

Minutes
SCTA Meeting, February 5, 2020
Bayside Room, Lakehouse

Attendees: Chris Scott, President
Cindy Good, Vice President
Tom Bastian, Treasurer
Sheryl Tschetter, Secretary
Bruce McConnell, Past President
Dudley Kay, Director
Mitzi Hawley, Director
John Black, Director
Deborah Thomas, Director
Debra Murray, Ambassador

Guests: Anna Marie Tabernik, Resident Representative SCHHCA Board of
Directors
Steve Sandike
Bud Brooks
Diane Dowling
Sign-in sheet on file

Chris Scott, President, called the meeting to order at 6:00 pm. He stated that all questions would have to wait until after the meeting concludes. The review of the minutes was waived, but Chris spoke on two sensitive topics before the start of the meeting. These were;

1. Recently, there have been incidents at the LOGO where residents have screamed extremely offensive language aimed at the individual working in the building. Apparently, the residents were upset because they could not use the telephone to access Chelsea.

This behavior will NOT be tolerated and any future infractions will be forwarded to the Community Standards Committee for disciplinary action that could result in a \$300 fine and loss of tennis privileges.

2. Please be courteous when finishing your matches and/or coming onto the courts to start your match. Make sure you finish your play at an appropriate time and please avoid walking onto courts a match has ended. Be prompt and courteous.

OLD BUSINESS

Court Scheduling & Overflow: Steve Sandike

Steve Sandike presented the issues that impact players' abilities to obtain courts. Steve overviewed the "Request Register," a document that lists reasons requests were given overflow rather than assigned a court. There are three possible reasons for receiving overflow; these include 1) instead of a name, "guest" is listed—this is the lowest priority for getting a court; 2) only 2 players are listed—this is the 2nd lowest priority, as Health & Wellness wants as many

residents using the amenity as possible; 3) the time requested is too specific or narrow; and 4) one of the names is a duplicate request for that day. Residents can only book one time each day, so if you are a member of a social group, and you are listed as a player for that group – think the lottery – you will receive overflow if you are listed on a second court request for the same day your group plays.

Each player has a “court score.” This is a point value each player receives every time s/he plays. When requesting a court, the four players’ court scores are averaged and the lower the court score, the better the chance at receiving a court.

Enhancing Your Chances/Website Overview: Bud Brooks

Bud Brooks, SCTA website manager, provided an overview of our home website at sctatennis.com. This website goes back two years and provides board information, governing documents, a calendar, photos, links to important websites such as USTA, Chelsea, Sun City website, Public Tennis, etc., and is a depository of information (tournaments, social activities, etc.) that can help members navigate the tennis life at Sun City. The link to Chelsea is especially important now that phone access to Chelsea is being discontinued by Health and Wellness.

As part of the helpful information on this website, there is a document titled “Enhancing Your Chances.” This document provides suggestions for helping you get a tennis court and now overflow. To access this on the SCTA website, hold down the Control key and simultaneously right click the url below.

<https://sctatennis.com/wp-content/uploads/2019/01/Enhancing-Your-Chances-for-a-Booking.pdf>

There is a copy of this form attached to the minutes; see Addendum A. Thanks to Bud for his hard work updating and maintaining our website.

Sun City Hilton Head Board of Directors: Anna Maria Tabernik, Vice President

Chris Scott introduced Anna Maria Tabernik (Tab), our elected resident Board of Directors representative for Sun City, and she discussed the following issues.

- **Contact Person:** Tab provided an overview of her role regarding tennis. She recognized that she received all the emails regarding guest fees, but pointed out the SCHHCA Board of Directors has indicated that all our concerns should be directed to Cherie Bronsky, Director, Health and Wellness (Cherie.Bronsky@schhca.com).
- **Guest Fees:** Right now, the SCHHCA board is committed to the guest fee of \$10/person and \$20/maximum. Chris mentioned he would like to see no guest fees after either 5pm or 6pm at night, but Tab indicated that is not being considered at this time but may be revisited in the future. Tab reinforced that all our Sun City amenities are for residents’ use primarily.
- **Courts 5 and 6:** Tab explained that the Sun City Board is constantly looking for “revenue streams” to increase the community’s budget without needing to raise our HOA fees. For tennis, this resulted in hiring Gavin’s company to help increase revenue generated by tennis. There have been 1148 lessons given to date this year which has doubled the revenue compared the previous year. Courts 5 and 6 remain committed to lessons, but if there are no lessons scheduled, they are freed up for general play.
- **Court Maintenance:** With the \$500,000 investment made by the SCHHCA Board in the tennis courts, court maintenance is a primary issue. Chris continues to meet with Geo

Villegas, Senior Director of Operations, to discuss ongoing maintenance issues from landscaping to on court issues such as balls going under the fencing. Chris pointed out that everything that has been brought to Geo's attention, has been corrected. Chris stated that some of the corrections have included the removal of old posts around the perimeter of some courts, and the safety hazard at court 10 due to the step is being addressed. The board members are focused on advocating for these corrections.

- **Courts 13 and 14:**

Chris stated several times that courts 13 and 14 are treated like "stepchildren." To date, there is no way to swipe in and no court management available on the north side. Sometimes, when all courts have been closed, 1-12 will be reopened while courts 13 and 14 remain closed. When he was notified of this situation, Chris went to check courts 13 and 14 and they were playable and should have been opened for play. Chris and other board member continue to address these issues with the Sun City Board, and he thinks they will be corrected in the future. Chris offered to the Community Association the willingness for SCTA members to do minor maintenance on all courts; this would include blowing off debris, cleaning the lines, and other minor duties to make the courts ready for play. The Community Association made note of that suggestion.

Tab pointed out that Pulte built courts 13 and 14 (and are currently building 15 and 16). Generally, once Pulte has built an amenity and transferred it to the Community Association, it is the Association's responsibility to maintain the amenity. However, in the case of courts 13 and 14, the Sun City Board is pushing back because the courts were implemented poorly. In the end, if Pulte rejects our request for improvement, courts 13 and 14 could become a capital project later. Court maintenance is an ongoing process and multiple SCTA board members are engaged in improving our courts and play.

Drag Mats & Fence Covers:

Bruce McConnell updated the board regarding drag mats. The board is considering Aussie mats in lieu of the current mats. The Aussie mats are flexible and made from a PVC product. They are lighter and come in a 4' or 8' length with the 4' length being considered since it is easier to handle. Last year's SCTA board had already approved purchasing mats, but Chris made sure no one on this board had any objections. Bruce will get the sample we have and test it.

Chris and his son installed plastic fiberglass covering on the short fences around court 1 to hold the mats to see if that works. Mitzi Hawley played on court 1 and stated the covering worked beautifully.

NEW BUSINESS

Treasurer's Report: Tom Bastian presented the Treasurer's Report (see Addendum B). After the report was received and approved by the board, it was suggested that these reports be uploaded to the SCTA website and attached to the minutes. The report should contain as much detail as possible.

Directors' Assignments: Chris indicated that the directors will meet this Saturday to discuss specific responsibilities. Mitzi did report that she would meet with Gavin Cox on Thursday, Feb. 6, 2020, to discuss how his activities interact with those of the SCTA.

Mix n Match: Dudley Kay, director of Mix n Match, (Bud Waite is co-director.) reported that with the early announcement of the tournament—thanks to Cindy Good and Bud Brooks—he has 97 members already signed up to play; he needs 128, but the tournament is off to a great start. Since we can no longer use the boxes in the LOGO building for payments, we need to use our CAM card numbers to pay for this tournament and apparently, for future events. For the first time, he has received more captain volunteers than he needs, and all the 3.0 positions are filled, but we need more 3.5 women and 4.0 men.

On the signup sheet for the tournament, members were asked whether they were willing to pay for hats, visor, shirts, or any combination therein. 63% of applicants are interested in purchasing some item or combination of items. Dudley had asked the board for a contribution of \$250 for the tournament, but Tom Bastian explained that the SCTA's goal is for all events and tournaments to break even, so the board will not contribute monies. However, the board did approve moving forward with the possibility of purchasing hats, visor, shirts, etc., and/or the possibility of gathering sponsors for the event. Dudley agreed to pursue options.

Membership: John Black presented an overview of the current status of SCTA membership (see Addendum C.). John requested a vote on printing our directory in a simpler (no pictures, etc.) method to save money. This resulted in a lengthy discussion of whether the printed directory is needed because it is obsolete when it is received. The discussion was tabled for further review, but it led to numerous suggestions such as

- ✓ adding blank pages to any directory to allow for adding new members' information
- ✓ having members access the directory electronically; Bruce McConnell found only 2 people in our directory who don't have email.;
- ✓ training members on how to access the electronic directory which is updated each week (see below.).

To access the electronic membership directory,

- 1. sign in to suncityhiltonhead.org**
- 2. click on Clubs/Groups**
- 3. click on Sports**
- 4. scroll down and click on Tennis Association**
- 5. scroll down to the bottom of the page and click on SCTA 2020 Membership Directory as of (date).**
- 6. click on 2nd listing of SCTA 2020 Membership Directory as of (date). The entire membership will pop up and you can find who you are looking for just like you did in the printed directory.**

Please remember that this directory has personal information in it and as such, it will never be available on the SCTA website where anyone can access information.

Moonlight Over Athens: Diane Dowling provided an update for the board and there are only 6-7 tickets remaining, a block of 4, a block of 2, and a single. The expense report for the annual

dinner dance will be submitted once the event is done.

Meeting Adjourned: Chris Scott adjourned the meeting at 7:26pm

Open Session: Some of the issues brought up during the open session include

1. water fountains (or lack thereof) at courts 13 and 14
2. court 10 needs railings to offset the safety issue of the step
3. **one member mentioned that he joined SCTA because he recognized SCTA as the advocacy group for tennis.** He hoped that SCTA could find a way to reach out to the approximately 300 people who did not renew with SCTA and other tennis players to provide information on safety, courtesy, Chelsea information, etc. Chris Scott will research, and he pointed out that he goes on Big Al's radio show after each board meeting to help distribute information.
4. One member wants court status reinstated on the phone, but Chris pointed out that was not going to happen.
5. Miscellaneous: many members reported missing elements from our courts after the refurbishment; for example
 - i. The curtains between courts 4 (ball machine) 3
 - ii. Bleachers between courts 9 and 10
 - iii. Discomfort and safety problems with the big stones—players and passersby are tripping over them.

ADDENDUM "A"

Sun City Tennis Association (SCTA)

How to enhance your chances of turning a REQUEST into a BOOKING

Everyday Chelsea reviews the list of players requesting courts and runs a program to determine which requests are turned into bookings.

For example, there may be as many as 30 requests for a particular time slot, and only 10 courts available to fill those requests. A process is run to determine the 10 bookings. The others are tagged as overflow. This process is internal, and not easily understood. The basics are below.

To enhance your chances of having your request turned into a booking:

- 5) Ensure the time interval on your request is as wide as possible. Avoid simply saying "11:30", for example. Use a span of 2 to 6 time slots.
- 2) Do not limit your court location to only the North or South sides.
- 3) Residents have priority over guests. Listing "guest" will diminish your chances during busy periods.
- 4) Play later in the day. Avoid trying to play in the morning every time. Courts are significantly more available later in the day, or under the lights till 10pm.
- 5) Avoid playing with the same people every day, especially at the same time.

To understand this last point, you need to have a little understanding of the complicated arithmetic algorithm used by the Chelsea program in automatically determining how courts are awarded.

Chelsea awards courts to two or four listed players via a 30-day rolling average point system that is calculated for each request, based on the average of all players listed for that court. If all four players, for example, have a history of playing 4 times a week at 9:30 or 11:00 in the morning, Chelsea may assign all four people listed a score of 1.0. A score of 1.0 is the highest score any individual can be assigned, and represents players who play often. In general, the program tries to award courts to players with LOWER scores, to even out playing time

Chelsea adds up each individual score and divides by the total number of players on the court. In this example the "court score" would be 4.0 divided by 4, or a value of **1.0** for the court. If, on the other hand, one or two of the players in the foursome played very rarely, they may have received a score of 0.5 or lower. Now the total "court score" might be 3.0, divided by 4 player, or **0.75**. **The lower average court scores receive priority when Chelsea awards courts** (turning requests into bookings). In other words, use some of your friends who do not play as often as others, or some who play later in the day. It could make all the difference.

As our community and our first-rate (volunteer-run) tennis program continues to grow, there is a greater and greater demand for court time, on a fixed number of courts. Fairly distributing courts to all residents is a noble objective, but as you may have guessed, we also need to document court usage and do our best to convince Sun City officials to recognize the need to address the clearly inadequate "court to resident ratio". Following the rules, along with appropriate communication is the best way to place the proper priority on the need for more courts, while continuing to make sure Sun City stays competitive with all the new communities continuously popping up in the area. Contact the SCTA BOD for more info, or see our web page: www.sctatennis.com.

ADDENDUM “B”
TREASURER’S REPORT

SCTA Cash Flow

	Total	
INFLOWS		
2020 Member Dues	\$32,100	Most of 2020 Memberships, small amounts still coming in February Dinner Dance, December receipts were \$4,830
Event Registrations	1,920	
Other Income	40	
TOTAL INFLOWS	\$34,060	

OUTFLOWS		
Court Scheduling	6,500	Q1 Payment for Court Scheduling
Gifts	100	
Information Technology	320	Web, Quicken Licenses
TOTAL OUTFLOWS	\$6,920	

Net Cash Flow	\$27,140
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SCTA Balance 1.31.2020	\$68,374
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Breakdown:

SCTA	\$ 61,136
WTO	\$ 7,238

Jan-20

ADDENDUM "C"
MEMBERSHIP DATA

	Current 2020 #	Current 2020 %	Previous Month	2019 #	2018 #
Membership Total	663	100%	656	905	828
New	64	10%	NA	109	82
Renewing	599	90%	NA	796	746

Factoids	Total	# using scheduler	% using scheduler
Number of members not renewing for 2020	306	12	4%

USTA members	342	52%
New members also USTA	10	2%
Beginners (<3.0 rating)	129	19%
New member beginners	36	5%

Self Rated	2.0-	2.5	3.0	3.5	4.0	4.5+	total
Women	24	51	57	23	1	0	156
Men	12	20	68	51	10	1	162

Computer Rated	2.0-	2.5	3.0	3.5	4.0	4.5+	total
Women	0	16	80	61	26	1	184
Men	0	5	36	75	40	0	156

Total	2.0-	2.5	3.0	3.5	4.0	4.5+	total
Women	24	67	137	84	27	1	340
Men	12	25	104	126	50	1	318
tbd							5