

BLUE FOLDER ITEM

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PUBLIC AMENITIES COMMISSION June 10, 2026

L.5. ALTA VISTA PICKLEBALL COURTS RESERVATION FEEDBACK

- **Emails from users of Pickleball Courts, expressing concerns over online court reservation system**

From: [Silva](#)
To: [Dana Vinke](#)
Subject: Pickleball Court Reservation System
Date: Tuesday, June 9, 2026 4:37:50 PM

[You don't often get email from [REDACTED] Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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Dear Dana,

Firstly, I want to thank you for adding beautiful pickleball courts at Alta Vista park. Our team is enjoying the courts very much and we appreciate using them. We would like to see more pickleball courts! But the system used to book our courts a week in advance is becoming difficult and frustrating to use. Is it possible to change the website to make it easier for us to make reservations or cancellations? It's not a very user friendly website. It's also a hassle to cancel a reservation in person. Hopefully this feedback is helpful. Thank you in advance for taking this matter into consideration.

Member of Alta Vista
Silva M Yedikian
Sent from my iPhone

From: [MarieJo Smith](#)
To: [Dana Vinke](#)
Subject: Fwd: Pickleball courts reservation.
Date: Tuesday, June 9, 2026 5:16:29 PM

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Sent from my iPhone

Begin forwarded message:

From: MarieJo Smith [REDACTED]
Date: May 28, 2026 at 3:23:34 PM PDT
To: Dana.Vinke@redondo.org
Cc: MarieJo Smith [REDACTED]
Subject: Pickleball courts reservation.

Dear Redondo Beach Parks and Recreation Department,

I am writing to formally express my concern regarding the current pickleball court reservation system used by the City of Redondo Beach.

As a resident and active member of the pickleball community, I sincerely appreciate the city's support of this growing sport and recognize the increasing demand for court access. However, the current reservation process appears increasingly inequitable and discouraging for many regular participants.

I respectfully request that the city review the reservation system and consider potential improvements, including:

- improving equitable access to peak-time reservations,
- evaluating whether automated or unfair booking practices may be occurring.

Pickleball provided important recreational, social and health benefits for many residents of Redondo Beach. I hope the city will consider adjustments that promote broader and fairer access for the community as participation continues to grow.

I would greatly appreciate any information regarding possible future improvements to the reservation process.

Thank you for your time and consideration.

Sincerely,

MJ Smith

From: [Terry Nichols](#)
To: [Dana Vinke](#)
Subject: Feedback on Alta Vista Pickleball Court Reservations
Date: Tuesday, June 9, 2026 4:16:09 PM

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Dear Dana Vinke,

I just wanted to share that our group of friends has been thoroughly enjoying playing at the new Alta Vista Pickleball courts. The facility is a wonderful addition to the community, and we appreciate the opportunity to use it.

I would also like to provide some feedback regarding the Reserve Play reservation process on Tuesdays and Thursdays. Unfortunately, it has been very difficult and frustrating to secure court times. For example, when I try to reserve a court for a two-hour session, I may be able to book the 11:00 a.m.–12:00 p.m. slot, but then I am unable to reserve the adjacent 12:00 p.m.–1:00 p.m. slot. This has become a weekly challenge, even though we log in exactly seven days in advance at 7:00 a.m. when reservations open.

We have spoken with other groups at the courts, and many have shared similar experiences. It seems that the current reservation process may be making it difficult for players to secure consecutive court times.

Would it be possible to consider a different reservation system or make adjustments to the current process that would allow players a better opportunity to reserve longer blocks of time or improve the reservation process? We would greatly appreciate any consideration of potential improvements.

Thank you for your time and for your efforts in providing and maintaining these excellent courts.

Sincerely,

Terry Nichols

-----Original Message-----

From:

Sent: Tuesday, May 26, 2026 4:12 PM

To: Dana Vinke <Dana.Vinke@redondo.org>

Subject: ALTA VISTA reservation system

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To whom it may concern:

First off, I would like to say how thrilled I am to finally have some great local pickleball courts in our town. They really turned out great.

The purpose of this email is to let you know that the reservation system to utilize the courts seems to be flawed. In this day and age with so many programs and technological advances a system that is user friendly shouldn't be that difficult to establish. For many of us that utilize the courts we are not able to make reservations readily. Sometimes due to the problem we actually have to play elsewhere.

I know for certain the system doesn't have a cancellation option which may be part of the issue that prevents courts from actually being available to book.

My group likes to play on Tuesdays from 11-1 and most weekdays days are blocked off from 8-12 when I try to access. It is becoming very frustrating.

Hopefully, the reservation system can be fixed so that we can easily use the courts.

Thank you in advance for improving the reservation process.

Best,

Marcella Piersol

In Fitness there is Strength!! Sent by Marcella. @911_fitpro

-----Original Message-----

From: Ann Margaret Kline

Sent: Tuesday, May 26, 2026 5:16 PM

To: Dana Vinke <Dana.Vinke@redondo.org>

Subject: Alta Vista Court reservation system

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to whom it may concern,

I would like to address the significant issues that the court reservation System is having.

I joined Alta Vista to play pickle ball at the Park several months ago.

I am a member of the S. Bay Tennis Center, I was director of Pickleball at the Elks Lodge in San Pedro, and have been a member of Bakersfield racquet club, the Paseo Club and many other Pickleball organizations.

This is the very first time I have had such significant issues making court reservations online. Most organizations have a system where you login and are able to reserve seven days in advance.

Each and every time I have attempted to make a court reservation for our playgroup, I have logged in, attempted to make the reservation, put the booking in my cart to reserve and have been either kicked out, or all courts are shown as being reserved and unavailable.

We know that there was availability of the courts because after I drove there to make the reservation, I was told it was open.

The object of the system is to make it easier for everyone so that we make reservations and can show up and play.

The system is failing significantly.

Several times we have been unable to make reservations for our two courts for two hours so we decided to go to S. Bay Tennis Center where we can reserve our courts online with no problem at all.

S. Bay Tennis Center uses play by point.

It is a great app that records your play, past present and future reservations, cancellations, etc.

May I suggest that you take a look at this app?

I have spoken to many other people that play at Alta Vista and they are saying they want to stop playing there because the system for reservations does not work. Thank you

Ann Margaret Kline