



Operations Committee

2023 Annual Report

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INTRODUCTION

On January 10, 2023, the mandate for the Operations committee was identified as follows (see the minutes of meeting on the shared drive)

Courts

- **Identify pickleball courts and schedule for playing at these courts on the sunshine coast**
- **Maintain list of pickleball courts and contact info for each location**
- **Communicate availability of courts to members**
- **Ensure availability of pickleball courts for membership**
- **Maintain/communicate schedule for courts to membership**
- **Maintain attendance history**

- **Manage conflicts at facilities (e.g. sharing with tennis players, health emergencies...)**
- **Schedule a defib/first aid training session**
- **Work with other committee and ensure availability of courts for hosting fun events like dinking or regular game round robins and others**

Equipment

- **Acquire equipment as needed:**
- **Maintain list of assets**
- **Maintenance/Repair of assets**

Financial Accountability

- **Collect fees for courts when required**
- **Maintain records for fees collected**
- **Manage attendance tickets**
- **Ensure operations committee is run within set budget**
- **Review profitability of each location and recommend**

Membership

- **Maintain attendance history: at minimum for each location (membership at large– who plays when and where)**
- **Develop programs/strategies to:**
 - **Attract new members**
 - **Retain existing members**
 - **Diversify membership - attracting younger members**

Policies and Procedures

- **Document and maintain “operation” processes e.g managing schools and recreational centers**



COURTS

In this report, we summarize the accomplishments against the mandate.

IDENTIFY PICKLEBALL COURTS AND SCHEDULE FOR PLAYING AT THESE COURTS ON THE SUNSHINE COAST

Accomplishment: Status quo. Website was maintained as per previous process.

MAINTAIN LIST OF PICKLEBALL COURTS AND CONTACT INFO FOR EACH LOCATION

Accomplishment: Status quo. Website was maintained as per previous process.

COMMUNICATE AVAILABILITY OF COURTS TO MEMBERS ENSURE AVAILABILITY OF PICKLEBALL COURTS FOR MEMBERSHIP Accomplishment: Status quo. Website was maintained as per previous process.



MAINTAIN/COMMUNICATE SCHEDULE FOR COURTS TO MEMBERSHIP

Accomplishment: Status quo. Website was maintained as per previous process.

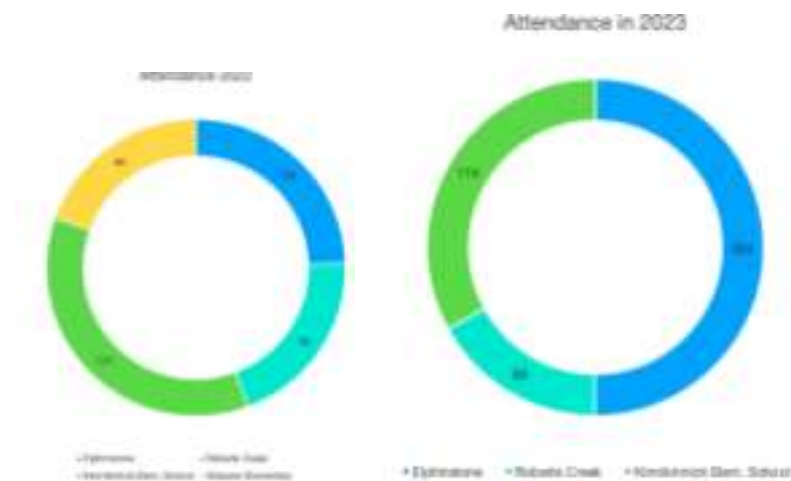
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MAINTAIN ATTENDANCE HISTORY

We compiled attendance history since 2021 up until April 20 2023. Data file is here:

However we did not fully complete the year's entries but with the data available we see that

- a) Participation in evening and week-end programs grew from 481 in 2022 to more than 530 in 2023



- b) There was a sharp decline in attendance at the end of the 2023 season for Kinnikinnick Elem. School likely due to opportunities to play outdoors at dedicated courts at Hackett Park.
- c) The majority of participants attended Roberts Creek and Elphinstone or Gibsons Elementary

Finding and areas for improvement:

- gathering of attendance records too manual and inconsistent: suggestion to move to electronic platform such as SPOND for next year

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MANAGE CONFLICTS AT FACILITIES (E.G. SHARING WITH TENNIS PLAYERS, HEALTH EMERGENCIES...)

Accomplishment: Status quo. Nothing happened.

SCHEDULE A DEFIB/FIRST AID TRAINING SESSION

Accomplishment: Status quo. Nothing happened. Still to be scheduled

WORK WITH OTHER COMMITTEE AND ENSURE AVAILABILITY OF COURTS FOR HOSTING FUN EVENTS LIKE DINKING OR REGULAR GAME ROUND ROBINS AND OTHERS

Accomplishment: Status quo. Apart from reserving a couple of courts for Players development

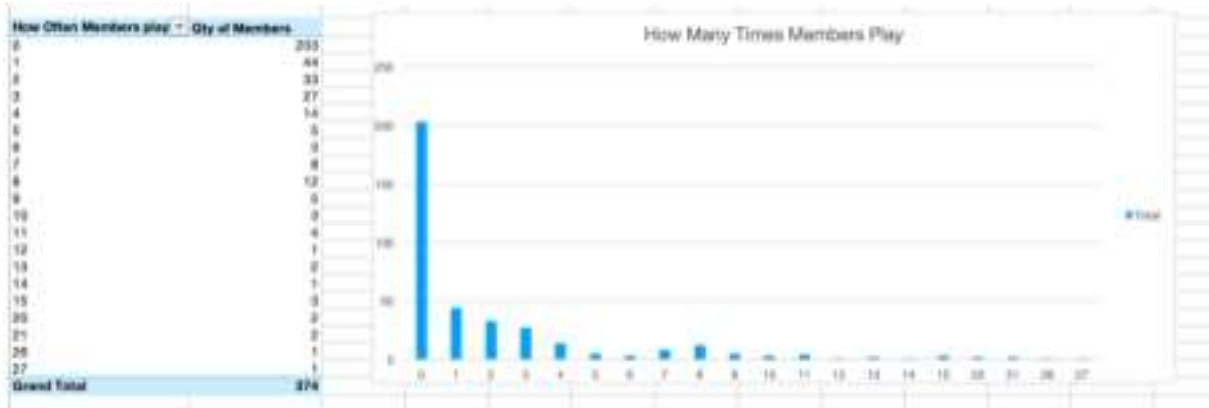
program at Elphinstone, this committee was not involved in other events. Business as Usual Process prevailed.

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MEMBERSHIP

MAINTAIN ATTENDANCE HISTORY: AT MINIMUM FOR EACH LOCATION WHO PLAYS WHEN AND WHERE

Who Participate



The data shows that our evenings or week-end programs attract a minority of members and the Majority of members do not participate. However the evening and weekend school programs October - June with limited capacity (3 courts in Kinnikinnick and Roberts Creek Elementary; 6 courts in Elphinstone Secondary) were well attended except for the decline in attendance at Kinnikinnick at the end of the season as previously explained. To manage school attendance more effectively in 2023 we will be implementing a sign up using Spond software.

Churn

On average our members stay 2.6 years. Our churn rate is close to 40% YoY.

Registered in	Still Member in			Churn
	2021	2022	2023	
2011			2	
2013			1	
2014	2	7	16	
2015	3	6	15	
2016		5	7	
2017		1	5	
2018		8	23	26%
2019	7	4	29	28%
2020	4	1	6	45%
2021	6	25	49	38%
2022		39	70	36%
2023			88	
Grand Total	22	96	311	

Where do Members Live

The majority of our members are registered in the following cities.

City Members

Sechelt 108

Gibsons 88

Halfmoon Bay 38

Roberts Creek 26

Powell River 16

Madeira Park 5

Garden Bay 3

DEVELOP PROGRAMS/STRATEGIES

Accomplishments: Nothing. PDC committee took over this responsibility.
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EQUIPMENT

ACQUIRE EQUIPMENT AS NEEDED

Accomplishment: New nets were purchased.

MAINTAIN LIST OF ASSETS

Accomplishment: The asset spreadsheet was initiated and can be found here
: https://docs.google.com/spreadsheets/d/1-IIG3SAOtK5fsYBHJ3clFAZEIngLOeSZLXliO3qxNs/edit?usp=share_lin

k However no updates for the latest purchase were done.

MAINTENANCE/REPAIR OF ASSETS

Accomplishment: Status Quo. No maintenance required
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FINANCIAL ACCOUNTABILITY

COLLECT FEES FOR COURTS WHEN REQUIRED

Accomplishment: Status quo. Previous process

MAINTAIN RECORDS FOR FEES COLLECTED

Accomplishment: Status quo. Previous process

MANAGE ATTENDANCE TICKETS

Accomplishment: Status quo. Previous process

ENSURE OPERATIONS COMMITTEE IS RUN WITHIN SET

BUDGET Accomplishment: Status quo. Previous process

REVIEW PROFITABILITY OF EACH LOCATION AND
RECOMMEND Accomplishment: Status quo. Previous process

Finding and areas for improvement:

Leverage electronic platform for:

- record keeping of attendance.
- collected

- replacing need for tickets

Allow committee members/volunteer to deposit funds.

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POLICIES AND PROCEDURES

DOCUMENT AND MAINTAIN "OPERATION" PROCESSES E.G MANAGING
SCHOOLS AND RECREATIONAL CENTERS

Accomplishments: nothing documented so far.

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