

ACBL MANAGEMENT REPORT

Spring 2021

Bridge Services

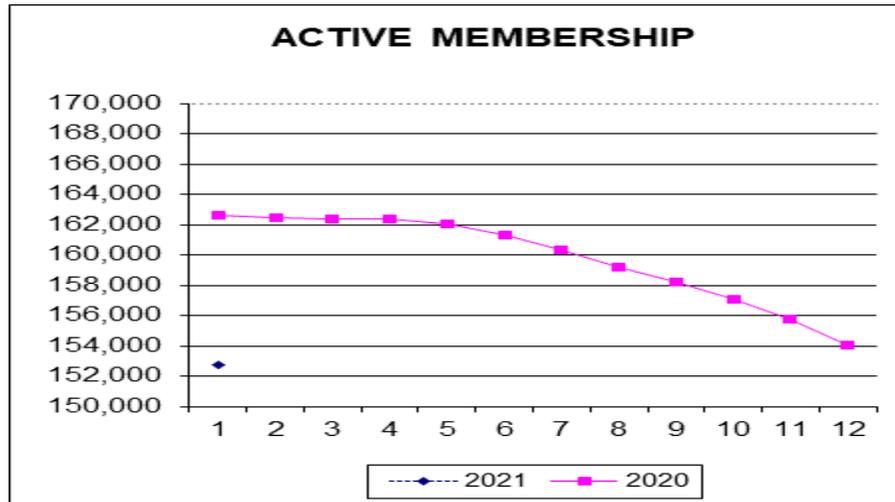
Club and Membership Services

The ACBL's membership count has continued to dip slightly each month with a 6.1% decline since January 2020. Note that the chart below does not include our new Guest Membership Program which includes over 1,700 new Guest Members since September 2020.

Active Membership Statistics

as of Feb-21

<u>Membership Category</u>	<u>2021</u>	<u>2020</u>	<u>Change</u>	<u>%</u>
Life Masters	45,769	48,413	(2,644)	-5.5%
Non-Life Masters	101,033	109,975	(8,942)	-8.1%
Total Paying Members	146,802	158,388	(11,586)	-7.3%
Active Unpaid LM	4,507	4,051	456	11.3%
Total Members	151,309	162,439	(11,130)	-6.9%



	<u>2021</u>	<u>2020</u>	<u>Change</u>
New Members YTD	373	1,009	(636)
New Guest Members YTD	353		

Over 2,100 clubs have renewed their sanctions for 2021. The sanction renewal process will be wrapping up in March, approximately 30 days later than reported in the Fall 2020 Management Report. While still not fully clear, it appears that we will have well over 90% of our clubs renew their sanction for 2021.

Virtual Club Games' table count has remained strong and the table count for Bridge Base Online (BBO) operating as a club has continued to increase as well. We continue to run periodic special events in the virtual clubs which have been very successful. Most notably, *Silver Linings Week* in January produced a 34% increase over the previous week with a table count of almost 43,000 tables (almost 15% better than the *Silver Linings Week* during July/August 2020), and *Valentines Weekend* in February resulted in a 67% increase in table count over the previous weekend. Virtual Club Games have put over \$3.0 million in ACBL-sanctioned bridge clubs' pockets in the month of January alone. Our Support Your Club (SYC) product table count is declining but is still raising over \$60,000 monthly.

	Monthly Table Count			
	<u>November</u>	<u>December</u>	<u>January</u>	<u>February</u>
Virtual Clubs	130,772	129,502	148,778	132,306
BBO	227,802	246,769	248,444	221,456

Field Operations

The Field Operations team ran two more successful online Regional-rated events (December 2020 and February 2021) and completed our second North American Online Bridge Championships (NAOBC) in November 2020. Planning is well underway for the next NAOBC planned for Spring 2021 and is in the preliminary planning stages for Summer 2021. The Field Operations team is also preparing for the next online Regional-rated event planned for April 2021 as well as tournaments scheduled beyond that time.

Our team event during the Fall NAOBC attracted 59, 42, and 36 teams into the Open, 5,000 and 1,500 masterpoints flights, respectively. The Premium Pairs started with 125, 100 and 140 tables in the same flights, respectively, on Saturday. Total participation was 1,539 tables.

The final table count for December's *Winter Wonderland* was 9,868 tables, bringing in gross revenue of \$353,000 to the ACBL. The final table count for February's *Hollywood Magic* was 7,812 tables, bringing in gross revenue \$340,000 to the ACBL.

ACBL Tournament Directors continue to provide live help on BBO and online Zoom sessions with players to assist them with playing online.

NABC Services

Meeting Services Operations

The ACBL successfully negotiated the cancellation of the hotel and convention center contracts for the Spring 2021 NABC (previously scheduled to take place in St. Louis) and Summer 2021 NABC (previously scheduled to take place in Providence) with no damages to the ACBL. The ACBL also successfully navigated the bankruptcy closure of the Marriott Wardman Park in Washington DC, the hotel hosting our Summer 2022 NABC.

The Spring 2021 NABC St. Louis site has been rescheduled to Spring 2026. The Providence site for the Summer 2021 NABC moved into the gap left by the closure of the Marriott Wardman Park and, accordingly, has been rescheduled as the site for the Summer 2022 NABC.

Housing Management

The ACBL will next move to renegotiate the room blocks for the Fall 2022 NABC (scheduled for Phoenix) to more closely match our housing needs based on recent experience.

Future NABC Locations

The Meeting Services Manager, Sara Beth Raab, has successfully launched the newly reconstituted NABC Site Selection Committee whose members include Sara Beth Raab, Jeff Overby, Ned Irving, McKenzie Myers, Peyton Dodson, Linda Dunn, and Stephanie Threlkeld. The committee's mission is to collectively navigate critical site selection details with each committee member providing valuable input in the location selection process for future NABCs. Members provide guidance useful in the potential gap between members' tournament experience and ACBL's fiscal responsibilities. The committee's goal is to support the ACBL's mission to promote, grow and sustain the game of bridge and serve the bridge-related interests of its members.

Finance

Even with the rough start in 2020 due to the coronavirus pandemic, the ACBL had one of its most successful years of the past decade. The change in net assets from operations was an unbelievable gain of \$2.63 million, \$2.30 million more than originally budgeted. Once the pandemic hit, ACBL quickly pivoted to all online bridge play, including special club games and tournaments. The main contributors to the higher than budgeted results were the revenue increase of approximately \$2.26 million from both online tournament and club sanction fees combined and a marketing expense decrease of \$842,000. A majority of the face-to-face game play revenue and expenses were below budget by 80% due to the shutdown of business operations during the pandemic. Non-operating gains increased the total 2020 gain to \$3.21 million as a result of a \$582,000 increase in the market value of the ACBL's investment portfolio.

Capital expenditures for 2020 totaled \$52,000, a decrease of \$116,000 from 2019 capital spending. ACBL's net operating cash increased by \$1.87 million, ending the year at \$4.6 million. Investment reserves ended the year \$714,000 higher, or \$7.6 million.

For the 2021 fiscal year, ACBL management presented a budget during the January Board meeting that was approved with a positive net change of \$748,000. Capital expenditures are budgeted at \$87,500, a \$35,500 increase over 2020 capital spending.

With the help and guidance of a third-party tax expert, ACBL management has determined that the organization need not send IRS Form 1099 to any clubs who received pass-through funds from BBO for Support Your Club or Virtual Club Games.

The field work for the 2020 ACBL audit has been completed, and the audit report will soon be completed as well. The audited financial statements will be presented at the March Audit Committee meeting. There were no significant issues reported as a result of the audit. The 2020 audits of the ACBL Charity Foundation and the ACBL Educational Foundation are expected to be completed by mid-March. The IRS Form 990 tax returns for all three entities are currently being prepared.

Human Resources

Staffing

HEADCOUNT

Headquarters – 51 full time employees

Field – 18 full time , 130 part time and six furloughed employees

NEW HIRES AND PROMOTIONS

Susan McKay has joined the Accounting team as Controller. Susan comes to the ACBL with over six years of accounting experience and specialties in audit and tax. Susan earned her Bachelor of Accountancy and Masters of Accountancy from the University of Mississippi, and she is a Certified Public Accountant. Susan reports to Peyton Dodson, Director of Finance.

Dena Hoffman has been rehired as Accounts Receivable Coordinator. Dena joined the ACBL in 2018 and took a short break last summer before returning this year. With 20 years of administrative and accounting experience and knowledge of ACBL's accounting processes, Dena has been able pick up where she left off. Dena reports to Susan McKay.

Angela Ross has joined the IT team as the ACBL's new Software Development Manager. Angela has an extensive background in IT leadership, coaching and mentoring. Her deep passion for development of new product software/applications to simplify the user experience makes her a great fit for her ACBL role. Angela reports to Susie Cordell, Director of Information Technology.

LeVar Pulliam has joined the IT team as an IT Application Developer. LeVar brings over nine years of experience in network engineering, systems integration, solution development, automation and web application development. LeVar reports to Angela Ross.

Lynn Chapin is the ACBL's Manager of Virtual Club Program, reporting to Greg Coles, Director of Operations. In this newly created position, Lynn will serve as the key point of contact between ACBL and BBO (along with the other online providers), interface with virtual clubs and clubs wishing to join the virtual world, and develop and coordinate training for all clubs within the virtual club program. In cooperation with Greg, Lynn will be responsible for setting and maintaining policies and guidelines for virtual bridge clubs. Lynn has experience as a club owner, trainer, and Tournament Director.

Scott Humphrey, Area Manager, has been promoted to the rank of Associate National Tournament Director. Scott was hired in 2006 as a part time Local Tournament Director. After moving to full time Tournament Director in 2013, Scott advanced to Mentor, then Area Manager. Over the past year, Scott has been an integral partner to the National Recorder, assisting with investigations and hearings.

Rui Marques has been promoted to the rank of Associate National Tournament Director. With 25 years of experience directing for the World Bridge Federation and tutoring in the European Bridge League, Rui was hired by the ACBL as a Local Tournament Director in 2017 and quickly moved to Associate Tournament Director, then Tournament Director in 2018. Rui's technical and game management skills, knowledge of ACBL regulations, laws, and rulings earn him this rank promotion.

OPEN POSITIONS

Full-Stack Developer

Benefits

The ACBL's employee-sponsored medical, dental, and vision benefits will be offered by Cigna during 2021. This change contributed to a \$10,000 monthly savings in premium costs with no reduction in benefits offerings.

Information Technology

Application Development Projects

MARKETING AND MEMBER SERVICES

The ACBL rolled out the ability for Guest Members to convert to full membership through the YourMembership® platform. This included (1) accepting payments through Affinipay, a financial technology company that offers one-click payment solutions to clients, and (2) automating the process for the Accounting Dept. to make sure the payments integrate with the Great Plains accounting software. We also provided the converted Guest Member the ability to access MyACBL without human intervention since, as a Guest Member, they had already been vetted by Club and Member Services.

Updates were made to the MyACBL login page to make the ACBL member experience a better one. Updates were also made to the YourMembership® login page to eliminate confusion among current members regarding the proper portal in which to log in.

BRIDGE OPERATIONS/TOURNAMENTS

The IT team created new game types via the Masterpoints® Engine to calculate new ratings for the *Valentine's Day* tournament (2X masterpoints, 50% red, 50% black) and the upcoming *Educational Fund Week* (2X usual masterpoints, all black) currently planned for the first quarter 2021. Even though the IT team lost a resource at the end of the fourth quarter 2020, we were nevertheless able to provide online Swiss Team games through the BBO platform for our membership. The results are being displayed on Live for Club similar to that for Pairs games. With the additional of a new Developer during the first quarter 2021, there are plans to continue the development of the Masterpoints® Engine once he is up to speed. (See Human Resources–Staffing–New Hires and Promotions above.)

Analysis has begun to enable pre-registration for face-to-face tournaments once the tournaments resume later in 2021. Project design is expected to start in the second quarter 2021. The IT team will be working on this project with Bridge Operations and Marketing to ensure that it is completed and tested before the summer.

The IT team continues to plan for the Masterpoints® Engine to calculate the masterpoints for Class 1 and Class 2 special game ratings, ACBL-wide overall results, and ICC (Inter-Club Championships) overall results. The Developer is being brought up to speed on this project.

OPERATIONS SUPPORT

The IT team continued its support of online bridge play, supporting both our clubs and members, including the fourth quarter 2020 NAOBC.

ACCOUNTING/FINANCE

The IT team continued to work with OnPay Solutions, a service that automates accounts payable and accounts receivables electronically, to make updates to accommodate club and payor issues. We also continued working with the Great Plains accounting software to integrate it with YourMembership®, adding the Guest Member membership type and automating the process to the general ledger so the Accounting Dept. could accept the special promotion offered to convert Guest Members.

Business Intelligence

DATA WAREHOUSE

Advancing its Data Warehouse Project (a project to accumulate and better analyze ACBL business data), the IT team has (1) developed new ACBL objects for member, masterpoints, events, club, and District/Unit data; (2) completed the development and testing of ETL (extract, transform and load) processing; (3) completed the development and testing of the process to extract data from the AS400; and (4) published the data to the production environment. Additionally, we are automating the refreshes of the end user dashboards on the Tableau Desktop, third-party data visualization software.

ANALYTICS/VISUALIZATIONS

Working with the Marketing and Field Operations teams, the IT team developed Tableau workbooks depicting (1) ACBL membership trends and the demographics among active members, (2) historical masterpoint awards by month and pigment, and (3) the locations of Regional tournaments and the geographic distribution of their attendees. In addition, we have

completed a quality check of incoming masterpoints to prevent duplicate entries and have produced and delivered 19 requests for data from the Board of Directors, Board of Governors, Field Operations and Marketing.

The Board of Directors and select members of the Executive Team have received their Tableau training and are now able to access all of the new dashboards that have been published. We have created the pipeline between MyACBL and Tableau by offering a “Reporting-BI” link in MyACBL which takes the user directly into the Tableau Online project folder where they have access to all of the published material.

Infrastructure Projects & Support

HEADQUARTERS SUPPORT

The IT team researched potential vendors for Unified Communications / Telephony solution for cloud communication services at headquarters. We set up and completed a Proof of Concept with Avaya Cloud/Ring Central and are working to implement a Proof of Concept with CallTower the week of March 8.

The team researched training opportunities for Microsoft Teams and created a high-level informational video that was provided to headquarters personnel. We have created a plan to implement migration by the end of March. We are setting up the Executive Team and documenting document repositories.

BOD/BOG ONLINE MEETING SUPPORT

The IT team continues to support the Board of Directors with its online meetings, requests for individual help and the set-up of new Board members on their email, laptops, etc.

INFRASTRUCTURE SUPPORT

The IT support team performed weekly/monthly maintenance of the ACBL’s operating system and implemented cyber security updates. We continually monitor and manage data backups, perform break/fix, and resolve issues. The IT support team collaboratively works with the IT development team to resolve infrastructure-related issues.

IT SERVICE DESK

We provided direct support to ACBL employees, both at headquarters and in the field and both remotely and locally. The staff also supported the Board of Directors, the Board of Governors and, occasionally, ACBL members – 187 service tickets were documented in December and January.

Marketing

Digital Marketing Efforts

ACBL WEBSITE

Digital marketing efforts continue to focus on the communication of immediate news to the ACBL membership as well as promotion of online bridge and tournaments through the ACBL website. The metrics continue to be strong with over 2.5 million page-views from November 1, 2020 through January 31, 2021 and approximately 272,000 users. **Just Play Bridge** had

a little over 675,000 page-views, and our Virtual Games landing page had just under 56,000 unique views over the same period. The **How to Play Bridge** landing page rank jumped to the #10 most viewed page from #14 during the previous period.

We continue to promote Guest Membership, launching ads on BBO that garnered 1,300 hits. We also promoted Guest Membership through direct marketing efforts, resulting in over 4,800 hits from email efforts and 1,450 hits from the **Join** landing page on our website.

The Marketing team is actively working on a website redesign project and we are making progress towards a May 2021 launch. This project includes rebranding, auditing content, and upgrading the legacy acbl.org website template created by WordPress® (the ACBL's website platform manager) as well as integrating the YourMembership® platform for a streamlined user experience.

EMAIL MARKETING AND COMMUNICATIONS

As of February 20, 50 separate email campaigns targeting various member segments have been sent during 2021. We continued the repeating campaigns, including Retro It's Your Call games, College Bridge Online tournament updates, and announcements of new online Bridge Bulletins to Juniors and Guest Members. The 53% open and 11% click-through rates of ACBL email continues to remain well above the industry average of 14% and 7%, respectively.

A new bi-monthly e-newsletter, the ACBL Speakeasy, was launched during February. This email, which is sent to all members, highlights important news and upcoming events. Open and click-through rates have been 45% and 7%, respectively. Through a "click map" report, we have been able to see that members are reading to the end of ACBL Speakeasy.

SOCIAL MEDIA

The ACBL continues to utilize multiple social media platforms, primarily **Facebook**.

As of February 28, the ACBL **Facebook** page has 10,662 followers. Regular content includes a variety of topics, such as promotions for online events (including celebrity speakers), historic photographs, Hall of Fame trivia, bridge articles and It's Your Call bridge hands (the most popular posts). We have recently started posting humorous memes, ACBL-branded profile picture frames, and Teacher Feature, another recurring post that highlights a bridge teacher.

The various **Facebook** memes (cross-posted on our other accounts) have generated a high amount of post engagement. The "Bernie Sanders + Bridge" meme (incorporating the viral Senator Bernie Sanders mittens picture at a bridge table) was particularly popular, reaching nearly 15,000 **Facebook** users and producing nearly 3,000 post engagements (Shares, Likes, and Comments) across **Facebook**.

Additionally, we launched a brief ad campaign on **Facebook** to attract highly targeted users to follow or like ACBL's page. Research into ways to perfect and utilize this tactic is ongoing.

Twitter posts are similar to **Facebook** posts with some adjustment to fit the platform. Additionally, the tool is used to promote bridge to media outlets. As of February 28, our **Twitter** account has 3,027 followers, a 1% increase since November 2020.

We have continued to grow the ACBL's **Instagram** page. **Instagram** is a rapidly growing social network. Posts range from member-submitted photos, promotions of upcoming online events, and beyond. The use of hashtags (such as #bridge or #cardgame) continues to be refined. As of February 28, the ACBL's **Instagram** account had 1,565 followers, a 13% increase since November 2020.

Public Relations

Monitoring of articles about bridge and the ACBL is ongoing and is being tracked for trends. Most of these articles are also shared via social media. Upcoming events, such as **The Longest Day**[®] and the return of the NABC starting this fall, will offer increased opportunity for coverage.

Guest Membership Program

The Marketing team continues to promote and grow the Guest Membership Program, currently comprising over 1,730 Guest Members. On February 15, we launched the \$29 first-year annual membership promotion on the YourMembership[®] platform and successfully converted 228 Guest Members to full ACBL membership. This promotion will continue to be offered and is automatically sent to Guest Members in a lead-up to the expiration of their trial membership term.

Guest Members continue to receive monthly reminders regarding when the online Bridge Bulletin is available to them as well as highlights on effectively utilizing their ACBL membership. Emails about Guest Membership are also being sent to prospects, including **Just Play Bridge** players as well as non-members who have downloaded the older **Learn to Play Bridge** software.

Recruitment Incentives

In January 2021, recruiter bonus payments totaling \$4,440 were distributed for fourth-quarter 2020 recruitment.

Alzheimer's Association Partnership

In 2020, despite the coronavirus lockdown, 300 Units and clubs diligently worked to raise money for the Alzheimer's Association during their annual **The Longest Day**[®] campaign. So far in 2021, almost 60 teams have registered and started raising funds for **The Longest Day**[®] with the goal of surpassing the \$828,000 raised in 2020. This summer all Virtual Club Games held during the weekend of June 19 and 20 will be considered Alzheimer's Association games, will award elevated black masterpoints, and will donate their sanction fees to the Alzheimer's Association. Clubs that have resumed face-to-face play will be able to choose a day during the week of June 20-27 to hold their events and offer upgraded games.

Cooperative Advertising Program

In 2020, ACBL reimbursed \$21,587 to 59 clubs and teachers through its Cooperative Advertising Program, with an average reimbursement of \$366. The Cooperative Advertising Program reimburses 50% of the cost of a qualifying ad campaign up to a maximum of \$500. With the lack of face-to-face bridge classes, most advertising by bridge teachers had ceased. However, we did receive submissions from some clubs and teachers promoting online lessons via traditional as well as targeted **Facebook** ads. Total reimbursements for 2020 were 60.6% lower than that in 2019.

Education

Online Teacher Certification Program

All 2020 face-to-face Best Practices Teacher Certification Program workshops were cancelled. However, courtesy of an ACBL Educational Foundation grant, ACBL worked with the original Best Practices workshop developer to create a highly interactive ACBL Online Teacher Certification Workshop that both focuses on how to use online tools in the most effective and engaging way to teach bridge online and teaches best practices that will apply when face-to-face classes resume. During 2020, 94 teachers took the workshop and 69 earned the certification.

School Bridge Program

Programs	2016		2017		2018		2019		2020	
	Spring	Fall	Spring	Fall	Spring	Fall	Spring	Fall	Spring	Fall
College	3	20	15	29	3	20	15	29	9	4
High	11	29	20	11	11	29	20	11	6	0
Middle	57	68	32	43	57	68	32	43	10	0
Elementary	14	99	66	47	14	99	66	47	30	1
Total	301		263		309		225		60	

Teacher Stipends	2016	2017	2018	2019	2020
US	\$69,750	\$46,686	\$43,950	\$33,300	\$15,050
Canada	\$28,093	\$27,665	\$20,650	\$14,000	\$4,550
Total	\$97,843	\$74,351	\$64,600	\$47,300	\$19,600

During 2019, the ACBL sent supplies to support 2,740 students taking bridge lessons in K-12. During 2020 the ACBL sent supplies to support 827 students. Business and school coronavirus shutdowns hit right around spring break, and most students did not return to their schools or bridge classes during the spring or fall semesters. As of February 28, we have received two orders for a total of 32 students. We are working with the ACBL Educational Foundation to develop an online youth bridge program.

College Programs

Virtually all the 50 school programs previously created during the 2019/2020 academic year shut down due to the coronavirus pandemic following spring break, though a few schools continued to meet via Zoom and BBO. During Fall 2020, just under 20 colleges offered bridge programs and/or student clubs with a mix of both face-to-face and online lessons and games.

Through a partnership with BBO, college students have access to the College Bridge Online (CBO) Club, a free and exclusive online bridge club that offers daily individual practice tournaments, free robot rental and bi-monthly special tournaments with masterpoint prizes.

With over 108,000 individual entries since October 2017, these CBO Club games have become quite popular with college students and have continued during the coronavirus lockdown.

The 2021 Bridge Bowl was scheduled to be held during the Summer 2021 NABC in Providence, RI over the dates of July 22-24. Online tournaments to award travel packages were planned to begin in February 2021. With the postponement of the Summer 2021 NABC until summer 2022, we will plan to hold team and pair tournaments for fun and masterpoints later in the spring with a larger team/pair event in the summer in place of the 2021 Bridge Bowl.

2021 Youth NABC

The Youth NABC, scheduled for the Summer 2021 NABC, will be rescheduled to summer 2022. We are planning to schedule an online event in July, coinciding with the original dates for the 2021 YNABC.

Lifelong Learning

During 2020, the ACBL supported 20 classes through college or university lifelong learning programs compared to 57 programs in 2019. Due to coronavirus lockdowns, most classes did not occur, though we did have a few schools continuing to offer online classes. While online classes are continuing, we have had material orders from two programs teaching a total of 64 students. The ACBL is an officially recognized Osher Lifelong Learning Institute (OLLI) curriculum resource, but we also support bridge through several other unassociated lifelong learning programs. OLLI is composed of institutes offering noncredit courses with no assignments or grades to adults over 50.

Editorial

Staff transitions on the Editorial team were completed at the end of December 2020. Monthly creative production of the Bridge Bulletin was successfully moved to an outside agency, Picante Creative, with January 2020 marking the launch of the redesigned publication. U.S. postal service issues caused delays in magazine distribution in December and January, which was outside of ACBL control, and additional issues were sent to members as replacements.

The Editorial team continues monthly publication of the Bridge Bulletin and is producing online Daily Bulletins for the *Hollywood Magic* Regional and the Spring NAOBC.

National Recorder

Debbie Vicknair has joined the Office of National Recorder team as a part-time clerical assistant to Compliance Coordinator Sabrina Goley. Tournament Directors Jeff Jacob (D20) and Rob Maier (D4) are on loan to help prepare evidence for the Online Ethical Oversight Committee (OEOC). We continue to provide phone and email support to members and District officials involved in the disciplinary process as well as to the national disciplinary committees.

We continue to see an explosion of Player Memos, almost all of them involving unethical behavior. Fifteen volunteers assist in investigating Player Memos. Unfortunately, we are losing one of our original and best investigators, Larry Sealy (D10), who is joining the ACBL Board of Directors.

Tournament Director Scott Humphrey (D16) and ACBL member Ryan Connors (D6) are ACBL (Charging Party) Advocates or Co-Advocates with the National Recorder in many online disciplinary cases. We are looking to add at least one more Advocate and one more OEOC Advisor. While not required, given the stakes involved in disciplinary matters related to alleged unethical behavior, ACBL management would prefer to have attorneys fill these openings.

The ACBL received 1,000 Player Memos in 2020. Three Tournament Directors were loaned to the Office of National Recorder in various capacities, with the potential for more, to assist the team in investigating these Player Memos. For the foreseeable future, the Office of National Recorder expects to see more ethics-related Player Memos than experienced pre-pandemic. Ethics-related Player Memos are more time-intensive in investigation and adjudication. Serious ethical matters are handled by the Office of National Recorder, but that policy may be revised as Districts come back on line. Some or all of the District Recorders may be trained to act as Assistant National Recorders and take on some of the traffic. Should the ACBL move in this direction, because of the sensitive confidential information they would be handling, it will be necessary to vet candidates for these roles.

Although we have seen much better participation by members in reporting unusual activity, of concern is a significant amount of suspected ethical misbehavior occurring on BBO that is under the ACBL's radar.

PLAYER MEMO REPORT AS OF DECEMBER 31, 2020											
	2018 Spring	2018 Summer	2018 Fall	2018	2018	2019 Spring	2019 Summer	2019 Fall	2019	2019	2020
	NABC	NABC	NABC	Non-NABC	TOTAL	NABC	NABC	NABC	Non-NABC	Total	Non-NABC
Total Player Memos Reported*	41	40	32	212	325	38	34	22	184	278	1091
Conduct	13	15	14	92	134	8	12	8	59	87	62
Bridge Related	17	14	9	37	77	17	19	7	56	99	410
Ethics	7	11	10	84	112	18	8	7	84	117	571
Other	6	0	2	8	16	2	1	0	13	16	72
Number of Player Memos Handled By:											
Unit Recorder	N/A	N/A	N/A	55	55	N/A	N/A	N/A	36	36	N/A
PM resulted in Charges brought by Unit Recorder	N/A	N/A	N/A	3	3	N/A	N/A	N/A	7	7	N/A
District Recorder	N/A	N/A	N/A	86	86	N/A	N/A	N/A	78	78	25
PM resulted in Charges brought by District Recorder	N/A	N/A	N/A	3	3	N/A	N/A	N/A	6	6	5
National Recorder	41	40	32	53	166	38	34	22	51	145	1002
PM resulted in Charges brought by Manager	0	4	0	2	6	2	1	0	12	15	50
PM resulted in Charges brought by District Recorder	1	1	0	0	2	1	1	0	0	2	N/A
Other (Filed or Club Matter)	N/A	N/A	N/A	18	18	N/A	N/A	N/A	19	19	64
Player Memo Sent to ACC	2	6	2	17	27	5	3	6	21	35	12
Key:											
PM = Player Memo											
* Player Memos reported may fall into more than one category											

DISCIPLINARY HEARINGS AS OF DECEMBER 31, 2020

	2016	2017	2018	2019	2020
Appeals and Charges Committee	13	8	7	8	22
Automatic Review	6	5	2	3	7
Automatic Review and Appeal	2	0	0	1	0
Appeal	3	2	2	0	0
Request for CDR 9.2 Hearing	2	1	0	1	0
Negotiated Resolution	0	0	1	1	15
Request for Readmission	0	0	1	2	0
Violation of Discipline	0	0	1	0	0
National Committees	5	10	10	9	12
ACBL Disciplinary Committee	1	5	6 ^(a)	4 ^(b)	2
ACBL Management	0	4	4	0	1
Ethical Oversight Committee	3	0	0	3	1
NABC Tournament Conduct Committee	1	1	0	2	0
Online Ethical Oversight Committee	N/A	N/A	N/A	N/A	8
District Appellate Committee	6	0	1	1	1
District Disciplinary Committee	20	11	20	16	6
Unit Disciplinary Committee	16	8	14 ^(c)	8 ^(d)	1
District Disciplinary Committee	4	2	5	8	5 ^(e)
Tournament Disciplinary Committee	0	1	1	0	N/A

Endnotes:

- (a) Three were resolved by Negotiated Resolutions.
- (b) (2) Negotiated Resolution, (1) Review of Recommended Additional Discipline, (1) Standard Hearing
- (c) Two hearings were appeals of club barrings.
- (d) One hearing was appeal of club barring.
- (e) One resolved by Negotiated Resolution.

Cases in progress (Charge Letters, Notice of Hearing and/or Appeal Received):

ACBL Disciplinary Committee	0	
ACBL Management	0	
Appeals and Charges	3	1 Negotiated Resolution; 2 Automatic Reviews

District Appellate Committee	0	
District Disciplinary Committee	0	
Ethical Oversight Committee	0	
Online Ethical Oversight Committee	4	

**Recorder
Complaints**

17

The number of Recorder Complaints in the pipeline supports the need for more Advocates and Advisors and possibly expanding the OEOC. The number of matters handled by the Appeals and Charges Committee relates to the delegation of ethics-related Negotiated Resolutions to that committee rather than the body that would have heard the matter. BBO has been aggressively barring many ACBL members, and the Office of National Recorder treats this action as a Player Memo and independently investigates them. Pending Recorder Complaints does not include those Recorder Complaints which are being prepared.