

2024 Reports - Directors at Large

Software Managers – (Lyle Evans)

The software managed by the Club and the member(s) responsible are:

- **CourtReserve – managed by Lyle Evans and Gary Robbins**

CourtReserve is used as our member management and play session booking system. CourtReserve has announced it is increasing its base fees from \$US 35 to \$US 49 per month plus add on fees on February 1, 2024.

Our current monthly costs for CourtReserve are about \$CDN 68 per month.

- **Pickleball Brackets (PBB) – managed by Ruth Dougan, Lyle Evans and Harvey Hall**

Pickleball Brackets uses a performance-based algorithm to calculate members ratings based on their performance in Brackets play sessions. PBB is used on the Club's Thursday ladder play session and for all novice players. Novice players are restricted to the novice court until they achieve at least a 3.0 rating in PBB at which time their rating is updated, and they are then moved to more competitive courts.

Our current monthly fees for Pickleball Brackets is about \$55 and is based on usage.

- **Pickleball Canada National System (PCNS) – managed by Lyle Evans**

The PCNS system is where our members purchase/renew their memberships with Pickleball Canada and Pickleball BC. Both memberships are mandatory to be members of the Club. Club Memberships cannot be purchased on this Site but members are redirected to the Club website to purchase Club Memberships.

Fees for both these memberships will be increasing on Jan 1, 2024.

- **Site123 (Club website – nanaimopickleball.org) – managed by Wayne Overton and Lyle Evans**

Site123 is the organization the Club uses to manage and update our website. A lot of information can be found here including news, court bookings, bylaws, minutes, and a whole lot more.

Annual costs for Site123 are \$314 per year.

- **Cognito Forms – managed by Harvey Hall and Lyle Evans**

The club uses Cognito forms on occasion to create forms for event registration and tournaments.

Cost is dependent on the features used. We did upgrade Cognito to do our merchandise purchases and sales but will go back to the free version once that is completed.

- **Facebook – managed by Wayne Overton**

The Club maintains a Facebook page managed by Wayne Overton.

Correspondence – (Monte Niver)

The Correspondence position covered responding to inquiries made to the Club through its Gmail account. The inquiries covered a range of inquiries such as pickleball lessons and orientation, pickleball machine rentals, player ratings, buying and selling of equipment, drill sessions & skill improvement, outdoor & indoor play and their sites, apparel and payments. Other inquiries covered drop-in play, people new to the sport, people from other parts of the country wanting to play in our area and ratings assessments.

My focus in this position was to respond to all inquiries in a warm and welcoming way and to best represent our Club. I tried to clearly answer all inquiries and point people in the best direction to best solve their inquiries with our Club. I also worked towards maintaining a level of quality of play insisting that new players be directed to orientation and/or lessons, even if they were inquiring about drop-in play with the City's Parks & Recreation Department. I also directed other inquiries to other directorships and generally tried to maintain the Gmail account.

Court Director – (Gary Robbins)

Function -

- to source, create and maintain playing opportunities for the membership;

Duties -

- maintain communication with Oliver Woods Community Center;
- maintain communication with SD68;
- find other possible public or private playing surfaces for the membership;
- maintain a corps of Coordinators and Relief Coordinators for the sessions;

Tasks -

- submit seasonal gym time requests to OWCC, SD68 and any other possible playing venues;
- monitor space availability at sources;
- request additional gym time as space becomes available;
- work with the Play Session Committee to create a varied format of playing opportunities to meet the needs and demands of the membership;
- set up the sessions on CourtReserve;

- monitor the waiting list for sessions to assess demand;
- find Coordinators for regular sessions;
- find Relief Coordinators to relieve the regular Coordinators and Coordinate one off or limited series playing opportunities;
- train Coordinators and Relief Coordinators on CR and Pickleball Brackets;
- manage any issues that arise from our use of the gyms at these sources;
- associated task -
 - process member requests for refunds according to the club Refund Policy;

The supply of court time typically starts to increase around the end of March as many programs take their play outside. This coincides also with the move to outdoor play and self-organized play among the membership. Your club will continue to provide court time as that comes available to meet the demonstrated demand and interests of the membership.

Meeting peak demand is an ongoing challenge for the position. The highest demand for indoor sessions is also the highest demand for court time from all user groups. This will continue to be the situation until the city builds a new community center.

Independent Sessions (John Emmons)

The waiting list for playing at Oliver Woods is often large. There is a need to have more play times, thus allowing more of our club members opportunities to play indoors. To that goal, Gary Robbins consistently contacts the city to find out when there are available spots, and the "One Off" playing committee gathers together to decide what opportunities we can offer at this club. Over this last year we have had "90 minute tournaments," novice and more experience players opportunities to play, as well as a few leagues. We will continue to seek opportunities for more of our club members to play indoors and continue to provide some creativity in that play.

"New Member Welcoming for experience players"

Our club is growing in two ways. New players who are seeking out the opportunity to play this wonderful game of pickle ball as well as experience players moving into the community from other locations or deciding to join our club after playing outdoors. The job of the new members welcoming person is to contact these new players and be available if they have any questions.

City Liaison/NPC Facility (Wayne Overton)

The NPC City Liaison group met with the city of Nanaimo 4 times in 2023. Our meetings are productive and are advancing, albeit slowly, the face of pickleball in our community. Our main initiative is the push for a significant pickleball footprint at Beban Park. The significant growth of pickleball in our community together with the fact that Nanaimo will be hosting the BC 55+ games in 2025 together mean that many additional courts are required to meet the growing demand. One thorny issue is that council has been receiving an increasing number of noise complaints from the residents who live

near the Beaufort courts. We have been working with the city to use that issue as well to support additional courts at Beban.

The city has advised that the council has approved a spend of \$518,000 to add 8 pickleball courts to the Beban facility. Many questions remain as we do not know the long-term plans for Beaufort, whether or not the existing courts at Beban will remain and so on. To that end, we will continue to work with the City of Nanaimo, and we have already booked our first meeting for 2024.

NPC Facebook Page (Wayne Overton)

I have been monitoring the NPC Facebook page for the past year. Traffic is relatively slow but occasionally, new pickleballers write to ask how to join our community or where they can get some lessons, and I refer them to our club. Mostly, I post pictures of our events and the occasional bit of humour (pickleball related) that I happen across.

Junior Program (Harvey Hall)

Thanks to very generous Nanaimo Pickleball Club members (48 paddles) and the contribution of the NPC (36 paddles), we were able to donate 5 Physical Health and Education class sets of paddles to 5 secondary schools in the district. At the same time Selkirk, the company whom provided 1/2 priced paddles also provided 4 - 1/2 priced portable nets. which will be circulated amongst the district high schools as needed.

A team of NPC members will be presenting at the February 5 Professional Development Day at Dover Bay. This year we have been asked to provide 2 - 2-hour sessions to Physical Health and Education teachers and regular classroom teachers. They will be provided with a 3-day lesson plan & drills to introduce pickleball to their classes.

Apparel – (Harvey Hall)

In Nov. / Dec. 44 items of NPC apparel were ordered and distributed with the new NPC Logo silkscreened on them. A new order with additional colors is now in progress and will be distributed upon arrival.

New Member Liaison – (Ruth Dougan)

The New Novice Member Liaison Director acts as an ambassador to the club for new novice members joining our club with a club rating of under 3.0.

The process with this position is: when a new member signs up through our website, our club Treasurer, Lyle Evans, reviews the application and sends out an email to the member with directions on signing up with Pickleball Canada and Pickleball BC, and paying the membership fees. Lyle then notifies me, and I email and phone the new member to assist them in the sign-up process and answer any questions they have regarding the club. New players to the game must take an introductory session with one

of the experienced club members or private lessons, before being eligible to play in scheduled sessions.

The new members appreciate us touching base with them and helping them to get oriented with the club. I enjoyed talking to and assisting the new novice members that joined the club this year. We have had quite an influx of members in 2023.

Training Director – (Caron Usher)

We were able to do a few sessions with the new players in the summer. It is very hard to get courts, so we used the outdoor court. Weather is so dependant. The few sessions we did was very hot. Time of day is also a condition as the prime times for outdoor courts are usually full. A lot of new players sign up then don't show up. Something we learned is we have to collect payment first.

There is work to be done if our group plans on continuing to do new player orientation.