolize the 9:00 a.m. court time and if Mr. Lubow would take care of the individual scheduling, this would also reduce the tennis clerks workload. I recall that at the time, I was concerned that the reserving of courts five days a week might be perceived as an unfair advantage to those who might consider this as pre-reserved scheduling of open play and not a program. However, the Pro convinced me that this was a social program, that this arrangement was mutually beneficial and that open courts were available. Based on the tennis Pro's recommendation, I approved same.

3. The Mixed Doubles Group has increased approximately 10% each year over the past 3 or 4 years. Currently the group has approximately 55 participants. However, according to the daily court sheets, only 16 to 18 participants play on a regular weekly basis.

4. If I recall correctly, the current scheduling arrangement agreed upon last Spring provides for two reserved courts at 9:00 a.m. An additional court is made available at the discretion of the pro, depending upon court demand for open play. Since last Spring, three courts have been reserved Monday through Friday at 9:00 a.m. Under this temporary arrangement, individuals who have courts pre-reserved for them would be limited to play three times per week under the auspices of this program. Also that when booking courts on their own, they would avoid the 9:00 a.m. hour and book courts at either 8:00 a.m. or 10:00 a.m. In reviewing the daily court sheets, these individuals rarely booked courts at 8:00 a.m. or 10:00 a.m. but often booked additional courts at 9:00 a.m. I assume that the 8:00 a.m. or 10:00 a.m. hour was not preferable to them as they preferred to play at the same time as the other group members.

5. Mr. Lubow volunteers a significant amount of his own time in helping to coordinate this group and under the circumstances of a limited number of courts and heavy seasonal demand, he does a great job! However, as this group continues to grow, more and more demands are being put on him by this group for more reserved courts and time.

   I believe that the current arrangement and duties puts unfair demands on a volunteer and is not in the best interest of the volunteer or the Town. If this is a program, then it should be scheduled as such, with more courts and a specified day or days. As with other existing programs the Town should take registration. Program policies and procedures should be drawn up as with the Women's Team Program and the volunteer would only need to coordinate who plays who on the established program day or days. From numerous comments I've received, there are residents who are of the perception that the volunteer determines

who gets to play at Seaview and when. To the best of my knowledge, this is not the case! Mr. Lubow has advised me that he has people calling him at home for scheduling courts and play. Though 4 or 5 years ago this volunteer arrangement seemed to work pretty well, due to the growth of this group, these procedures and volunteer duties in my opinion no longer work as originally envisioned. The Town staff will need to be more hands on and this program will need to be formalized. If it is not desired by the Mixed Doubles Group to have more courts and more time on a specified day or days so that they can all get together socially, but would rather reserve courts for small groups five days a week with some of the same people playing two or three days, then this sounds to me more like open play and they should probably reserve courts as open bookings.

V. SUMMARY

Due to the limited number of courts at the Seaview Park Facility, compared to heavy court demand, particularly during the season, (over 200 permit holders, organized groups, open play, private lessons and clinics) it is inevitable that we are going to have scheduling conflicts. It's important that we try to balance all of these activities so that we have a well rounded and comprehensive program. However, as one of the Seaview Park Commissioners said, you can't please everyone all of the time. In looking over the names on the daily court sheets, it's interesting to note that without exception, the people who have complained or are demanding more, are the very same people who get courts more than anyone else and on a regular basis.

If we are going to consider making scheduling changes, we need to address not only open play, but must also look at group scheduling. It may be necessary for some individuals or groups to do some compromising in order for everyone to get a piece of the pie. Often a change that seems simple ends up having an effect on something or someone else.

When reviewing open booking procedures, some of the things we need to consider include:

1. The effects on revenues and expenditures
2. Booking Duration
3. Singles vs. Doubles
4. Prime Time vs. Non-Prime Time

5. Season vs. Non-Season
6. Advance Booking Procedures

The Staff will welcome any comments or suggestions that you may have regarding this subject.

Should you have any questions regarding this information, please contact me at your convenience.

REB:lw

enclosures

c: Jim Hay, Tennis Pro-Manager

January 26, 1993

OPEN PLAYERS ON A WEEKLY BASIS
DURING THE SEASON - WEEK DAY A.M.

NAME	NON - RESIDENT	SINGLES PLAYERS
CHANDLER		XX
BRANDNER		
BRINKLEY	XX	
KANE		
WOLF		XX
MELROD		XX
HOELL		
OATHY		XX
GEORGE		XX
PEET		
GOODRICH		
BALDWIN		XX
AGMA	XX	
GOLD	XX	XX
GORELICK		
JONES		XX
RAVITS		XX
ROSS		XX
HOWLAND	XX	XX
KEARNEY	XX	XX
JACOBI		
ANNES		XX
DENNEY		XX
COSTIGNAN		XX
WEXLER		
SIRIS		XX
GOLD	XX	XX
LEAS		
SHORE		
PEARL		
LEBAR		XX

January 26, 1993

OPEN PLAY - WEEK DAY A.M.

LADIES TEAMS

1. CASH
2. COONEY
3. GERL
4. STOLL
5. RAMPELL
6. ROYAL
7. POUILLE
8. RICCA
9. MCDONNELL
10. BURCK
11. PASSANTINO
12. SIRIS
13. DEFINA
14. LEAS
15. ENGLANDER

****

WEEKEND A.M. COMPLAINTS OR COMMENTS RECEIVED BY TENNIS STAFF

1. JACQUES COHEN
2. HAZEL PEET
3. DOTTIE GOODRICH
4. HELEN TRACY
5. DR. GOODMAN
6. MEL KANE
7. SID ROSS
8. MR. GOLD

****

WEEKDAY A.M. COMPLAINTS OR COMMENTS RECEIVED BY TENNIS STAFF

1. CLAUDIA BRANDNER
2. REINHART BRANDNER
3. MRS. BRINKLEY

TENNIS CLUB SURVEY

CLUB: BOCA CITY PHONE # 393-7978

1. Hours of operation: Mon. - Sat. 8:00 A.M. - 10:00 P.M.
Sunday 8:00 A.M. - 7:00 P.M.

2. Number of Courts: clay 5 hard 4

3. Number of Permit Holders 300

4. Court Time: Singles 1 hr.
Doubles 1 hr.

5. Advance Booking: 1 day

6. Organized Group Preference: yes XX no _____

7. Members Per Court Average: 33

TENNIS CLUB SURVEY

CLUB: BOYNTON BEACH PHONE # 734-8556

1. Hours of operation: Mon. - Fri. 8:30 A.M. - 9:00 P.M.
   Saturday & Sunday 8:30 A.M. - DUSK

2. Number of Courts: clay 12 hard 5

3. Number of Permit Holders 400

4. Court Time: Singles 1 1/2 hr.
   Doubles 1 1/2 hr.

5. Advance Booking: 24 hours advance

6. Organized Group Preference: yes XX no _____

7. Members Per Court Average: 23

TENNIS CLUB SURVEY

CLUB: HAVERHILL TENNIS CLUB PHONE # 683-6371

1. Hours of operation: Mon. - Sun. 8:00 A.M. - 8:00 P.M.

2. Number of Courts: clay 22 hard _____

3. Number of Permit Holders 200 - 300

4. Court Time: Singles 45 min.

   Doubles 1 hr.

5. Advance Booking: Anytime

6. Organized Group Preference: yes XX no _____

7. Members Per Court Average: 11

TENNIS CLUB SURVEY

CLUB: NORTH PALM BEACH C.C. PHONE # 626-6515

1. Hours of operation: Starting February 1st 7:30 A.M. to 10:00 P.M. Monday - Sunday

2. Number of Courts: clay 10 hard 0

3. Number of Permit Holders 200-250 / offer a guest fee

4. Court Time: Singles 1 hr.
   Doubles 1 1/2 hr.

5. Advance Booking: 1 day in advance beginning at 12:00 noon

6. Organized Group Preference: yes XX no _____

7. Members Per Court Average: 22

TENNIS CLUB SURVEY

CLUB: PALM BEACH GARDENS PHONE # 775-8277

1. Hours of operation: 8:00 A.M. - 10:00 P.M. Mon - Fri.
   Sat. & Sun. 8:00 A.M. - 12:00 / 1:00 P.M. - 9:00 P.M.

2. Number of Courts: clay 4 hard 4

3. Number of Permit Holders 200

4. Court Time: Singles 1 hr.
   Doubles 2 hrs.

5. Advance Booking: 24 hrs. in advance for members

6. Organized Group Preference: yes XX no _____

7. Members Per Court Average: 25

TENNIS CLUB SURVEY

CLUB: PATCH REEF PHONE # 997-0881

1. Hours of operation: Mon. - Sat. 8:00 A.M.- 10:00 P.M.
   Sunday 8:00 A.M. - DUSK

2. Number of Courts: clay _____ hard _____
   other 16 cushions

3. Number of Permit Holders 400

4. Court Time: Singles 1 hr always
   Doubles 1 hr. Oct.- April 1st
   1 1/2 hr. April - Oct. 1st

5. Advance Booking: 1 day in advance

6. Organized Group Preference: yes XX no _____

7. Members Per Court Average: 25

TENNIS CLUB SURVEY

CLUB: SOUTH OLIVE PHONE # 582-7218

1. Hours of operation: Mon. - Fri. 9:00 A.M.- 12:00 NOON
4:00 P.M. - 8:00 P.M./ SAT. 9 A.M. - 12 NOON / CLOSED SUN.

2. Number of Courts: clay 0 hard 9

3. Number of Permit Holders 220

4. Court Time: Singles 1 hr. 10 min.
Doubles 1 hr. 10 min.

5. Advance Booking: No Bookings

6. Organized Group Preference: yes XX no _____

7. Members Per Court Average: 24

January 26, 1993

OPEN PLAYERS ON A WEEKLY BASIS
DURING THE SEASON - WEEK DAY A.M.

NAME	NON - RESIDENT	SINGLES PLAYERS
CHANDLER		XX
BRANDNER		
BRINKLEY	XX	
KANE		
WOLF		XX
MELROD		XX
HOELL		
OATHY		XX
GEORGE		XX
PEET		
GOODRICH		
BALDWIN		XX
AGMA	XX	
GOLD	XX	XX
GORELICK		
JONES		XX
RAVITS		XX
ROSS		XX
HOWLAND	XX	XX
KEARNEY	XX	XX
JACOBI		
ANNES		XX
DENNEY		XX
COSTIGNAN		XX
WEXLER		
SIRIS		XX
GOLD	XX	XX
LEAS		
SHORE		
PEARL		
LEBAR		XX

January 26, 1993

OPEN PLAY - WEEK DAY A.M.

LADIES TEAMS

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3. GERL
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