



# STAFF REPORT

## CITY of YORBA LINDA

---

### PARKS AND RECREATION DEPARTMENT

**DATE:** MARCH 20, 2025

**TO:** HONORABLE CHAIR AND MEMBERS OF THE PARKS AND RECREATION COMMISSION

**FROM:** MIKE KUDRON, DIRECTOR OF PARKS AND RECREATION

**SUBJECT:** RESERVATION SYSTEM UPDATE

---

### **RECOMMENDATION**

It is recommended that the Parks and Recreation Commission provide comments and direction to staff.

### **BACKGROUND**

Over the past year, the Parks and Recreation Department has received emails and phone calls expressing concerns about the pickleball courts at Las Palomas Park. Some residents living near Las Palomas Park are concerned with parking, safety, noise, decreased property values, and crime. The Commission implemented various measures to address these concerns modifying the pickleball hours at Las Palomas to 8:00am – 9:00pm; installing an automated lock on the pickleball gate; maximizing existing pickleball resources at other sites; and implementing reservation-based programming Monday – Thursday after 4:00pm.

### **DISCUSSION**

The court reservation system was implemented on October 14, 2024. The program has been very popular and the Activenet system is utilized to manage the pickleball court reservations at Las Palomas Park. Courts can be booked two weeks in advance by Yorba Linda residents (one week in advance for non-residents) and usually book up within a few minutes. To date, 100% of all reservations have been made by Yorba Linda residents and the courts are fully booked. Most importantly, parking near Las Palomas Park has been significantly reduced during reservation hours.

Although the reservation system has achieved the desired goals, it is not perfect. Pickleball parking has been greatly reduced; however, there are still times that parking is crowded in the neighborhood due to tennis lessons, a dog group, and other park users. One of the main challenges is that reservations are being dominated by a very small group of people. The Activenet system is great and is very effective for the vast majority of our registration needs. However, in this case, the system is limited and cannot restrict the number of court bookings per individual per week or family accounts booking multiple courts per day. The system can

## RESERVATION SYSTEM UPDATE

Page | 2

limit the total hours booked per day/per person but cannot stipulate that individual's book on the hour (i.e. 4:00-5:00pm). These limitations have resulted in a small group of people dominating the reservation system for extended use and has caused frustration from casual players that are not able to get a reservation. Examples include:

- Players often do not book the courts on the hour. Some people will book a court from 4:30-6:30pm and then a friend or family member will book the court right after them from 6:30-8:30pm. Courts are reserved in hour blocks, so the time from 4-4:30pm and 8:30-9pm becomes un-reservable. In this instance, one court is utilized the entire night (4-9pm) by one small group of people. There are approximately 3 groups employing this method on most available reservation days.
- There are cases where a person will book Court 1 for a 2-hour time block and the spouse will book Court 2 for the same time block. This results in one family utilizing two courts and restricting access for others.
- In another example, one person was routinely booking three courts per night (6 total hours) by booking one court and then two other courts are reserved by his children who are minors (all on the same family account).
- There are also times when people do not show up for their reserved time and the court sits empty.

As a result of some of these issues, staff have made some minor adjustments. The booking window originally opened at 12 midnight, two weeks prior to the reservable date. The Parks and Recreation Department received negative feedback about the late time and moved the booking time to 4:00pm, which has been well received. Another small change is that staff is pre-reserving blocks of time in an effort to maximize reservable times. This has helped people book on the hour and then the pre-reserved blocks are opened at random times, which has assisted casual players make reservations.

Moving forward, there are a few potential solutions that could help to facilitate a more equitable reservation process that would benefit a greater number of pickleball players.

- Limit reservations to one per day, per account.
  - Stipulate that the person who reserved the court must be present at the court during the reserved time.
  - Allow courts to be booked in 30-minute increments.
-