

SUMMER REGISTRATION UPDATE

Board of Directors Meeting MARCH 25, 2022



PURPOSE

- **Review registration to date**
- **Review March 15 Day Camp launch challenges**
- **Summer operating plans – Beach Club and Recreation Pool (Trout Creek Recreation Center)**



MEMBER PRODUCT LAUNCH DATES

Day Camps

Sessions 1-4 Tues, March 15

Sessions 5-8 Tues, March 22

Horsemanship Camps

Sessions 1-5 Wed, March 16

Sessions 6-9 Wed, March 23

Aquatics Programs

Weeks 1-4 Wed, March 16

Weeks 5-8 Wed, March 23

Registration open

Recreation Programs

All programs Tues, April 5

Bikeworks Programs

All programs Tues, April 5

Marina Programs

All programs Tues, April 5

Golf Season Passes

Tues, April 5

Tennis Programs

All programs Tues, May 3

LAUNCH CHALLENGES

March 15 - four weeks of Day Camp programs

- Registration started at 9 AM
- At 9:08 AM it became clear the store was not functioning properly and IT begins trouble shooting.
- Customers experienced a variety of errors.
- Camps sold out within 35 minutes of the problem being resolved.
- Changes to launch schedules to control overloading the store, intense testing prior to launch -> well over 400 people hitting the store at 9 AM while last year we had less than 100.

Subsequent Launches

- IT and Aspenware reviewed activity logs to determine the problem and made adjustments to the server performance, web links and our waiting room software that resulted in seamless launches on 3/16 and 3/17 for horsemanship camps/aquatics programs and 22-23 ski season passes respectively.
 - Volume for the subsequent launches was significantly lower than the first launch.
- Additional adjustments to the waiting room feature are completed prior to the next camp launch on 3/22.

RESERVATIONS – tentative plan

RECREATION POOL

- **Reservations for the Recreation Pool only required from July 2 – 10, then Saturdays and Sundays through August 7**
 - **Member priority window as we have done in the past**
- **Reservation periods from 10:15 AM - 12:45 PM, 1:00 PM - 3:30 PM**
- **No reservations required from 3:30 PM to 7:00 PM**
- **No reservations required at Northwoods Pool**

BEACH CLUB

- **Parking limitations had a significant impact on crowding last summer, so staff is recommending no reservation requirements**

QUESTIONS?