

Date: March 25, 2021

Place: Zoom Webinar

Commissioners Attending: John Bain, Nancy O'Connor, Clara Batchelor, Wendy Sheridan, Antonia Bellalta, Dan Lyons and Jim Carroll

Commissioners Absent:

Staff: Leigh Jackson: Recreation Director; David Geanakakis, Chief Procurement Officer; Jon Lewitus, Assistant Director of Recreation; Tyler Radicioni, Resource Manager; Justin Lawson, General Manager

Meeting commenced at 7:02pm.

Chairman John Bain: Good evening, tonight is a public hearing to discuss of the RFP process of the selection of the 2021 Tennis vendor. This is a public hearing, it will be recorded and also on video. The minutes will be available as soon as possible. Each speaker will have 3 minutes to speak. David Geanakakis will open the meeting and explain the process. Both he and the commissioners will not be taking questions at this time. The meeting concludes at 8:15pm, if necessary we can stretch it to 830pm. Chairman Bain thanks everyone for joining and explains the process to make public comment, also mentions that all 3 vendors have been made aware of this hearing, then turns it over to David Geanakakis.

David Geanakakis. Thank you, my name is David Geanakakis and informed the attendees that his office guides all town departments in procurement processes that are allowed by Massachusetts state law. This procurement, the Tennis RFP was conducted under Massachusetts General Law Chapter 30b, is known as the Uniform Procurement Act. This process RFP was done in accordance with section 6, which is used to specifically how to conduct RFP's. Mr. Geanakakis explained that he has been doing these RFP's every 3 to 6 years for the tennis service and he has been with the Town for almost 22 years. He gave a brief overview of the process. It is a sealed competitive bid process, but it is not a low bid process. This RFP was issued and advertised as required by law, both in the Tab, state publication and in the state online system. Any vendor can request a copy of the RFP. We had 3 companies that submitted proposals; JXS, Brookline Community Tennis, and a company called Net Results. At this time in the process, the department that will be most involved with this, they made recommendations to setup an evaluation and selection committee. In this case, it was made up of two staff from the Recreation Department, one staff from Parks and Open Space, and two Commissioners on the Park and Recreation Commission. It's their charge to review the proposals that are submitted. Process is guided within the RFP by minimum criteria and what is the comparative criteria. They come up with a ranking of each company, based on proposals submitted. Also in this case, 2 of the 3 companies were interviewed. One company did not meet the minimum criteria and therefore the price proposal was not opened. He explained that it is a two-envelope process; a technical envelope service proposal is submitted and reviewed before the price

proposal is opened. Once the selection committee makes a ranking, then the price proposal is opened.

In this RFP, it is a most revenue that is proposed to be given to the town. Net Results had a highly advantageous proposal and the Brookline Community Tennis had an advantageous proposal according to the selection committee. Selection committee made the recommendation to hire Net Results as the highest revenue and ranked proposal. After further deliberation, the selection committee made the recommendation to the Park and Recreation Commission and to procurement of the highest ranked and most revenue proposal of Net Results. This is a summary of the RFP process that was used, a very common process.

Leigh Jackson opened Public Comment

Derrick Choi. Resident of Fisher Hill, member of economic advisory board. From personal and professional experiences, he thinks the town made the right selection. He finds the net result team an incredible value and has been instrumental in transforming Amory Park facility into a regional facility. Thank you for the right selection.

Bruce Levin. Thank you for the opportunity speak. He is a Coolidge Corner resident for 30 years. His son has been a student of Net Results for years since 4 or 5. Safety, fun and learn how to smash the ball are important priorities of Net Results. Brookline High has a great tennis tradition, he is hopeful son can add to that in coming years. Never seen a problem with classes over the years, safe and happy.

Blanca Bogdanovic. Commissioners may remember her voice from P&R committee meeting on March 9th, 2021. She mentioned if the Commissioners were aware Net Results was sending out emails to have people come to meeting and speak on his behalf. The problem is the programs, clinics and private lessons versus the public use of Waldstein and Amory courts. How long was the comparative criteria discussed? All the complaints that were coming from the Amory community, courts maintained, the relationship with the community, customer service. There are two worlds in Brookline; programs vs. public use of courts that residents want to use and access. She read both proposals yesterday and her hunch was the price. The proposal of Brookline Community group was more community orientated vs business oriented proposal from Net Results. What was highly advantageous in the technical proposal in the winning bid? Can someone look in to this?

Chairman Bain, replied "Were not taking any questions, but we'll look into your concerns".

KJ Mayew, His name is Kevin. He would like to know how one bid is highly advantageous versus advantageous? How were fiscal results of the past year available to all bidders? Were the new bidders flying blind guessing what revenue is?

Phillip Kramer. Thank you for having this forum and allowing everyone to speak. He has been in Brookline for 25 years. He mentioned Net Results have done some things really well. However, a number of things have been an issue going back since 2018 awarding of

the last contact for the past few years regarding customer service, treatment of residents. He states there are issues dating back several years and previous open promises and commitments from previous contracts. Lack of transparency and inclusion in the selection of Net Results once again even though they haven't followed through on previous contracts. He also mentioned there are other factors out of his control. Can this be a one-year contract or probationary contract to see if they are improvements over year? This RFP seems more explicit and his group will be very diligent in holding them accountable. Net Results have done a lot of great things but they have not followed through on things asked for directly and indirectly. He stated dozens maybe more have been talking about this.

Anna Asphar. She plays tennis at Amory for 8 or 10 years. Love playing on clay courts. Net Results really good at lessons and clinics. Often felt treated with disrespect, not fun to go to Amory, fears being yelled at going there. She experience animosity on more than one occasion. Don't get to play until sunset. Weekend 2 courts being used for lessons, nothing left to prevent balls from going into other courts. Other courts not good enough to use for playing. She was really heartened reading the other proposal and felt the community might have a nice place to play. She feels general concern for residents playing in community should have been higher concern. Same unwelcoming space for years to come.

Henry Santoro. He thanked the commission for having us here today. He understands the concerns and is a huge supporter of Net Results. Several members at Amory think should be a private club, its not, it's a Town Club. He has played for 10 to 12 years at Amory. He stated, I have watched those courts come alive. They were really bad shape years ago, meeting at town hall. David MacBurnie is one of the top coaches in country. Brookline is lucky to have that program. Go join Longwood. Amory is not private club. Have to do programs to make money. Have taught many families. Kids need this program. No better coach in the country.

Nancy O'Connor. Please direct comments to The Commission.

Yukiko Egozy. I'm a resident of North Brookline and I would like to make a statement in support of Net Results. I have two children who have been participating in the lab results program for several years and in particular by 16 year old son has been taking tennis classes when that results since he was about 9 and it's a one sport. He really enjoys playing and has to develop confidence in so I'm really grateful. The Net Results perform, and I hope they can offer their programs next year. Thank you.

Tom Johnson. I live on Freeman Street and have been playing at Amory Park for 20 years now, and I remember the time before the public private partnership and I fully endorse and I think almost everybody probably calling in. The public-private partnership. I think it's a great model. It works very well. Having said that in 2018 based on some of the concerns you've heard tonight. There was a sort of a grassroots effort to get together and to talk about the tennis program what works what doesn't work and 25 of us or more got together and we compared notes about the program and went through a whiteboard session and said, okay, hear all our concerns and you know, what we need to do with this is to take these concerns and create a voice for ourselves and begin communicating with the town. So

based on that list. We contacted Leigh probably her predecessor and Erin and began our first series of meetings which have taken place over the last few years since 2018. I think we've had five or six meetings and I must tell you that Leigh and Erin have been terrific, very responsive, and meeting with us and particularly Erin because she has controlled the facilities has been able to move forward with a lot of initiatives to address our concerns. However, we had a list of concerns. For example, one is we want to visibility into the accessibility of courts is based on inclement weather, conflicts, etc. are the courts available. Right now there's no way to see that no visibility into that and we ask for that beginning in 2018 consistently and that has not been delivered. I know in the proposal the Net Results made it was one of the items listed as a commitment, but we've been talking about it for three years and I think what you're hearing is several things. One, if you think about the vendor you want, a vendor with a community commitment, you want service ethos and technical competency and I think that Net Results has technical competency. They have very good pros and a lot of people you're talking to their kids come in, they work the pros and they have a good experience. Okay, but the issue is the experience is very uneven as you can hear. A lot of conflicts with the community and a very unevenness and also an unwillingness to sort of listen and address some of these points. I think that's the concern it'll be helpful if at some point surveys or given so the commission could understand and get more feedback. In 20 years I haven't gotten a survey or been asked my opinion. We shared it with Leigh, we shared it with Erin and again, there's positive and negatives, but be great to get better feedback from the community in terms of what is happening on the ground. Thank you very much.

Dean Bogdanovic. My name is Dean Bogdanovic, and I'm the husband of Blanca Bogdanovic and I've been playing tennis in Brookline since 1999 and in this 22 years the courts quality and has been deteriorating year after year. There are courts that have a drainage problem, there are courts that are not sufficiently watered. We have to two courts that are more or less swamp, and two to three courts that are dustbowls. If you don't come up in the morning, especially in the summer times, the afternoon playing or midday playing is not possible. This we try to address this multiple times and this has not been you know, not follow up. So the biggest strength of Net Result is program with the kids. Even the people ask me. I am recommending the kids program. I'm saying that the pros that are working for, you know for Net Results have great relationship with the kids and they make kids to start loving tennis, but I consider him technically incompetent to maintain courts. When I was a teenager, I was working as a tennis club and I was going to maintaining tennis courts. So I spent you know, my summertime not making some money that way. Number two, you know, its his relationship with people including me and another member when he told us that we are to have it to play on the courts because courts are too wet because he didn't let that some courts, but then we saw some women getting one courts and we saw some lessons and he told us you're too heavy to play right now, because you are very aggressive players, we were like, okay. Number three Newton are public courts and they are cheaper than the Brookline courts for a while because you know the quality and the service has not been addressed. I move to Newton Center Courts and the court quality is much better and it's cheaper for me as a non-resident to be a part of the Newton Center Clay Courts than Brookline in on Amory courts. We've seen price increase in my opinion unjustified because the courts quality is getting lower. The availability of the courts is getting completely

unknown we would show up and he would say, oh I'm taking five courts for the lessons from Waldstein because Waldstein is wet and we are moving in other classes Amory. So, he has his strength, but there are a lot of weaknesses that has not been addressed. There is constant increases in prices that are not being justified and the court quality is not improving, it's deteriorating and because of this, the community is deteriorating. I had over 15 people leaving Amory courts and joining other clubs in the area because of this experience where they had thank you.

Vanessa Levy. Hi, how are you? Yes, I've been a resident in Brookline for 10, 11 years and I've been playing for many of those years in Amory and I am part of the group that met started meeting with the town several years ago to address the concerns that I was personally listening when I want to play I was very surprised that basic things weren't addressed. Like for example, we didn't know when the courts were going to be open. We didn't know if it rained are they going to, who's not going to be there. Can we play, can we not play and I thought they were pretty basic things considering that the vendor had been in place for so so many years. So I agree with some of the former members that talked. I do believe that net result knows what they're doing in terms of teaching the kids. I mean and I completely agree that David MacBurnie is an excellent tennis player with a lot of knowledge. I mean that's not in question. But the same at the same time, I believe they are two worlds; the Waldstein and the kids, like some of the other previous people have talked and Amory. My expectation is not that Amory is a private club. I am I've been fighting for the last three years addressing the concerns because I see specifically wanted to be a Town Club where neighbors feel welcome. I don't want to hear from the vendor telling me that the courts are not available because today is the day that I need to make money. I think that's disrespectful to a neighbor that not only can pays its taxes but are paying a membership and I don't deserve that answer. So when I read in the Proposal that the current vendor boasts saying that there's a friendly environment, maybe that's Waldstein? Maybe that's with the kids. Maybe that's the relationship between the kids that don't have the pro,s but not overall with the organization. It's not a friendly environment to go to Amory, when I hear top-notch superb customer service excel at communication. I am stunned because the vendor has been in place for 15 years and for the last three years a significant group of players have address this specific issue with the town have said, they haven't delivered. So if the vendor hasn't delivered in the past three years and we addressed this before the signing of the first contract and three years, and we still don't have certain basic things that we have discussed with the town. Honestly, I feel very disappointed that the town didn't consider this as a skill, not only how good you are as a tennis pro is how kind and friendly and community you are with the community you serve. This is not only a business, this should be oriented to the neighbors and to the community.

David Haarmeyer. This is a David Haarmeyer, I've been in Brookline over 25 years playing at the Amory courts, which I love for 20 years. I think it's clear what we're hearing here. There's just two different worlds. There's just two different groups. There's the young kids programs which are terrific and there's any problem with Amory, which is where I play with the adults are and I think it's almost like a relationship that's you know, going at and giving it a chance working with David given we got a high regard for him. But it's a tension there that not surprised that were actually going through this. I didn't think David was

going to go put another contract down and go after it. I hear him all the time saying how he dislikes going down to Amory because of the tension for him. It's just it's just not working. I'm just wondering if there's something that can be done. Perhaps, you know, unbundling the Amory courts and setting up a separate contract or just having it run by the friends of Amory or something like that. It's just not working. Maybe that input and I'm just wondering why I wasn't heard during this RFP process, because I think it's pretty clear if you go down there, it's just not comfortable, there's tension down there. It's just not good. So I'm just surprised the way things have turned out here and I see and I know I do know the guys that have put up the other contract. They're good people, they're going to they were going to put they might not be as good as they've the start with but I for certain that they're going to be a bit more, I can't help but use the word friendly and that's what we need down there, those are community courts. That's my input. Thank you.

Jeremy Shapiro. I've been a resident of Brookline for about 12 years. My kids have been doing net result since they were for each so one for three years and one for five years, it's clear. There's no doubt that the David and his primary kids coach, Tony have been excellent. They have taught my kids to play and I acknowledge some of the issues that public has brought up with their interaction. I did want to emphasize that from a non-tennis perspective, the experience I've had as a customer of Net Results has been excellent. I've done all the sports here. I've done Viking, I've done Brookline Baseball, Brookline Soccer Club and Net Results has the best interaction with their customers. They are flexible. They are I think very open with what's available. They post for us all of the times. I see that that's a concern for the public. But I see it as a well-run organization and so I just want to acknowledge that that in addition to the tennis, I've really been impressed with how they run their business to parents and kids. Thank you.

Alexander Khoury. Sort of hi, I'm Alex Cory. I'm a resident Brookline, my kids play in Net Results. I have two in and a third will start in a year or two. They love it. It's really taught them to kind of love tennis and I love tennis. So it's been nice to get them into a sport I love so much. The other thing I would say though is I am a player at Amory. I do lessons at Amory too, and I've never had a problem. I do think it's well run. I heard of the people with complaints. I just I don't feel the same way at all. When I bring the out-of-towners to play an Armory, which I've done a couple of times. It just showed them blown away that Brookline has such beautiful courts, and again, I've never had a problem. So I think we'd be crazy to make a change at this point. Thank you.

Deborah Smith. I just wanted to reiterate what both Vanessa and David said, it shouldn't be all about the money and with Net Results that seems to be the situation. So when you're a parent and you're also an adult playing and you're paying the money, it's a very different response you get and I feel that I don't take lessons, but I love to play almost every day and too often, I feel treated with diffidence and disdain and it's not a pleasant atmosphere. So hearing what David had to say is the first time I heard something that made sense that David runs an excellent, profitable money-making tennis program that people are happy within the town can make money and is happy with, but for people like me and taxpayers who love to play tennis, through the town also should be serving, that it's not the right

relationship between Net Results and the adult tennis-playing community. So thank you for listening.

Jon Lewitus shares that is all the new attendees who have raised their hands to speak, asks Chairman Bain if he'd like to allow to speak twice.

Chairman John Bain. Well, if yeah, I think that would be fine, if they keep the same program three minutes and I would, let's hear from some other speakers who would like to follow up on what they said. The meeting will go to 8:15 and will adjourn at that time.

Blanca Bogdanovic. I would like the whole Community to hear that there is no issue between having a program especially for kids or not having a program. The issue is just how to do it better in Brookline. So to all the parents, happy customers, I would just like them to hear that there was a group, dedicated, experienced, knowledgeable people who bid to create more community-oriented program with excellent Pro, who used to work for Net Results and who many people know and would be super happy to have. So reading the proposal I kept hearing page after page of about the customer service five-star, top-notch, customer service, this is discrepancy please take this into consideration that everybody who is having private lessons whose kids are in camps. They hear about flexibility, they are hearing about promptness when issues arise but the membership members at Amory do not have the same report, they do not get prompt response. We don't get makeups. Right? So, I would like one thing to know, we need to know always when courts are available and that not less than 50% of playable courts at Amory are available for public use because what happens very often. I'm just trying to explain I'm not sure if the Commission knows how it works if there are two Courts for private lessons and then they have a makeup from Waldstein and they come to before they take another court or maybe two, and there is a court that has puddle on it so there is no really a place for public to play. I don't know if that even considered ever, the communication piece we do not get that was posted in Net Results RFP that we get alerts about when courts are open or not. That doesn't exist. We don't get the closing and changes, only customers who pay private lessons and clinics get those kind of alerts, not the players, public players at Amory courts. We do not get that so and then on website it says that in a new this year, they will post a weather information closures and overlapping usage, so I'm a little concerned what's overlapping usage. So if you can please think about that, thank you.

Diane Johnson. I'm just for the record I am married to Tom Johnson who spoke earlier, but I've been a player at Amory for the past 15 years and have taken lessons through Net Results both with Nico Budnick, who was part of the proposal from Brookline Community tennis as well as Lucas Gonzales who's part of the Net Results team. So I have a broad experience and I think that so many of the concerns that have been raised are fair and valid. Both in terms of the amount of time that has been spent talking with members of the town in terms of concerns around the administration of the tennis program at Net Results at Amory where I play but I also play it at Waldstein, and I think that what's disappointing is that there was more emphasis on the children's program as opposed to making this a community tennis program that Brookline can be proud of. At one point, the Brookline tennis program at Amory was highlighted on the tennis channel as being a gem of a tennis

court and we'd like to see it returned to that both in terms of customer service and court maintenance and well as well as the service ethos at the courts and so I think that the parents who pay for the programs do see the Pro's. They are the face of Net Results, not necessarily what happens behind the scenes and I'm curious as to whether the Town actually contact the references for Net Results as well as the contacts for the other bidders, because it seems to me that some of the references that were provided in the RFPs for Net Results were quite old and I recognized that Net Results was the incumbent, but they have no longer retained the contract of the town of Palm Beach or other tennis facility or tennis programs around the community. So I think that it would be very good if indeed Net Results continues to move forward, if it was put on a probationary contract that it would maybe end after a year and you would survey the players who play both at Amory and at Waldstein so that you can get a good sense and a good pulse of the experience of the players both in terms of the adult players as well as the kids who are supported there and I agree the kids programs are great. But often the kids programs take precedence because they are the moneymaker for Net Results and the adult players who play particularly at Amory are left in the dark because there's no communication about of court availability. And I know that was part of the Net Results proposal but unfortunately at this point when you look on their website, there is no indication or area where you can go to see when courts are available. Thank you.

Derrick Choi. Hi there. Hopefully you can hear me now again sorry to see that we having some connection issues here. Unfortunately, it was on a business call the last hour and thank you again for giving me a chance to just observe or I guess from the time. I left the call where we are now. It seems like it's just there everything seems to be about Amory so in the context of being germane to the RFP perhaps it seems like a lot of the issues raised by the friends of Amory or whatever they prefer themselves as, could be something that can be taken up at another level. It seems like there's a huge distinction between the RFP for a service provider as well as some management issues that are very specific to Amory and as someone who doesn't live in the area I play with people everywhere at all the courts as a previous speaker mentioned it seems like there is I don't know if there are that many issues but the other courts and if this is a name reissue may be more productive for us to have a conversation about these looming issues or these issues that have yet to be resolved and I don't think it necessarily impacts our children and some of the programs and some of the benefits that we've had when you look at the entire body of work from Net Results. I think there are some issues that appear to be very, very specific to unique individuals as well as a specific geography that really seems to be well beyond the scope of this RFP and not having read all the proposals, I'm ill-informed to make this observation, but it seems like the last nearly one hour here. It just seems to be all about Amory and I would really employ us to just move on and focus on the issues here. Thank you.

Henry Santoro. I think I am in a very good point about the merits of Amory being featured on the tennis channel. They were done so because of the program the David MacBurnie was running and I think that's a big I think that's a big plus for Brookline. I also think that the community, the tennis community at large should know how much money that Net Results pays to Brookline and how that is increased over the years. I don't know that number, but I

would like to know that number. I know that the fees do increase, but I think that the money that David MacBurnie is making is not the money that a lot of us think that he could be he's making or could be making for that matter and the big issue that has come up for them from this meeting is the lack of notification on whether or not the courts are open or closed. It's a very easy fix. The town goes around every day that it rains and they put up signs in the Fox Soccer Fields and they put up signs in the baseball fields saying the field is closed today. Why not do the same thing for all the tennis courts in Brookline? It's very easy to do a lot of the tennis courts are adjacent to the fields themselves and there's your answer to that question. It's not if you know, it's not like it's not Net Results fault for not notifying everybody that the courts are closed. It's the town's responsibility to let people know by putting up those plastic placards that I see all over town every the day after it rains. It's very it's a very, very easy fix. I appreciate your time.

Jon Lewitus. Going on repeat people. How long do we want to keep going?

John Bain. Meeting is scheduled until 815. If we run out of speakers, then we end early.

Dean Bogdanovic. Hi, about the court availability, and you know putting the placards on to the courts. We know when there is raining in the clay courts need drying. That's not a problem. The problem is that when the there is court are dried out, and we come there, and we don't know if we can play because part courts are open, the other courts are not open, and then all the courts are being used for the lessons and there are no courts available to the public. So the events I have to say that the voicemail if you call in, the voicemail states if the courts are open or closed due to inclement weather and I learned to use that and find out if it's open or closed but then they are open. We don't know the availability for the rest of the public. The number two, that also have a problem is the rules are undefined. The rules are being applied for court openings at the pleasure of the Net Results. There are no fixed rules, and the rules are changing. I'm all for established protocols. Once you establish a protocol keep to it, but don't change the protocol on a daily basis because it suits you and they this way in the other one the other day that way this is very frustrating to the tennis community because we never know what is the rule of that day. And this is the part that you're also saying the service is bad because of stick to a rule and we will adjust to that but the rules are very fluid and in such environment you cannot provide better service because you don't know what to expect. And when it gets down, you know about the reservation system, my god, we are living in the 21st century putting a public booking system that cost zero dollars. It's so easy today and see the visibility online and saying here's the link click on the link, you go to a public calendar and you see the visibility and saying for public, for lessons, and they have the information. So why not use some of the tools that are widely available? And if it's a public private partnership, the private partnership, the private part has to do some investment as well. It is not just about you know, like you're you know, it's all about your bottom line. Yes, you have to but you have to provide some better service in order to justify the price increases that you have been putting it. Yes town is increasing the annual payment to them because Town is investing in the in the maintenance of the Courts. Yeah, he's better but that doesn't mean that you know, it can in discriminatory just increase the price across the board for all the other services. Thank you.

Philip Kramer. What I want to say, one of the things, there as several people have alluded to some of these things are relatively simple to fix, the communication, which is not a town function, it is the is a Net Results function that Net Results has staff. They staff Amory, and so somebody has made a decision that Amory will or will not open today and that is there's no way to communicate that to them to the point being public that just doesn't make any sense. Another thing, that's sort of been an ongoing issue is the contract calls for Amory to be open until sunset. What has turned into is an hour before Sunset. So open means open and playable, an hour or so before sunset Net Results start sweeping the courts and throwing people out, asking people to be notified. And so this this is Dan was saying about you know, there's a statement, there's a rule. What's the rule? So the rule says courts are open till sunset, but an hour before it, which means sweeping the courts starts after Sunset. It's light for 45 minutes after Sunset. There's plenty of time for somebody to sweep the courts, players can play, but people start getting asked the leave the courts an hour before sunset or they're not allowed on the courts 45 minutes before sunset because it's not a full hour. This doesn't make any sense. You turn away a lot of people who say I'll come play for half an hour. I'll come play for 25 minutes. I'm here, why can't I play and by the way, it's not even close to sunset we have these you know the contract the RFP now says I think fairly explicitly, talks about when you know when the courts are open till, but I think that the previous RFP said the same thing and it doesn't get managed well. Meaning we don't get to play as long as the hours that we're allowed to play and so there are just these kinds of things. There's no disputing that David runs a terrific kids program, my daughter played and that results my daughter taught in Net Results. He does a terrific job. It's the component at Amory that he's really he could Net Results is really kind of falling down and because we've been talking about this for three years were pretty disappointed to see no progress has been made on those issues and Net Results gets awarded a new contract. Thank you.

Kevin Mayew. Okay, so I have been a player at Amory for about five years and I would like to say I feel very privileged play and on clay courts are owned and run by a town especially as I get older and I appreciate being able to play on clay courts. It's a real treat and it's something very special Brookline. I would kind of like to echo the sentiment expressed by David Harrmeyer earlier that perhaps the make sense in the future whether it's done as a provisional contract for one year or whenever the next contract comes up that the Town considers severing the Amory part of the contract from the rest of the kids program, because I do feel like Amory the emphasis because of the uniqueness of the clay courts should be on community tennis not that there wouldn't be lessons or lessons there. But a lot of the lesson programs do not a lot of people interested in taking lessons don't need to take them on Clay courts, many of the players had a Marie do want to play in clay courts because of physical issues, aging, etc. So, I think going forward that it would really make sense and in discussions I have or some of my friends have had with David MacBurnie the vendor, I suspect that he might even welcome if he is the guy going forward in the future. He might welcome that because he's made it known to us a comment something along the lines of Amory accounts for 90% of his complaints but only 10% of his revenue. So I think the tone I hope the town would consider that going forward as far as the condition my by experience has been mixed at Amory. It's great to be able to play the courts are often not in great condition. That's not Davids fault per se there are some challenges that the Town is

aware of with the watering system. They attempted to upgrade it a few years ago with mixed results. There is now watering midday, but I understand the system does not do what David and hoped it did. However, it's also my understanding that the Proposal from the Brookline Community did include the idea of watering with hoses manual watering intermittently or frequently which would help the situation greatly and that idea has been proposed to David and he has resisted it. A comment was well who's going to do it suggesting that he was not willing to pay somebody and I rather tender would never do that kind of watering. So I don't know how much tip to what extent that was considered, but that would be significant. I hope the committee considered that. I'm not sure how much they really understood the issue. My only real complaint I've had is with the very fungible closing hours. It has gotten better in the last two years at least they were posting on a whiteboard what the closing but as Philip Kramer said there seems to be a lot of excess daylight where the people could be playing and I mean the feeling among pass holders is, it's mostly pass holders playing at the end of the day so there's no financial incentive for Net Results to keep the courts open then, but we've also witnessed plenty of walk-ons looking to play maybe for a half hour or whatever they can get in before sunset, have been turned away, but would be willing to pay and just makes no sense why the courts not open it. So that's it thank you for listening.

Vanessa Levy. Yeah, I would like to know what are the next step? So, you know, you've heard both sides and moving forward. Once the season starts and things happen or don't happen. What are the venues to express, you know or address or concerns its things are not happening as promised in the contract. I think that should be something that the Town should share with the players because since some of the issues we address three years ago, two years ago, one year ago, and now and nothing has happened in terms of particular issues. It would be important for us to know what will happen and the other thing and another fellow players have mentioned is that it seems that Amory is a burden that's how it feels like when we are there it's like oh my god. It's like we are begging to play we're begging to be welcome. We begging and it's a very uncomfortable feeling. So since Net Result hasn't been shy in expressing that it's a headache for them. So we have two options or they take a Tylenol before coming to Amory and put a happy face and treat ourselves nice neighbors. Or they just say, you know what we're interested in the high school the Brookline High and Waldstein but Amory and the players and the pass holders are headed for me. They give me just 10% of my revenue, so i'm done with it. But I just feel that it's the Town has to be a mediator, you know and has to really put in a balance and say do we want this to continue year after year where we have a group of adults and seniors complaining about town court and another, you know group of very happy parents and kids. I mean, I just would like to know what the Town is going to do moving forward.

Joseph Smith. So I'm Joseph Smith from JXS Tennis and I was one of the people put in a proposal and I received an email from Geanakakis that 3/5 that Net Results was ranked the highest in the proposal, the highest payment each year the town. And you guys are just said that every proposal, every vendor was brought in for an interview. I was not brought in for an interview or told that didn't meet minimum requirements. Can you still hear me? Yes, we can hear you. Okay, I don't have any video here. But so I would like to know why that was since I didn't get anything that said why was it brought in for an interview?

Because three years ago, I was brought in for an interview and I did have the highest bid for the program by thousands by the tens of thousands of dollars over David MacBurnie. Also, it seems appalling that you have a community there that's fighting over how he's treating them. That should never be, it says in the proposal you're there to create a community and yet he's not creating a community. He's tearing the community apart taking care of the courts and all those issues he should be working with you guys behind the scenes on it and not expressing it in the public. Giving them information that they should be able to know when the courts are open when they're closed, what courts clinics are on, or lessons are on, in a way that they can come out and see it right on the court and see. Oh, I see court one and two there lessons on until this time, but these other courts are open that should be just generally done on a regular basis and there should never be a time even when the public who were not paying your program to work should get a chance to just walk out there and say hi. How you doing? Everybody should be welcomed to the tennis community. There should never be a time where someone feels I go out to a tennis court and don't feel welcome. I'm not going to come back during a kids program where we saying doing a great job of kids program, recreation kids programs are for fun. If he's not having fun with the kids, then he shouldn't have the program out there in the first place. That's really not that hard to have fun. So I would like to see what happened with the proposal and be notified why I didn't get called in for an interview and I'm hoping that Brookline can really straighten out their tennis. Thank you.

Chairman Bain. I just want to thank all the participants for your comments and your concerns and we certainly will go over these items and read the minutes and address some of the issues that has been brought up and we'll certainly do the best we can to remedy some of the problems that you've all mentioned. So with that I would move to adjourn the meeting. And again, thank you all for coming on board and we're always available for other comments if needed. So do I hear a motion to move Nancy?

Nancy O'Connor. Move to adjourn.

Chairman Bain. Okay seconded, Dan Lyons.

All commissioners voted in favor of adjournment. I thank you John and the chair moves and favor. Thank you all for joining including the participants on both sides of the screen. Thank you again. Bye.

Meeting adjourned 818pm.

Meeting minutes taken by: Justin Lawson.