

ACBL MANAGEMENT REPORT

Fall 2020

Bridge Services

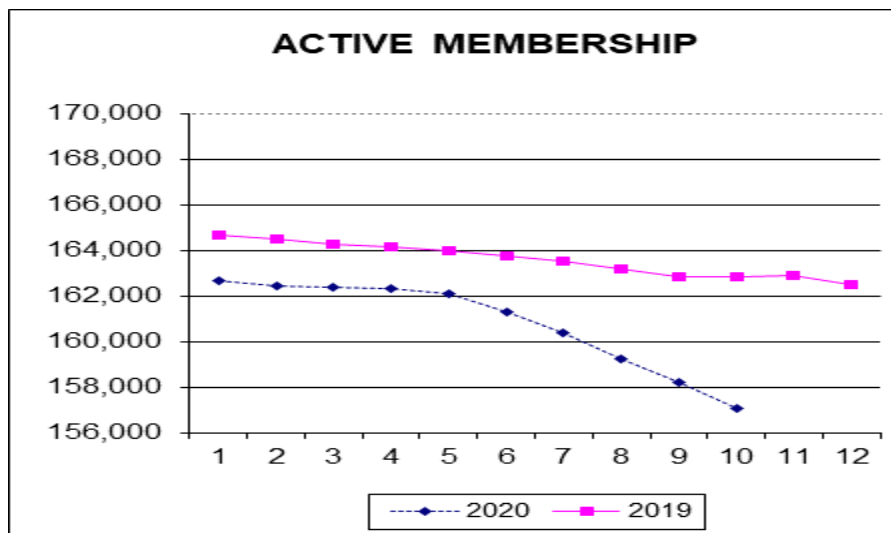
Club and Membership Services

The ACBL's membership count has continued to dip slightly each month with a 3.6% decline in total memberships year-to-date as of the end of October. Note that the numbers do not include our new Guest Membership Program which is approaching 1,000 guest members.

Active Membership Statistics

as of Oct-2020

Membership Category	2020	2019	Change	%
Life Masters	46,766	48,743	(1,977)	-4.1%
Non-Life Masters	105,899	110,056	(4,157)	-3.8%
Total Paying Members	152,665	158,799	(6,134)	-3.9%
Active Unpaid LM	4,372	4,026	346	8.6%
Total Members	157,037	162,825	(5,788)	-3.6%



	2020	2019	Change
New Members YTD	7,577	8,894	(1,317)
New Guest Members YTD	852		

The club sanctioning process for 2021 began at the end of October and, like previous years, the process will be wrapped up in February.

Club Table Count

Virtual Club games table count has remained strong and the table count from Bridge Base Online (BBO) has continued to increase (see below). Since the Summer Management Report, we have run two week-long special events in clubs that were revenue generating events, *Silver Linings Week* and *Stardust Week*, and we will be running another *Stardust Week* in November. A special one-day event was run on Labor Day and a week-long Club Appreciation event was run in October. While these events did not charge anything extra per table, they did generate increased club play which led to higher revenue as well as increased club and player satisfaction. The Virtual Club product is putting over \$2 million per month in local clubs’ pockets and the SYC product is providing over \$100,000 per month to clubs.

Monthly Table Count

	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>
Virtual Clubs	127,097	118,531	132,353	125,072
BBO only	242,529	246,829	234,513	N/A

Silver Linings Week, which ran July 27 to August 2, generated 37,561 tables, a week-over-week increase of 38.5%. *Stardust Week*, which ran Sept. 21 to 29, generated 50,211 tables, an increase of 30.7% over the previous period. Note that *Stardust Week* was extended by two days due to a major crash experienced by on BBO on the first Tuesday.

The September 7 Labor Day special event generated 6,333 tables, an increase of 26.4% over the previous Monday table count. Club Appreciation Week, extending from October 26 to November 1, generated 32,958 tables, a week-over-week increase of 16.9%.

Field Operations

Sanctions for all ACBL face-to-face tournaments continue to be cancelled through February 2021. Given the recent increase in COVID-19 cases and deaths, ACBL management is currently considering the status of face-to-face tournaments through June 2021 but has not yet made public any decisions for tournaments beginning after February.

The Field Operations team ran two more highly successful Regional-rated online events in August and October 2020 and completed our first North American Online Bridge Championships (NAOBC) in July and August. Planning is well underway for the next NAOBC, currently scheduled for November/December, as well as the final Regional-rated online event planned for December.

August’s Regional-rated *Virtual Vacation* generated a final table count of 12,939 tables, bringing in gross revenue of \$582,000. October’s Regional-rated *Fall into Bridge* generated a final table count of 9,911 tables for a gross revenue \$446,000.

The ACBL’s Summer NAOBC team event attracted 72 top teams and went right down to the wire with the two final teams ending up in a tie. The Premium Pairs event started with 69 tables on Saturday and the ACBL qualified 36 tables for the finals on Sunday.

Our team of Tournament Directors continues to be instrumental in the success of the Virtual Club games product, providing live help on BBO to players and club directors as well as running weekly Zoom sessions with players to assist them with playing online.

NABC Services

Meeting Services Operations

The Meeting Planning Department is compiling the details to fully document internally its policies and procedures. Once a review is completed by the ACBL's Legal Department and select members of the NABC Review Committee, the department is looking forward to shortly distributing a new NABC Tournament Chair Handbook to all NABC Tournament Chairs. The Handbook will be distributed by the end of November.

Housing Management

Reservations for room blocks are set to open around Thanksgiving for St. Louis hotels hosting the Spring 2021 NABC but the reservations opening may be put on hold depending on discussions with the Cervantes Convention Center and the health department (see **Future NABC Locations** below).

ConferenceDirect, LLC is assisting the ACBL Meetings Services Manager with negotiating a reduction in the room block at Toronto hotels for the Summer 2024 NABC. The contracted room block, currently over 15,000 room nights, is being reduced to just over 12,000 room nights which is in keeping with the average number of room nights actually booked in Summer 2016 through 2019 while still allowing for a further 20% attrition. While we expect to be able to ultimately reduce the room block, there may have to be concessions made on the ACBL's part.

Future NABC Locations

The Spring 2021 NABC is expected to be in St. Louis, MO at the Cervantes Convention Center with housing primarily at the Renaissance St. Louis Grand Hotel. The ACBL Meetings Services Manager is working with the local tourism bureau and the convention center management on this NABC.

The Summer 2021 NABC is expected to be held in Providence, RI at the Rhode Island Convention Center with housing primarily at the Omni Providence Hotel. However, the convention center is currently an (unused) overflow COVID-19 hospital that the city is "hoping to open in April" for events (although, as of this writing, plans to disassemble the hospital have been placed on hold which will necessarily extend the convention center reopening date).

The Summer 2022 NABC is scheduled to be held in Washington, D.C. at the Washington Marriott Wardman Park Hotel. Marriott, the hotel's management company, and the hotel owners are currently involved in a legal disagreement. There is the potential for the owners to sell the property so that it may be turned into residential properties.

The ACBL is in the final stages of negotiating the License Agreement for the convention center space in Toronto for the Summer 2024 NABC.

Finance

Overall, September 2020 was another really good month due to continued success of online game play. Headlined by another successful Regional-rated online event as well as the *Stardust Week* and the week of Club Championship events, online games provided revenue of \$572,000 and \$249,000, respectively. Revenue totaled \$1.8 million which exceeded the

COVID-19 forecasted revenue by \$636,000 or 54%. Online play continues its success by generating \$225,000, \$133,000 over the COVID-19 forecast. September expenses exceeded the COVID-19 forecast by \$115,000 or 11%. The majority was due to \$103,000 in BBO fees not forecasted that were related to the online Regional-rated tournament.

There was an \$8,000 gain on foreign exchange conversion. As per the Codification, the Canadian exchange rate was reviewed again on September 21, 2020. The rate was not in the range for adjustment and will remain at its current level.

For September 2020, the net gain from operations totaled \$620,000 compared to a \$136,000 COVID-19 forecasted loss. Continued furloughing of ACBL staff that began in May 2020 is helping keep expenses down.

The year-to-date bottom line remains strong despite the effects of the pandemic. The year-to-date gain from operations of \$2.1 million exceeds the COVID-19 forecast by \$756,000. It also exceeded the pre-COVID-19 original budget by \$2 million and the prior year by \$1.1 million.

Investments totaled \$7.27 million with an unrealized loss of \$70,000 over the previous month. Investment allocation is in line with Codification requirements.

ACBL's 2019 retirement plan audit has been completed and met the required filing deadline. All 2019 required tax filings for the ACBL, the ACBL Charity Foundation and the ACBL Educational Foundation have been completed and were filed by their deadlines.

Human Resources

Staffing

HEADCOUNT

Headquarters – 55 full time employees

Field – 18 full time employees, 132 part time employees (includes seven previously full time TDs who returned from furlough to active status), and 8 furloughed employees

NEW HIRES

Wally Green has joined the IT Department as Project Manager. Wally has experience working with small and large businesses and most recently served as a Project Manager for Hilton Worldwide's cloud infrastructure team. Wally was introduced to the ACBL years ago when he helped edit our museum videos.

Michaelene Johnson has joined the IT Department as the new Business Intelligence Analyst. Michaelene brings experience as a developer, systems analyst, database administrator, data architect, and project manager.

Sara Beth Raab joined the ACBL as Meeting Services Manager. Sara Beth has 20 years of events experience as well as public relations and marketing experience. Her background in conference logistics and event productions arm her with the skills to successfully lead the meeting services team.

Amy Casanova joined the editorial team as Associate Editor. Amy brings bridge experience and writing expertise to her new role. Amy has been an ACBL member since 1996 and has served as managing editor of District 20's quarterly publication, *The Trumpet*.

OPEN POSITIONS

The Controller, Software Development Manager, and Software Development Manager positions are currently open, and we are interviewing candidates.

Benefits

The ACBL is in open enrollment for 2021 benefits. We have been successful in negotiating very competitive rates. Medical insurance is increasing only 2% while dental and vision rates have declined. In 2021, all healthcare plans will be offered by Cigna.

Information Technology

Application Development Projects

MARKETING & MEMBER SERVICES

The ACBL rolled out the Guest Membership Program using the new YourMembership® platform. Upcoming milestones during this fourth quarter 2020 include the join/renew function for all member types inside the YourMembership® platform, integration of the platform with the ACBL website, and a “Refer a Friend” promotion. However, YourMembership® has experienced technical issues for the past three weeks thereby putting our milestones at risk.

BRIDGE OPERATIONS/TOURNAMENTS

The Masterpoints® Engine delivered the ability to calculate the masterpoints for games that are Rating 1 (regular club games (non-special event or tournament)). We still need to complete this task for all other ratings for online and face-to-face games. The IT Department created new games types for *Silver Linings Week* (3X silver masterpoints) and Club Championship Week (2X masterpoints, 25% gold/75% black). In addition, we integrated the architecture for both face-to-face and online games thereby improving performance and scalability.

During this fourth quarter 2020, the IT Department expects to launch online team games (dependent on BBO development) and enable the Masterpoints Engine to calculate the masterpoints for the remaining black masterpoint game types. During the first quarter of 2021, we plan for the Masterpoints Engine to calculate the masterpoints for Class 1 and Class 2 special game ratings, ACBL-wide overall results, and Inter-club Championship overall results.

OPERATIONS SUPPORT

The IT Department continued its support of online bridge play, supporting both our clubs and members. We supported the Summer NAOBC, improved the process for providing ACBL tournament Daily Bulletins (now using the same process for Regional-rated online tournaments), began 2020 club sanction renewals, and added BBO Movie to the Live for Clubs results display.

ACCOUNTING/FINANCE

The IT Department has automated the club payouts of the proceeds collected and remitted by BBO to the ACBL for online games. We continued to work with OnPay to make updates to accommodate club and payor issues. We also continued working with the Great Plains accounting software to integrate it with YourMembership®.

Business Intelligence

DATA WAREHOUSE

Advancing its Data Warehouse Project, the IT Department has (1) performed analysis on existing reports and data requests to solidify requirements for the new warehouse data; (2) began design of the presentation of member, masterpoints, events, District/Unit, and club data; (3) designed the new infrastructure to load and process such data; (4) set up a new development environment in the cloud; (5) developed new ACBL member objects; (6) began development of ETL (extract, transform, load) processing; and (6) began development and testing of the process to extract needed data from the AS400.

ANALYTICS/VISUALIZATIONS

Working with the Marketing and Field Operations Departments, the IT Department developed several “proof of concept” Tableau workbooks depicting ACBL membership trends, demographic and geographic distributions, as well as the locations of Regional tournaments and the geographic distribution of their attendees. We also provided to BOG member David Rodney static maps of the 2019/2020 locations of Regional tournaments and the geographic distribution of their attendees. In addition, we produced and delivered 17 requests for data from the Board of Directors, Field Operations, the Marketing Department, and BOG members.

Infrastructure Projects & Support

SUPPORTING BOD/BOG ONLINE MEETINGS

The IT Department has supported the Board of Directors with its successful online meetings since June. We are also working with the Board of Governors on its November Zoom meeting for 150 members.

INFRASTRUCTURE

The IT Department recently implemented a new cyber-security platform, Artic Wolf. We will be reviewing data over the next several weeks to determine any opportunities for risk mitigation on a systemic level. We initiated the Unified Communications Project which has multi-level initiatives that include rolling out Microsoft Teams (with training) to all departments and determining the most efficient and cost-effective method to integrate our phone system inside the Unified Communications Project. We are currently in “proof of concept” on this project involving the Board of Directors and the IT Team. We provided ongoing support at headquarters, including data backup, server/desktop/application patching, network and server performance troubleshooting and tuning. We are currently assessing third-party IT contracts for current requirements, adjusting them when advantageous to the ACBL.

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 – 220 service tickets were documented in October.

Marketing

Digital Marketing Efforts

ACBL WEBSITE

One of the Marketing Department’s major digital marketing efforts continues 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.

Our metrics continue to be strong with over 3.5 million page-views from July 1 to November 1 and 357,000 users. Just Play Bridge had just over 1 million page-views and our Virtual Games page had just under 68,000 unique views over the same period. 8,500 views for the Virtual Games page resulted from targeted ads on our mini-game pages, with the ads on Just Play Bridge accounting for 7,400 of those. We will continue to cross-promote our events through ads on these high-traffic pages.

We continue to utilize front-page sliders on the www.acbl.org homepage and are considering homepage promotions for our three main marketing campaigns (Guest Membership, Getting Members Online, and Lapsed Members) heading into December.

We are actively working on a website redesign project and are making progress towards an anticipated first quarter 2021 launch. This project includes rebranding, auditing content, upgrading the WordPress template, and integrating the YourMembership® platform for a streamlined user experience.

EMAIL MARKETING & COMMUNICATIONS

As of November 5, 389 separate email campaigns targeting various member segments have been sent in 2020. Of these emails, 12 included surveys on topics such as opinions regarding online bridge and online bridge behavior. We continued the repeating campaigns, including Retro It’s Your Call games, rank change announcements, College Bridge Online tournament

updates, and announcements of new online Bridge Bulletins to Juniors and Guest Members. The 50% open and 17% click-through rates of ACBL emails continue to remain well above industry averages of 14% and 7%, respectfully.

On September 1, we switched our marketing email provider from Constant Contact to Mail Chimp which led to a 49% reduction in monthly expense.

We have two new ongoing targeted campaigns, one for new Guest Members and prospective members (58% open rate, 12% click-through rate) and another to encourage more members to go online (47% open rate, 15% click-through rate). A Lapsed Member email campaign is scheduled to begin before the end of the year.

SOCIAL MEDIA

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

As of November 5, the ACBL **Facebook** page had 10,233 followers, a 5% increase since July. 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 hands (the most popular posts). We have recently started posting humorous memes, downloadable Zoom backgrounds, ACBL-branded profile picture frames, and our first Teacher Feature which consists of a bi-monthly post highlighting a bridge teacher.

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 November 5, our **Twitter** account has 2,999 followers, a slight increase since July.

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 November 5, the ACBL's **Instagram** account had 1,369 followers, a 9% increase since July.

One of more popular posts on ACBL's social media this Fall was the ACBL-produced Hamilton parody video. That **Facebook** post reached 2,487 viewers and year-to-date the **YouTube** video has had over 39,500 views.

Public Relations

The primary public relations success since July was the October 30 article in the New York Times sports section, ["It's Like Playing with Kobe': An Unlikely Intergenerational Bridge Team"](#). Numerous articles about 8-year old Andrew Chen's Life Master achievement also continue to be published.

A press release about the ACBL-produced ["You'll Be Back, A Hamilton Bridge Parody"](#) was sent to major media outlets in the Memphis area and several other large cities, which led to the **I Love Memphis** Twitter account (58.9K followers) tweeting the link to the video.

Guest Membership Program

The Marketing Department worked collaboratively with the Information Technology team to implement Guest Membership on the new YourMembership® platform. The Guest Membership program was previewed on the weekly Monday call with club managers and was then announced to club managers, teachers, and Unit/District leaders via email on September 9. Recruitment resources, including an e-newsletter and invitation email template were also sent. An ACBL membership-wide announcement was sent on October 13. During the first 60 days of the program which ended on November 6, 905 Guest Members have been registered.

Guest Members receive monthly reminders regarding when the online Bridge Bulletin is available 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 Learn Bridge in a Day students.

Recruitment Incentives

Recruiter bonuses totaling almost \$12,500 were distributed in April, July and October. Year-to-date bonuses total \$17,880. We have an additional \$9,060 waiting to be paid due to missing tax information. We are working cross-functionally to collect the tax IDs to complete these payments.

Alzheimer's Association Partnership

Despite the COVID-19 lockdown, 300 Units and clubs diligently worked to raise money for the Alzheimer's Association during their annual The Longest Day campaign. A total of \$828,000 was raised from fundraising activities as well as games played on BBO June 20 to 21. Included in that total is a donation of \$32,333 from BBO, a portion of the fees they collected from ACBL games over the weekend, as well as an ACBL donation of \$29,000 in club sanction fees.

Cooperative Advertising Program

As of October 5, the ACBL had reimbursed \$21,810 to 57 clubs and teachers through its Cooperative Advertising Program, a program that reimburses 50% of the cost of a qualifying ad campaign up to a maximum of \$500. The average 2020 reimbursement is \$335. Reimbursements are running about 42% lower than the same period in 2019. With the lack of face-to-face classes, most advertising has ceased. We are still receiving submissions from some clubs and teachers promoting online lessons via traditional as well as targeted **Facebook** ads, but we expect to finish the year well under last year's total reimbursement of \$54,856.

Bridge 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, we worked with the original Best Practices workshop developer to create the ACBL Online Teacher Certification Workshop. 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. Like 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. So far, 72 teachers have completed the program, and approximately 80% have earned the certification.

School Bridge Program

<i>Programs</i>	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	

<i>Teacher Stipends</i>	2016	2017	2018	2019	2020
US	\$69,750	\$46,686	\$43,950	\$33,300	\$14,350
Canada	\$28,093	\$27,665	\$20,650	\$14,000	\$4,500
Total	\$97,843	\$74,351	\$64,600	\$47,300	\$18,850

During 2019, the ACBL sent supplies to support 2,740 students taking bridge lessons in K-12. 2020 year-to date, we have sent supplies to support 827 students. COVID-19 closures hit right around spring break, and the majority of students did not return to their schools or bridge classes during the spring or fall semesters.

College Programs

Thanks to a generous grant from the ACBL Educational Foundation, we worked with nearly 50 schools during the 2019/2020 academic year to support student bridge clubs and coaches with stipends and bridge supplies. Virtually all these programs shut down due to the COVID-19 pandemic following spring break. Some schools, such as Georgetown University, continued online lessons and games via Zoom and BBO. Currently, just under 20 colleges have continued to offer bridge programs and/or student clubs.

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 102,000 individual entries since October 2017, these CBO Club games have become quite popular with college students and have continued during the COVID-19 lockdown.

The 2021 Bridge Bowl is scheduled to be held during the Summer NABC currently planned to be held in Providence RI, July 22-24, 2021. Online tournaments to award travel packages to the Bridge Bowl will begin in February 2021. With approval from the ACBL Educational Foundation, students who took a gap year during the 20/21 academic year due to COVID-19 but who plan to return to school in Fall 2021 may participate in the tournaments and compete for travel packages. If face-to-face bridge play has not resumed by July, we will work with the Field Operations Department to organize an online team tournament.

In late Spring 2020, we held a contest in which college students could submit designs for a college bridge bookbag. After review of the entries by the Marketing Department and several other ACBL staff, a winner was selected. The winner worked with the Graphic Designer to customize the design for use on bookbags. These bookbags will be available to college bridge students in Spring 2021.

2020 and 2021 Youth NABC

The Youth NABC scheduled for the Summer 2020 NABC in Montreal was cancelled due to COVID-19. We are planning on holding the 2021 event during the Summer 2020 NABC in Providence July 22-24, 2021. Registration information will be posted in January 2021 at acbl.org/ynabc. In July we held a day of online Youth events. These free events consisted of a two-session open pairs event and two single-session cardrhook games for newer players with fewer than 20 masterpoints. Over 160 Youth played in one or more games, and a Zoom Help/Partnership Desk was available and manned by ACBL staff, volunteers, and tournament directors.

Lifelong Learning

During 2020 year-to date, the ACBL has supported 20 classes through college or university lifelong learning programs compared to 57 programs in 2019. Due to COVID-19 lockdowns, many spring and summer classes did not occur, but we do have a few schools continuing to offer online classes. The ACBL is an officially recognized Osher Lifelong Learning Institute curriculum resource, but we also support bridge through several other unassociated lifelong learning programs.

Office of National Recorder

The Office of National Recorder continues to see an explosion of player memos, almost all of them involving unethical behavior. The number of volunteers assisting with investigating player memos has grown from the previously reported six in July to 17: Larry Cohen (D9), Jess Stuart (D4), Louis Glasthal (D4), Hendrik Sharples (D20), Patty Tucker (D7), Marc Zwerling (D20), Nick Demirev (D13), Larry Sealy (D10), Mike Kamil (D16), Donna Compton (D16), Aviv Sharif (D24), Jeff Aker (D24), David Berkowitz (D9), Bill Pollack (D3), and TD Michael Roberts (D11).

Self-kibitzing, something that is not generally possible in ACBL BBO games, was discovered during a club-level team event. We also were informed by the Canadian Bridge Federation of a case in one of their events, and we await their report. We discovered that Virtual Club game directors are able to play in events they direct. Playing directors were usually permitted in face-to-face club games because, in many places, there was only one game in the vicinity resulting in it being the only way club directors could play. We now have a case of a self-kibitzing playing director making its way through the disciplinary process. Obviously, there was no need for directors to play in Virtual Club games, and it is no longer allowed.

PLAYER MEMO REPORT AS OF OCTOBER 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	812
Conduct	13	15	14	92	134	8	12	8	59	87	50**
Bridge Related	17	14	9	37	77	17	19	7	56	99	212**
Ethics	7	11	10	84	112	18	8	7	84	117	337**
Other	6	0	2	8	16	2	1	0	13	16	41**
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 Uni	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 Dist	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	742
PM resulted in Charges brought by Mgr	0	4	0	2	6	2	1	0	12	15	47
PM resulted in Charges brought by DIC	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	45
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											
**Not all Player Memos Reported have been placed in a category at this time.											

With two months to go in 2020, we are on pace to approach 1,000 player memos submitted. With present staffing, this pace is unsustainable. We hope that things get back to normal by the second quarter of 2021. The ratio of ethics-related to conduct-related player memos has increased. For many reasons, ethics-related player memos are more time-intensive in investigation and adjudication. Because they involve online play and are not District-related, almost all player memos are being handled by the National Recorder.

The National Recorder is looking at to mitigate the activity by possibly training some or all of the District Recorders to act as Assistant National Recorders and take on some of the traffic. But this is not as simple as it would appear. The reviewer will have access to highly confidential material that should not be opened up to volunteers, so it would require providing those volunteers with the specific material they need for their investigation without giving access to our database.

DISCIPLINARY HEARINGS AS OF OCTOBER 31, 2020						
	2016	2017	2018	2019	2020	
Appeals and Charges Committee	13	8	7	8	19	
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	12	
Request for Readmission	0	0	1	2	0	
Violation of Discipline	0	0	1	0	0	
National Committees	5	10	10	9	9	
ACBL Disciplinary Committee	1	5	6 ^(a)	4 ^(b)	2	
ACBL Management	0	4	4	0	0	
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	6	
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 Management	1	Honoring discipline pursuant to CDR 403				
Appeals and Charges	4	3 OEOC Negotiated Resolution; 1 Automatic Review				
Online Ethical Oversight Committee	5					
Pending Recorder Complaints	9					

The anomaly in 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 disciplinary body that would have heard the matter. Pending Recorder complaints does not include those Recorder complaints that are being prepared.

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

It is believed that there is still a significant amount of ethical misbehavior occurring on BBO that is under the ACBL's radar so far, but the ACBL has started receiving statistical data from Nicolas Hammond which helps to prioritize investigation. Also, unrelated, BBO has been barring many members in the past few weeks which the ACBL has treated as player memos and independently investigated.