

HBC Updates

Effective 9/6/2021

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We hear you!!!



- Having a hard time making a reservation due to lack of court availability?
 - Some of the lack of availability is due to some reservations ending up as “no shows” or “late cancellations.”
 - Also, some were abusing the reservations system by having members of their group make multiple reservations for the same visit in order to play longer.
- Tired of organizing a group to play at a particular time/date?
 - Many of you did a great job forming a group and organizing play for your group! We know it is no easy task.
- Losing sleep because you’re waiting until midnight to make a reservation two weeks in advance?
 - Yes, we were really getting a bunch of emails at midnight every day.
- Worried about late cancellation or “no show” fees?
 - We often waived these penalties for the first few times to provide the person making the reservation chances to learn the reservation system. However, it was adversely affecting the ability for others to make reservations.
- Want to keep playing without paying for an extension?
- Want to drop in to play at any time that the Center is open?

The solution is: **Returning to Open Play and Using a Queuing System**

With a queuing system, we can take turns playing without booking a court. Players who prefer reservations can still make reservations, but for a fee (same as pre-Covid).

We understand that some members want to continue the current system of free court reservations. However, we no longer have sufficient capacity to provide free reservations. Open Play will increase our capacity through higher court utilization (# of players/court), which would provide for greater access for everyone.

COVID Precaution: Depending on the COVID situation, we would use the Open Play queuing system to organize smaller groups of players.



Return of Queuing & Open Play



Reservations are no longer required!
Just show up and play!

Centralized Queuing System

- Players would re-enter the queue after two doubles games or one singles game.
 - Don't want to play games? 2-3 players can practice for 15 minutes and 4 players can practice for 20 minutes per rotation.
- Open Play courts cannot be reserved so that they are available for members/guests at all times.
- A Games Coordinator (HBC employee) would manage the queue when there are 6+ queuing courts to help your group find the next available court. S/he would also help players form groups to enter the queue.
- The Queuing Board will be located at a single, central location in order to ensure the shortest wait time between rotations.

Coming Soon: Extended Hours

- Early morning play (weekdays 7am-10am)
- Late night play
 - Join our "Houston Badminton Night Club" group on Facebook



		# of Queuing Courts
Monday-Friday	10am-5pm	3+
	5pm-8pm	1+
	8pm-10:30pm	6+
Saturday-Sunday	8:30am-7pm	3+
	7pm-10pm	6+

Courts that are not reserved would become available for Open Play.

The shortest wait times will be: 10am-5pm and 8pm-10:30pm (weekdays) and during the weekend. If you do not want to wait for long, avoid 5pm-8pm (weekdays).

The number of open play courts may also vary due to tournaments/camps.

Reserve a Court for Your Group

- Play continuously, without interruption, during your reservation.
- Call 346-229-4921 or use the MindBody app to make a reservation.
- Get first priority for the green mat court, if available.
- Group members cannot join the Open Play queue until their reservation ends.

MINDBODY app

GET IT ON Google Play Download on the App Store




Court Reservation Fees

Wood court: \$7/hour

Green court \$10/hour

Green court upgrade is free Mon-Fri (10am-5pm)

10% discount if you deposit \$250 into your account

Centralized Queuing System

The Science Behind “Queuing Theory”

First-in, first-out queuing

A group can start playing on the next available court, rather than having to guess which court has the shortest line.

A FIFO queue is a queue that operates on the first-in, first-out principle, hence the name. This is also referred to as the first-come, first-serve principle.

FIFO queuing refers to a queuing discipline where customers are served in the exact order in which they arrive. The first to join the line is the first one to leave it, all other factors being equal.

FIFO queuing is the predominant method of queuing, as it promotes fairness and its rules are universally understood. You can see it almost everywhere: banks, post offices, DMVs, retail, etc.

Priority queuing

Groups can organize and share reservation fees.

In priority queuing, some customers have a special status which allows them to skip the usual means of queuing.

This type of queuing is most commonly seen in industries where there can be emergency cases — for example, healthcare. A patient with a severe case is naturally treated ahead of everyone else.

In non-healthcare industries, this type of queuing is usually called VIP queuing. For instance, business class passengers board the airplane before others.

The same goes for clubs, restaurants and similar venues.

The drawback of this system is that it may appear unfair unless it was clearly communicated in advance. After all, getting jumped ahead of you sounds infuriating if you weren't aware that the business had priority queuing in place.

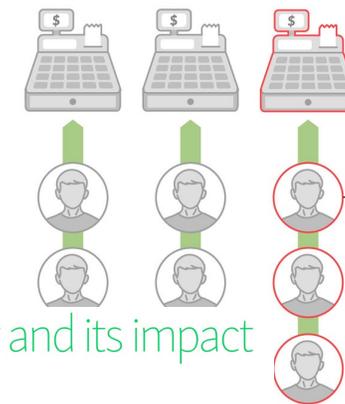
Source: www.qminder.com/queuing-theory-guide



The Line Dance

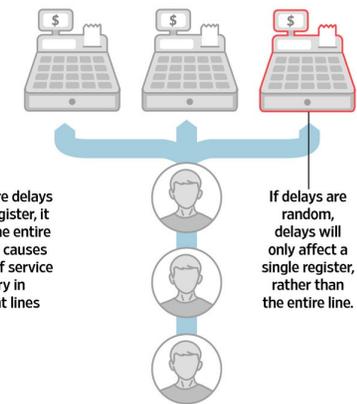
Queuing theory, the mathematical study of lines, helps businesses, call centers, computer networks and others figure out how to keep things moving.

Multiple servers, multiple lines



If there are delays at one register, it affects the entire line. This causes the rate of service to vary in different lines

Multiple servers, single line



If delays are random, delays will only affect a single register, rather than the entire line.

THE WALL STREET JOURNAL.

Queuing psychology and its impact on queuing theory

One of the problems of any theoretical model that tries to describe human behavior is that actions can appear illogical.

Queuing theory is helpful when it comes to explaining the benefits of a certain queuing flow, but it does ignore another important aspect of queuing: how customers feel while waiting.

Thankfully, there has been scientific research done in this area, as well. Queuing experts have determined that:

1. Unoccupied time feels longer than occupied time.
2. Unexplained waits are perceived as longer than they really are.
3. Unfairness of the queue, be it real or perceived, impacts how customers feel.



You may have noticed that sometimes we give out free snacks. The idea is to give you some munchies while you're waiting for your next game. We'll continue doing that.

We can't add more courts, but we can try to make you feel more comfortable while you wait.

HBC Queuing System – How to get a court to play

1. **Submit a clipboard with the Member IDs of your group**

- If you do not have a group, the Games Coordinator will help you find one
- If you do not have a member ID, ask the Front Desk for a temporary ID



2. **The Games Coordinator will assign your group to the next court that becomes available**

- If you prefer a different court from the next available one, you can ask the games coordinator to skip your turn until your group gets your preferred court

3. **Wait behind the court** that your group was assigned to while the group on the court finishes playing

- This would help reduce congestion in the area around the queuing board
- While waiting, make sure the group on the court does not play more than 2 games and that each game is for 21 points

4. **Play!**

- A group of four can play 2 games of doubles (plus 2-3 minutes for warmup) or practice for 20 minutes
- A group of 2-3 players can practice for 15 minutes
- If no one is waiting for the court that you are on, just keep playing!

5. **Get ready to play again!**

- Return to the front and resubmit your clipboard to re-enter the queue
- Make changes to your group, if necessary



Games Coordinators are HBC employees who manage the queuing system during peak times and facilitate games to ensure the shortest wait times as possible. When the Games Coordinator is not present, players would use the queuing board behind each court.

HBC Queuing System – Other Rules to Keep the Queue Moving

While Playing on a Reserved Court...

- Some groups may reserve a court for \$7/hour (\$10/hour for green court if after 5pm on weekdays or during the weekend)
- Players on a reserved court cannot join the queue until their group's reservation is complete

You can make changes to your group after you already submitted your clipboard

- You can change out one player; however, your clipboard would be moved back one space
- If you want to change more than one player, your clipboard would be moved to the back of the queue

Cheating will not be tolerated

- Please respect others and do not try to skip the line or do anything else that is unfair to others
- Your membership may be terminated and/or you may be asked to not return in the future
- The goal of the centralized queue is to keep wait times between rotations as low as possible
- If you suspect anyone is trying to take advantage of the system inappropriately, let the front desk or games coordinator know (i.e., do not confront that person)

Use our gym equipment upstairs while you wait for your next game.



Shortest Wait Times	
Monday-Friday	10am-5pm & 10pm-11pm
Saturday	12pm-3pm
Sunday	12pm-2pm & 5pm-10pm

Late Night Badminton	Check Our Facebook Page For Confirmation Before You Come
Wednesday	10pm-past midnight
Saturday	10pm-past midnight

Benefits of a Queuing System

- Reservations are no longer necessary
 - Many members were finding it difficult to make reservations while:
 - Some members were improperly using free reservations by booking back-to-back reservations by different members of the same group
 - Some members continued to play on other court reservations after their group's reservation ended
 - Some were booking courts every day in order to guarantee their slot, only to cancel later on
 - Some reservations were cancelled late or the players did not come at all, taking away opportunities for other members to reserve
- Everyone can play for a longer period of time
 - Some players travel in to play at HBC, so they often want to play for longer than the free reservation allows
- Better allocation of court time during peak hours
 - Previously, some courts can have 2-3 players sharing it, while other courts would be shared by 8 or more players
 - With a queuing system, we can provide a fairer allocation of court time to more players
- There will be less downtime on courts when players are resting
 - Previously, players would rest during their reservation, leaving the court unoccupied
 - Players can rest between games while they are in the queue
- Less administrative work for our staff (i.e., accepting, rejecting, rescheduling and canceling reservations)

Downsides of Discontinuing Free Reservations

- Free reservations provided opportunities for groups to start playing immediately at a designated time and to play uninterrupted
- Free reservations helped spread out player traffic more evenly throughout the day
- Free reservations worked well until a significant number of members stopped following the rules

Pickleball – Queuing & Court Reservations



<u>Monday-Friday</u>	Total Pickleball Courts	Minimum # of Courts for Queuing	Available for Reservations
10am-2pm	6	3	3
2pm-5pm	4	2	2

Note: Unreserved courts that are “Available for Reservations” would become available for queuing

<u>Saturday</u> Organized by Mike Goldberg	Total Pickleball Courts	Minimum # of Courts for Queuing	Available for Reservations
10am-2pm	2	2	-

Note: Times may vary depending on camps, clinics and the Organized Open Play schedule

<u>Fees</u>	Adults (23-54)	Juniors/Seniors
Monthly Membership (Mon-Fri 10am-5pm)	\$27.50	\$20
Monthly Membership (Full Access)	\$55	\$40
Drop-in Fees (Mon-Fri 10am-5pm)	\$7	\$5
Drop-in Fees (Full Access)	\$10	\$8

Note: Sales tax would be added to the fees above

All memberships include access for late-night events and early morning access on weekdays (6am-10am). To find out when our late-night events are, join the Facebook group: Houston Badminton Night Club. We will begin providing early morning access on weekdays to members starting early to mid October.

Court Reservation Fees – Optional!

(Does not apply to Queuing Courts)
 Mon-Fri (10am-5pm), Sat (8:30-10am) and
 Sun (5pm-10pm): \$7/hour
 10% discount with an initial \$250 deposit into your account

Organized Open Play

Managed by **Mike Goldberg**
 12-2pm Tues/Wed: 4 courts
 10am-2pm Sat: 2 courts
 Email goldmg@wt.net for more info

Organized Open Play

Managed by **Bessie Gillespie**
 7-9pm Sun: 1-2 courts

Pickleball Coaches

- Beginner Mike Goldberg: 281-793-4360
- Intermediate Susan Goldstraw: 281-785-2483
- Advanced Dwain & Lisa Smith: 713-858-4417
- Rommie Maxey: 713-443-4590
- Ricardo Molina: 281-935-9325