



To: John McDonough, City Manager
From: Ronnie Young, Recreation & Parks Director
Date: July 26, 2016 for Submission into the August 2, City Council Regular Meeting Agenda
Item: Recommendation from Recreation & Parks Director concerning the contract management company at Sandy Springs Tennis Center

Background

A Contract and yearly Task Order was issued to Groslimond Tennis Services, Inc. (GTS) for the operation of the Sandy Springs Tennis Center starting January 1, 2013. City staff conducted an open RFP process concluding that GTS was the best vendor presenting qualifications and pricing.

Discussion

GTS has provided quality tennis services to the citizens of Sandy Springs and visitors for over three years. New programs have been implemented for both youth and adults. These additional services have increased participation. During this period we have increased three program fees and are still within the customary range for metro tennis. The City currently receives \$60,000.00 per year from GTS as a contract fee to provide services.

City Council asked at your last meeting that staff provide performance metrics so the Council could determine if the service provided was appropriate. Below are the metrics outlined in the contract and the measurements for the prior three years:

- Number of daily, weekly and monthly patrons
- Number of programs offered, per month. Program examples include, but are not limited to tournaments, classes and special events
- Number of registered participants, by program
- Customer satisfaction survey, designed by contractor in cooperation with City. Results are to be proved on a quarterly basis to the City.
- Number of repairs completed each quarter
- Monthly financial reports which shall include but are not limited to bank statements, balance sheet, statement of cash flows and schedule of revenues and expenditures

Attachment A provides a detailed metrics overview.

Recommendation

Staff recommends based on the excellent service provided by GTS that their contract be extended for one year with two additional renewal years. Approval will keep GTS through December 31, 2019.

Alternative

Initiate a Request for Proposal process for the management of Sandy Springs Tennis Center and contract with the chosen vendor beginning January, 1 2017.

*Recreation
and Parks*

Attachment A: 2013 – 2015 SSTC Metrics Detail

| | 2013 | 2014 | 2015 |
|---|-------------|-------------|-------------|
| Number of “free play” users | 18,075 | 19,733 | 20,318 |
| Percentage of Fulton County users | 58% | 55% | 55% |
| Number of ALTA/T2 etc. teams playing as SSTC teams | 194 | 198 | 200 |
| Number of tournaments conducted and participation total | 19/1507 | 24/2314 | 27/2850 |
| Number of youth participants in training programs (excluding summer camp) | 222 | 447 | 565 |
| Number of local schools, number of teams, and total participants using SSSTC | 6/20/160 | 8/20/200 | 8/20/200 |
| Youth summer camp participation totals | 251 | 481 | 594 |

Repairs Made to Facility:

| | |
|------|---|
| 2013 | Tennis nets and windscreens replaced, clay courts resurfaced, interior building repairs, sprinkler system repaired |
| 2014 | Tennis nets and windscreens replaced, interior building repairs, clay courts resurfaced, outdoor facility and court repairs |
| 2015 | Clay and hard courts resurfaced, interior building repairs, outdoor facility and court repairs |

Financial Reports- Yearly Summary

| 2013 | 2014 | 2015 |
|---------------------|---------------------|-----------------------|
| Revenue: \$ 800,770 | Revenue: \$ 995,252 | Revenue: \$ 1,027,357 |
| Expense: \$ 675,792 | Expense: \$ 866,869 | Expense: \$ 919,322 |
| Income: \$ 124,978 | Income: \$ 128,383 | Income: \$ 108,035 |

Customer Satisfaction Survey Summary

- Positive Comments
 - 1) Clean facility maintained at a high level.
 - 2) Large program offering and good tennis professionals.
 - 3) Front desk staff are friendly and professional.

- Concerns
 - 1) Patrons frequently ask for interior building to be upgraded.
 - 2) Patrons want courts resurfaced.¹
 - 3) Requests are frequently received for outdoor water fountains

¹ Note: To date, 16 of 24 courts have been resurfaced by City of Sandy Springs.