

ACBL MANAGEMENT REPORT

Summer 2021

Bridge Services

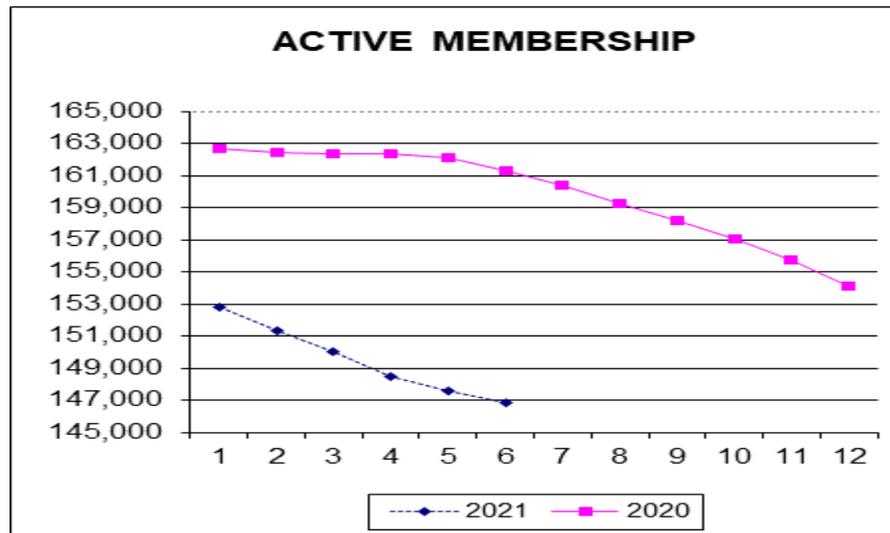
Club and Membership Services

The ACBL's membership count has continued to dip slightly each month, down 9.0% since last year. Note that the chart below does not include our new Guest Membership Program which includes over 2,500 new Guest Members since September 2020.

Active Membership Statistics

as of July 1-21

<u>Membership Category</u>	<u>2021</u>	<u>2020</u>	<u>Change</u>	<u>%</u>
Life Masters	45,145	47,715	(2,570)	-5.4%
Non-Life Masters	97,190	109,389	(12,199)	-11.2%
Total Paying Members	142,335	157,104	(14,769)	-9.4%
Active Unpaid LM	4,464	4,171	293	7.0%
Total Members	146,799	161,275	(14,476)	-9.0%



	<u>2021</u>	<u>2020</u>	<u>Change</u>
New Members YTD	2,277	5,719	(3,442)
New Guest Members YTD	1,254		

Over 2,300 clubs have renewed their sanctions for 2021. The sanction renewal process wrapped up in March, although we continue to see some clubs renew as they are looking to return to live play. As we see these clubs move back to active status, over 85% of the previously sanctioned clubs have renewed for 2021 and this number continues to slowly grow.

Virtual Club Games' table count has finally leveled off and begun to drop at a higher rate than the growth of face-to-face play. The table count for Bridge Base Online (BBO) operating as a club has dropped slightly as well, but it has not dropped as significantly as that at Virtual Clubs. Since the Spring Management Report, we have run several successful special events in the Virtual Clubs. In March, we ran another edition of *Stardust Week*, April saw *Charity Week*, May was *Silver Linings* and then *The Longest Day* weekend in June. Also of significant note is that in June we began to run North American Pairs (NAP) games online in Virtual Clubs. This was the first time that clubs had the ability to opt-in or opt-out of a special event.

Monthly Table Count

	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>
Virtual Clubs	140,724	116,846	112,112	87,699
F2F Clubs	4,525	9,072	18,462	37,942
BBO	231,921	219,667	220,000	205,717

As of the end of June, 885 clubs have returned to face-to-face play.

Field Operations

The Field Operations team ran two more online Regional-rated events (April and June) and completed our third North American Online Bridge Championships (NAOBC) in March 2021. Entry sales start the week of July 5 for the Summer NAOBC. The Field Operations team is also preparing for the next online Regional-rated event planned for August as well as tournaments scheduled beyond that time (pending decisions on the future of online tournaments).

The Spring NAOBC attracted 1,893 tables, up from 1,539 during Fall 2020. Much of this increase was due to the first NAP being run online.

The final table count for April's *Stay at Home, Play at Home Regional* and June's *Virtual Vacation* were 6,354 and 5,120 tables, respectively. Our Field Operations team has attempted to revise the schedule and tried various other measures to attract online players, but the enthusiasm for online Regional tournaments has continued to wane.

NABC Services

Meeting Services Operations

The Meeting Services Manager, In-House Counsel, and ConferenceDirect LLC's, Craig Rehak, with assistance as needed from the Bridge Services McKenzie Myers, have been diligently working through renegotiating existing hotel and convention center contracts for future NABC's. With the goal to adjust contracted room blocks to match our historical pick-up, as well as renegotiate, where possible and needed, concessions to match our needs as an organization, the ACBL has achieved favorable results. Overall liabilities during this renegotiation have collectively been reduced by approximately \$1.7 million. Details are outlined in a supporting [spreadsheet](#).

Also, due to the diligence of the Executive, Legal, and the Meeting Services teams, along with ConferenceDirect, we collectively avoided over \$5.4 million in damages through our negotiations during the necessary hotel contract cancelations due to COVID-19. Details are outlined in a supporting [spreadsheet](#).

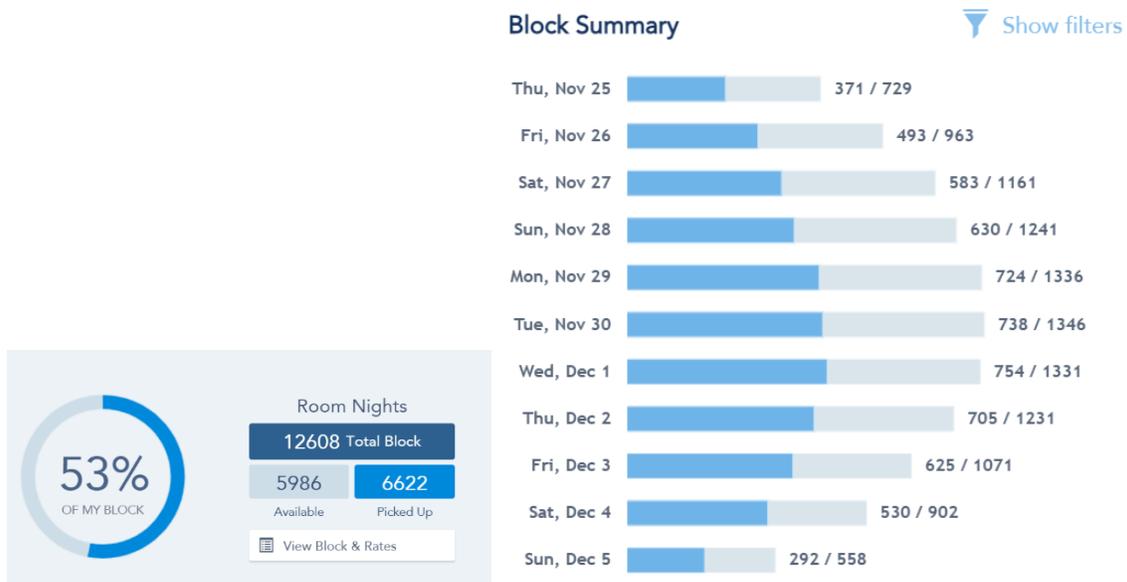
These efforts have resulted in an estimated \$7.1 million risk reduction by the ACBL between COVID-19-related event cancelations and the renegotiation of existing hotel and convention center contracts.

Housing Management

Patron members enjoyed “early bird” access to the ACBL room block at the JW Marriott in Austin for the Fall 2021 NABC. This early bird access allowed Patron members to be accommodated before the general ACBL membership, allowing for separate reporting possibilities to better understand the group’s behavior as well a high-touch concierge-level process for Patron members. Together with the Marketing team, Meeting Services insured that Patron members received communications early and often, and they, in turn, responded positively with their immediate bookings. By continuing to reserve a small number of rooms out of the inventory for Patron members, we are also piloting a program to allow a regular member immediately upon upgrading to Patron status to book in the Patron room block. The goal is to always allow any individual who wants to upgrade their membership to enjoy the benefits of such membership without a waiting period.

The ACBL will often allow other bridge-related organizations to book within its room block(s) during a NABC. To better serve ACBL members and these outside organizations and to provide valuable data, the Meeting Services team has piloted a new process that gives the outside organizations their own booking portal, codes, and timeframe for booking their rooms. Implementing this new program should streamline housing management processes in addition to enhancing the member experience.

On June 22, our general membership enjoyed a seamless opening of the Fall 2021 NABC room block through ConferenceDirect. Members responded very positively to the early and clear communications provided by the Marketing Department in coordination with the Meeting Services team. As of July 1, 6,622 room nights were booked (not including staff rooms) (see graph below).



Future NABC Locations

The Board of Directors has cleared the Site Selection Committee to begin or resume negotiations of new hotel/convention center contracts, especially with those high priority cities in which we had a soft hold before the coronavirus pandemic began. After detailed discussions with the Site Selection Committee are completed over the coming weeks, the Board should expect to receive recommendations.

NABC Budgeting

Early budgeting for the Fall 2021 NABC, before the hotel room blocks were open to the general membership, reflected a significant loss due to a conservative room block and table count pick-up estimate of 7,000 room nights and 6,500 tables, respectively. With the ACBL already inching towards the 7,000 room night pick-up just two week into the room blocks being open, we anticipate adjustments to the budget and table count estimates in the coming months.

Finance

Overall, May 2021 was another good month due to continued success of online game play. Revenues totaled \$971,000 which was in line with budget. Online play continues its success by generating \$405,000, \$10,000 over budget. May’s expenses were below budget by \$81,000 or 8%.

There was a \$6,000 gain on foreign exchange conversion. As per the Codification, the rate was reviewed again for the week beginning June 20, 2021. As a result, the conversion rate will be adjusted in July from 1.28 to 1.23.

For May 2021, the net gain from operations totaled \$70,000 compared to a \$11,000 budgeted loss.

Year-to-date bottom line remains strong despite the effects of COVID-19 with year-to-date gain from operations of \$1.0 million, exceeding budget by \$899,000.

Investments totaled \$7.8 million with an unrealized gain of \$5,000 over the previous month. The ACBL's investment allocation is in line with Codification requirements.

The 2020 retirement plan audit is in the review stages and will meet the required filing deadline. All 2020 required tax filings for the ACBL, the ACBL Charity Foundation and the ACBL Educational Foundation are being completed and will be filed by the required deadline.

Human Resources

Staffing

HEADCOUNT

Headquarters – 54 full time employees

Field – 24 full time, 129 part time, and five furloughed employees

NEW HIRES AND PROMOTIONS

David Wheeler, Developer, joined ACBL on May 24. David brings 20+ years' experience specific to our current technology and has experience in automating and designing web-based applications, customer relationship management and lead applications, as well as experience with server and cloud-based application development. David reports to Angela Ross.

Jevanthy Johnson, Data Engineer, joined ACBL on June 15. Jevanthy brings experience in statistical analysis, data visualization and data mining. He will gather and cleanse data for the purpose of publishing reports and dashboards that support company guidelines and allow leadership to make key, informed decisions. Jevanthy reports to Michaelene Johnson.

Lisa Jackson will rejoin the Editorial staff on July 12 as a Graphic Design Specialist. Lisa worked for the ACBL as a Graphic Artist, then Publishing Manager for several years. She also has experience in print production and direct mail management. Lisa will report to Paul Linxwiler.

Michaelene Johnson has been promoted to Business Intelligence Manager. In this role, Michaelene will perform assessments and risk analysis, as well as prepare reports and gather intelligence data to help reach informed conclusions on business practices, presenting findings and progress to ACBL management and the Board of Directors. Michaelene reports to Susie Cordell.

Sabrina Goley has been promoted to Administrative Coordinator where she will take on several roles. As Assistant Corporate Secretary, she will assist the Corporate Secretary in providing support to the ACBL Board of Directors and, as Director of Elections, she will manage elections for the Board of Directors, the Board of Governors, and the Hall of Fame. Sabrina will also act as Secretary to the ACBL Charity Foundation and continue to assist the Executive Director in the management of the ACBL disciplinary process. Sabrina reports to Linda Dunn.

OPEN POSITIONS

Developer

Information Technology

Application Development Projects

MARKETING AND MEMBER SERVICES

Working with the ACBL Marketing team, the IT Department has been working to help deliver the re-branding of the MyACBL website. This work consists of changes to three different websites – my.acbl.org, tournaments.acbl.org, and a legacy application website web3.acbl.org. Changes to the logo, header, and footer have been completed on the my.acbl.org website. Currently, we are working to make the changes to legacy web3.acbl.org and tournaments.acbl.org. Even though we lost the main website resource at the end of April, we have been able to still provide the Marketing Department with changes to the my.acbl.org website.

BRIDGE OPERATIONS/TOURNAMENTS

The IT Department created new game types via the Masterpoints® Engine to calculate new ratings for Charity Week (2x black) and Online Grass Roots (2x black) as well as the rating for the online NAP qualifier (2x, 1/2 black, 1/2 red) . The masterpoint multiplier was reduced from 1.50 to 1.25 for online play on July 1.

Working with the Bridge Operations and Marketing teams, IT has been able to develop the initial release of the pre-registration application for members to register for upcoming face-to-face tournaments. The application will be released in planned releases now through September before the Fall 2021 NABC.

In preparation for return to face-to-face bridge play, the technology used by clubs to upload games has been rewritten and is currently being tested. A club will not see any changes. However, this will improve the speed and the scalability of the application.

OPERATIONS SUPPORT

The IT Department continued its support of online bridge play, supporting both our clubs and members. We supported the Spring NAOBC and numerous online tournaments.

The IT Department hired a new Developer to replace an employee loss. (See Human Resources–Staffing–New Hires and Promotions above.)

Business Intelligence

DATA WAREHOUSE

Advancing its Data Warehouse Project, the IT Department has completed analysis of a platform upgrade and has successfully migrated to the new platform which will provide advanced functionality and increased stability to the ACBL's data processing and analytics.

ANALYTICS/VISUALIZATIONS

Working with the Marketing and Field Operations teams, the IT Department developed Tableau workbooks depicting ACBL membership retention trends, pipeline goals for new members, playing activity and masterpoint earnings by members and guest members, as well as a daily dashboard depicting the activity in the NAP club games. In addition, we have built and published a dashboard for the Executive Team where they can track and manage ACBL 2021 Goals.

We have hired a new Data Engineer who has a solid background in data analytics and statistics. He is currently training on the Data Warehouse processing and Tableau dashboard setups and will be able to integrate some forecasting models and predictive analytics into future projects. (See Human Resources–Staffing–New Hires and Promotions above.)

REPORT MIGRATION

The IT Department has begun the monumental effort to migrate the reporting from the old DB2 platform. Reports will be analyzed for functionality and necessity, a gap analysis will be performed to ensure complete alignment, and the required development and configuration will be done to upgrade them to the new Business Intelligence platform.

Infrastructure Projects & Support

TELEPHONY CLOUD

The IT Department researched vendors for a unified communications/telephony solution. We set up and completed a proof of concept with Avaya Cloud/Ring Central and CallTower. The decision was made to go with CallTower. We are currently implementing the solution and the target cutover date is July 15.

MICROSOFT TEAMS

The IT Department researched training opportunities and created a high-level informational video that was sent to headquarters personnel. We migrated all departmental and user data to OneDrive and Microsoft Teams. System data that supports current operations will remain on the local shared server until such processes are replaced or changed to make the data unnecessary.

SUPPORTING BOD/BOG ONLINE MEETINGS

The IT Department continues to support the Board of Directors with its successful online meetings, requests for individual help and setup of new Board members on their email, laptops, etc. We continue looking for a great solution to the MIM.

A proposal for using Microsoft Teams with a voting app for Board meetings was set aside to look for a comprehensive solution for the Board of Directors from a third-party software company. This was reviewed in the past but, due to costs and the timing with the beginning of the COVID-19 shutdown, it was not believed to be feasible at that time.

INFRASTRUCTURE

The IT Department continued performing weekly maintenance and monthly operating system and cyber security updates, continually monitoring and managing data backups, performing

break/fix, and resolving issues. Also, we to continue work collaboratively with the IT Development team in support of production and 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. Service tickets documented from March – June accounted for 1,392.25 IT hours. We lost a key employee who managed a majority of the support for the acbl.org website. As we transition to a new employee, many issues came in that had not been previously reported in that area.

Marketing

Digital Marketing Efforts

ACBL WEBSITE

Our metrics continue to be strong with over 3.4 million page-views from February 1 through June 28, 2021, and approximately 390,000 users. Four of the top five landing pages on the site are under the Learn umbrella with the most popular continuing to be Just Play Bridge (563,174 sessions), followed by the home page (488,528 sessions), Play Bridge (59,572 sessions), Learn (41,955 sessions), and How to Play Bridge (39,768 sessions). The popularity of these pages significantly factored into the restructuring of the Learn pages on the new site. The overall design of the new site allows for direct navigation to Just Play Bridge, allowing us to focus on the effectiveness of the Learn to Play Bridge page and continue to improve and refine the page with updated content. Other high-ranking pages include the Virtual Games page (38,019 sessions), ranking sixth, followed by administrative pages in Live for Clubs (33,991 sessions).

The website redesign project is nearing completion after hitting some technical snags in late first quarter which has delayed our launch until the end of July. Coordination and auditing a myriad of other ACBL sites and applications with the IT team as part of the rebrand process has facilitated a better overall understanding of the punch list for the site launch and backlog of improvements for Phase II. The content audit, rebranding, WordPress template upgrade, and other site improvements have been completed.

EMAIL MARKETING & COMMUNICATIONS

As of the end of June 2021, more than 200 separate email campaigns targeting various member segments have been sent. We continued the repeating campaigns, including the new ACBL Speakeasy, Retro It's Your Call games, College Bridge Online tournament updates, and announcements of new online Bridge Bulletins to Juniors and Guest Members. Other featured emails included promotion of online bridge events and information regarding the return to face-to-face bridge. During the second quarter, the open rate has been 40%, and the click-through rate was 4%.

With the rebranding comes the opportunity to update ACBL email templates. Accordingly, new templates and styles are currently being reviewed. The Speakeasy newsletter template was created with the new branding in mind and will not be changed.

SOCIAL MEDIA

The ACBL continues to utilize multiple social media platforms, primarily **Facebook**. As of June 2021, the ACBL **Facebook** page has 10,276 followers, a slight decline from February. Regular content includes a variety of topics, as well as the popular It's Your Call hands. In an average week, posts reach more than 7,000 people. Recent posts that received high reach and engagement include the Queen Bees movie trailer featuring bridge and recent memes riffing off the barge stuck in the Suez Canal as well as the extended warranty cold calls.

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 June 2021, our **Twitter** account has 3,070 followers, a 1.5% increase since February 2021.

Instagram 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 June 2021, the ACBL's **Instagram** account had 1,609 followers, a 2.8% increase since February.

Public Relations

In Spring 2021, Memphis public relations firm Obsidian was contracted to assist with several campaigns, including the ACBL brand refresh, the new website, social media, ACBL Intro to Bridge online classes, and media relations.

Guest Membership Program

We continue to promote and grow the Guest Membership Program and currently have over 800 active Guest Members. We launched the \$29 first-year annual membership promotion on February 15 and have successfully converted 640 Guest Members to full ACBL membership. This promotion continues 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 online Bridge Bulletin availability 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 and non-members who have downloaded the older Learn to Play Bridge software.

Recruitment Incentives

In April 2021, Recruiter Bonus payments totaling \$11,700 were sent out for first-quarter 2021 recruitment. This included recruiters who previously could not be paid due to missing tax information. During the first half of 2021, Marketing worked with the Accounting Department to determine that recruiters who had qualified for less than \$400 as of March 31 could be issued a check for bonuses without them submitting personal tax information. This allowed us to send a check to previous recruiters who had not responded earlier. About \$700 in bonus checks were not cashed and will expire in July. Expired checks will not be reissued.

Alzheimer's Association Partnership

In 2020, despite the COVID-19 lockdown, 300 Units and clubs raised \$828,000 for *The Longest Day* Alzheimer's fundraiser. So far in 2021, over 140 teams and clubs have started raising funds. This summer all Virtual Club games held the weekend of June 19 and 20 were

considered Alzheimer's games and the sanction fees will be donated to the Alzheimer's Association. Clubs who have resumed face-to-face play were able to choose a day during the week of June 20-27 to hold their events and offer upgraded games. As of June, over \$630,800 has been raised.

Cooperative Advertising Program

In 2021, we have distributed \$1,321 in Cooperative Advertising Program reimbursements. This is fraction of what would be reimbursed in a non-pandemic year and is due to the lack of face-to-face teaching programs and club games. We have seen an increase in ad approvals as clubs have started to reopen, and we expect a steady increase through the end of this year.

Bridge Education

NEW– ACBL Intro to Bridge Classes

With help from Patty Tucker, the ACBL has created a new online course for beginners called ACBL Intro to Bridge. The \$50 course is comprised of 10 lessons (once a week for 10 weeks), each 90-minutes long. Classes are highly interactive with students getting cards into their hands during the first class. After the course ends, students may play on the Shark Bridge app for free for 90 days. By the end of the course, students should feel comfortable in a 0-5 masterpoint game and/or be prepared to receive further instruction from local or online bridge teachers.

The first round of courses (three separate lesson streams provided to 70 participants each) began in June. Non-members were emailed information about the course and directed to a sign-up form. All three courses sold out within days. More lesson streams are being offered in July and September 2021 with future sessions scheduled in 2022.

Online Teacher Certification Program

The ACBL with support from the ACBL Educational Foundation developed the ACBL Online Teacher Certification Workshop that was launched August 2020. This workshop focuses on how to use online tools in the most effective and engaging way to teach bridge online as well as teaching best practices that will apply when face-to-face classes resume. Similar to the in-person Best Practices workshop, the online program is highly interactive for the participants and stresses limiting teacher talking time in favor of active student participation. Year-to-date, 84 teachers have taken the workshop and 45 earned certifications. Since the program began, 188 teachers have gone through the program and 114 have earned certification.

School Bridge Program

Programs	2017		2018		2019		2020		2021
	Spring	Fall	Spring	Fall	Spring	Fall	Spring	Fall	Spring
College	15	29	3	20	15	29	9	4	1
High	20	11	11	29	20	11	6	0	0
Middle	32	43	57	68	32	43	10	0	3
Elementary	66	47	14	99	66	47	30	1	4
Total	263		309		225		60		8

Teacher Stipends	2017	2018	2019	2020	2021
US	\$46,686	\$43,950	\$33,300	\$15,050	\$2,800
Canada	\$27,665	\$20,650	\$14,000	\$4,550	\$0
Total	\$74,351	\$64,600	\$47,300	\$19,600	\$2,800

In 2020, the ACBL experienced a 60% drop in the number of students participating in our school bridge program. COVID-19 closures hit right around spring break, and most students did not return to their schools or bridge classes during the spring or fall semesters. In 2021, we have had two school bridge material orders thus far for a total of 32 students, but there have been a few programs offering virtual lessons for larger groups who have also received teaching stipends. The ACBL Educational Foundation is funding an online youth bridge program that we hope will translate into more school bridge participants in the future.

College Programs

During the 2020-21 academic year, approximately 20 colleges offered bridge programs and/or student clubs with a mix of both face-to-face and online lessons and games. We expect more students to return to in-person schooling in the Fall, which should increase the number of college bridge programs. Thanks to a generous grant from the ACBL Educational Foundation, we can support student bridge clubs and coaches with stipends and bridge supplies.

Through a partnership with BBO, college students have access to the College Bridge Online (CBO) Club, a free and exclusive online bridge club which offers daily individual practice tournaments, free robot rental and bi-monthly special tournaments with masterpoint prizes. With over 114,000 individual entries since October 2017, these CBO Club games have become quite popular with college students and even continued during the COVID-19 lockdown.

In addition to these college-only games, forming a dedicated CBO Virtual Club to hold pair games on Saturdays at a discounted rate was attempted. Unfortunately, there was not much interest, so this weekly event was disbanded.

During July 2021, we will host an online bridge event for college students that will take the place of the Bridge Bowl. It will feature both pair and team games. The Bridge Bowl will return during the Summer 2022 NABC.

2021 Youth NABC

The next in-person Youth NABC will be held during Summer 2022 in Providence. As the ACBL did in 2020, during 2021 we are hosting a Virtual Youth NABC, featuring both pair games and cardrhook games. This event will be held on Saturday, July 17, 2021. We are reaching out to Junior members and teachers to promote this event which will again be held on BBO with free entries.

Lifelong Learning

The ACBL continues its support of 20 classes through college or university lifelong learning programs (compared to 57 programs during 2019). These classes were severely impacted by COVID-19 lockdowns, although a few schools continued to offer online classes. While online classes are continuing, we have had material orders and stipend requests from six programs teaching a total of 129 students, double the number of students reported in February. The ACBL participates in bridge education through Osher Lifelong Learning Institutes and several other unassociated lifelong learning programs.

Editorial

Starting July 12, Lisa Jackson is welcomed back to the ACBL team (see Human Resources–Staffing–New Hires and Promotions above). Production of the Bridge Bulletin will move back in-house for the September 2021 issue. The Editorial team continues monthly production and is producing online Daily Bulletins for Regional tournaments and the Summer NAOBC.

Office of National Recorder

Compliance Coordinator Sabrina Goley has been promoted to the role of Administrative Coordinator and Assistant Corporate Secretary so her duties in the Office of National Recorder will be limited to disciplinary matters (see Human Resources–Staffing–New Hires and Promotions above).

A steady stream of Player Memos primarily involving unethical behavior continues. Fifteen volunteers continue to assist in investigating Player Memos. Unfortunately, we have had some investigators drop out as the work can be tedious and challenging, so the National Recorder will be recruiting and training new investigators soon.

Advocates Joseph Silver (D1), Ken Schutze (D16), Michael Hargreaves (D19), and David Pearlman (D17) have been added to Scott Humphrey (D16) and Ryan Connors (D6). Current Advisors to the Online Ethical Oversight Committee (OEOC) are Ray Yuenger (D21) and Marilyn Greenberg (D3).

Self-kibitzing came into play again as professional player Curtis Cheek confessed and signed a Negotiated Resolution with USBF that sidelines him until the end of June 2022. The ACBL has reciprocated this discipline.

Despite the ACBL creating the OEOC and adding professional Advocates, the Office of National Recorder is still behind, particularly in the adjudication stage. Executive Director Jones is aware of the issues and recently, after input from all stakeholders, reorganized the disciplinary process. Scott Humphrey is coordinating all Advocate matters and has created templates to systematize matters that result in Recorder Complaints, including adding more Advocates, standardizing investigations, and having a specific set of documents and evidence for all OEOC matters. Because of this process, disciplinary cases adjudicated are running behind last year, but the backlog is expected to soon be addressed as the new procedures are put in place and begin to produce results.

The ACBL is gradually transitioning back to face-to-face bridge, but online bridge is not going away. The Office of National Recorder expects to see the trend of ethics-related Player Memos continue, albeit to a lesser extent post-pandemic. As live games become more active, so will our District Disciplinary Committees. In addition to the Player Memos they would normally handle, we may find a way to have initial investigations of some of the online activity in Virtual Clubs handled by District Recorders.

The ACBL has an entirely new CDR (in format at least) and one of the objectives for the third quarter will be to reactivate the District-level disciplinary machinery and train volunteers in the new CDR.

PLAYER MEMO REPORT AS OF MAY 31, 2021												
	2018 Spring	2018 Summer	2018 Fall	2018	2018	2019 Spring	2019 Summer	2019 Fall	2019	2019	2020	2021
	NABC	NABC	NABC	Non-NABC	TOTAL	NABC	NABC	NABC	Non-NABC	Total	Total	YTD Total
Total Player Memos Reported*	41	40	32	212	325	38	34	22	184	278	1091	518
Conduct	13	15	14	92	134	8	12	8	59	87	62	24
Bridge Related	17	14	9	37	77	17	19	7	56	99	410	161
Ethics	7	11	10	84	112	18	8	7	84	117	571	237
Other	6	0	2	8	16	2	1	0	13	16	72	27
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	N/A
PM resulted in Charges brought by Unit	N/A	N/A	N/A	3	3	N/A	N/A	N/A	7	7	N/A	N/A
District Recorder	N/A	N/A	N/A	86	86	N/A	N/A	N/A	78	78	25	1
PM resulted in Charges brought by District	N/A	N/A	N/A	3	3	N/A	N/A	N/A	6	6	5	0
National Recorder	41	40	32	53	166	38	34	22	51	145	1002	458
PM resulted in Charges brought by Manager	0	4	0	2	6	2	1	0	12	15	50	9
PM resulted in Charges brought by District	1	1	0	0	2	1	1	0	0	2	N/A	N/A
Other (Filed or Club Matter)	N/A	N/A	N/A	18	18	N/A	N/A	N/A	19	19	64	59
Player Memo Sent to ACC	2	6	2	17	27	5	3	6	21	35	12	0
Key:												
PM = Player Memo												
* Player Memos reported may fall into more than one category												

DISCIPLINARY HEARINGS AS OF MAY 31, 2021							
	2016	2017	2018	2019	2020	2021	
Appeals and Charges Committee	13	8	7	8	22	12	
Automatic Review	6	5	2	3	7	6	
Automatic Review and Appeal	2	0	0	1	0	0	
Appeal	3	2	2	0	0	0	
Request for CDR 9.2 Hearing	2	1	0	1	0	0	
Negotiated Resolution	0	0	1	1	15	6	
Request for Readmission	0	0	1	2	0	0	
Violation of Discipline	0	0	1	0	0	0	
National Committees	5	10	10	9	12	4	
ACBL Disciplinary Committee	1	5	6 ^(a)	4 ^(b)	2	0	
ACBL Management	0	4	4	0	1	0	
Ethical Oversight Committee	3	0	0	3	1	0	
NABC Tournament Conduct Committee	1	1	0	2	0	0	
Online Ethical Oversight Committee	N/A	N/A	N/A	N/A	8	4	
District Appellate Committee	6	0	1	1	1	0	
District Disciplinary Committee	20	11	20	16	6	0	
Unit Disciplinary Committee	16	8	14 ^(c)	8 ^(d)	1	N/A	
District Disciplinary Committee	4	2	5	8	5 ^(e)	0	
Tournament Disciplinary Committee	0	1	1	0	N/A	0	
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	1						
Appeals and Charges	2	1 Negotiated Resolution; 1 Automatic Reviews					
Online Ethical Oversight Committee	1						
Recorder Complaints	25						

The anomaly in the number of matters handled by Appeals & Charges Committee relates to the delegation of ethics-related Negotiated Resolutions to that committee rather than the body that would have heard the matter. The Recorder Complaints pending does not include those Recorder Complaints that are in the preparation process.

Whenever warranted the Office of National Recorder, through the ACBL website and/or the BridgeWinners board, makes information available to help our members understand the process and the state of matters related to ethics issues.

We have seen much better participation by members in reporting unusual activity. However, BBO has essentially ceased aggressively barring members and is generally putting them on probation. Such matters don't reach the Office of National Recorder.