

Metro Detroit USBC Case Study - The Value of Membership

In the fall of 2016, the Metro Detroit USBC Board of Directors conducted a brainstorming session to develop strategies to enhance the value of membership.

Metro Detroit USBC members will see a \$5 increase in membership cost for the 2017-2018 season – a \$3 National dues increase and \$2 local dues increase. The proposal to increase local dues was passed by the membership at the annual meeting in Feb. 2017.

The results of the brainstorming session produced two ideas – a Member Handbook and a Member Bag Tag.

The Board determined the handbook would be the 2017-2018 USBC Rulebook, with 16 additional pages (8 in front, 8 in back) and full-color cover. This strategy would be cost-effective as the handbook could be printed at the end of the USBC Rulebook run (printed by Ripon Printers). A quote was requested from Ripon Printers and the cost was within the budget established by the board.

At the same time, a quote was requested for the Member Bag Tag and the cost also fell within budget guidelines.

As the time grew near to design the publication, the board forwarded their content ideas to Association Manager Mark Martin. Association President John Vorpagel wrote an open letter to the membership and Mr. Martin put together the layout with input from the board.

Two loyal association supporters, Turbo and DeCarlo's Banquet & Convention Center, agreed to place full-page ads in the handbook at \$500 each, which helped defray the cost. The cost of each handbook was just under \$0.33 and the cost per bag tag was \$0.20, and Metro Detroit USBC ordered 45,000 of each.

The Member Handbooks were received in early June and put into a storage unit for the fall; the Bag Tags are expected in mid-July.

The distribution plan includes placing an address label on the handbooks for each member who purchases a membership, organizing the handbooks by center and league, and delivering them to the bowling centers for league secretaries to present to their members. While this is labor intensive, personalizing the handbooks increases their value. Also, although the Member Handbook was complimentary with membership, a \$5 price was printed on the front cover to additionally enhance value.



Metro Detroit USBC believes it is critically important for members to know the benefits and value of membership; members also must feel appreciated. The handbook provides a potent vehicle to communicate those benefits.

The following 20 pages are the actual pages that were printed, along with the 2017-2018 USBC Playing Rules, to form the Metro Detroit USBC 2017-2018 Member Handbook. The USBC Playing Rules (not shown here) sit between pages 8 & 9.

There is much to glean here; ideas and strategies to make your own - from the open letter by MDUSBC President John Vorpagel, Mark Martin's "...membership has its rewards" segment, the "Benefits of being a member..." section, Hall of Fame, Charitable Efforts, Youth Membership, Awards Program – all of it!

Most may not be able to do something exactly like this in the future but some kind of booklet/publication with your own association's dynamics, look and feel is entirely possible.

Look through this carefully and seriously consider how it's content may be utilized to craft something for your association that brings value to your/our members.

Please freely reach out to Metro Detroit USBC Association Manager Mark Martin should you have questions or desire additional information – (248) 443-2695.

A big thank you to Metro Detroit USBC!



2017 - 2018 Member Handbook



Belongs to:

Includes 2017-2018 USBC Playing Rules

2017-18 MDUSBC Board



John Vorpagel President



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Mark Martin Association Manager

Welcome Metro Detroit USBC Bowlers from your MDUSBC President John Vorpagel

As members of the nation's largest local association (with nearly 50,000 adult and youth bowlers) welcome to the 2017-2018 season. The new season should be exciting, challenging, and fun for all of us.



Metro Detroit continues to have the best local awards program of any local association in the U.S. Be sure to check out our Premium Upgrade award offer which recognizes your honor scores as well as 11-in-a-row.

With your local membership you are able participate in many of our association tournaments. If you are bowling in our Open or Women's Championship bring a "buddy team" with you and cross lanes with your friends. The success of our tournaments depends on your participation.

We will once again be bringing to you our Bowling Showcase Challenge on television station WADL. There will be both an adult challenge and a youth challenge. And for the second year in a row we will publish our Bowling Showcase News (which replaced the Bowlers Digest).

Thank you for your generosity each season supporting our association fund raising efforts (BVL-Bowlers To Veterans Link, Tom McKay Invitational Pro-Am Tournament-supporting Karmanos Cancer Institute and the International Bowling Hall of Fame and Museum, and our Bowl for the Cure-benefiting Susan G. Komen for the Cure).

Finally, I challenge you to bring one of your friends, who hasn't bowled in a while, back to the game. In most cases if you ask them why haven't you been bowling they'll say "no one has asked me to bowl". Let's build our membership back up like it used to be.

Now go enjoy your 2017-2018 season,

John C Vofagel

John C Vorpagel President - Metro Detroit USBC

Thanks for being a member as membership has its rewards!

Welcome to the 2017-18 season and thanks for being a loyal member of the Metro Detroit USBC and the United States Bowling Congress.

Being a member means different things to each of us. For me it means maintaining the integrity of our great sport, along with the rules of the game, recognition of my average and my achievements.



For some being a member allows the opportunity to volunteer our time and efforts to the organization because we love the sport.

For others it is the ability to participate in our favorite league with our friends along with going to city, state and national tournaments chasing the dream of a title.

Still others want to support the charitable causes that the Metro Detroit USBC supports, Bowlers to Veterans Link (BVL), Bowl For The Cure, Karmanos Cancer Institute and the International Bowling Hall of Fame and Museum.

Some are looking for discounts. Member Rewards offers several such as Nationwide, Haggar Clothing, SimpliSafe, Bowling Academy, United Airlines and BenefitHub offer exclusive discounts to each Metro Detroit USBC member. BenefitHub offers discount opportunities right in your local area. Simply enter your zip code and see how you can pay for your membership in savings. Visit www.bowl.com/memberrewards for more information.

The bottom line is that being a member of the Metro Detroit USBC and the United States Bowling Congress means different things to different members.

Did you know that **every** member of the Metro Detroit USBC has a \$3,000 accidental death and disability policy through American Income Life? Yes that's true.

We are always looking for ways to improve your membership experience. Whether it be the 17 tournaments we host for all aspects of our membership, to our leading awards programs, to our customer service support, to our television show *Bowling Showcase*, to our monthly newspaper *Bowling Showcase News*, we are constantly striving to make your membership experience the best around. Let us know how we're doing.

We're there for you every day and just an e-mail or phone call away. Enjoy your 2017-18 season.

Sincerely,

Mark A. Martin, Association Manager

(2)

MDUSBC Contact Information

Metro Detroit USBC 28200 Southfield Rd. Lathrup Village, MI 48076 Phone: (248) 443-2695 Fax: (248) 443-2690 web: www.mdusbc.com

Regular Season Office Hours

Monday through Friday 8 a.m. - 5 p.m.

Association Manager

Mark Martin - Ext. 100 e-mail: mark.martin@mdusbc.com

Staff

Pam - Ext. 103 e-mail: pam@mdusbc.com Membership, Rules

Debbie - Ext. 110 e-mail: debbie@mdusbc.com Awards

Florence - Ext. 105 e-mail: florence@mdusbc.com Tournaments

Kathy - Ext. 104 e-mail: kathy@mdusbc.com Membership

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Benefits of being a member of the Metro Detroit USBC and the United States Bowling Congress

Average recognition – Your average is recorded in the national database and available on bowl.com for your use in tournaments and other competitions.

Bonding – Your league funds are bonded covering misuse of funds due to the dishonesty by a league officer, taking of funds from an officer by violence or threat of violence or funds taken through forcible entry.

Rules of the game – USBC makes the rules and MDUSBC helps enforce the rules for fairness of everyone who bowls.

Customer Service – The association office is open Monday through Friday 8 a.m. – 5 p.m. to serve the needs of the members and answer any questions you may have regarding your membership. Help is only a call or e-mail away.

Awards – Recognized as one of the best local awards program in USBC. Averagedbased awards to recognize real accomplishments.

Premium Upgrade Awards – MDUSBC provides an optional program for \$15 for the season so that members can receive one per season per category crystal awards for 11-in-a-row game, 300 game and 800 series.

Tournaments – MDUSBC provides tournaments for all ages and skill levels. While bowling is a sport, it can also be fun and we make sure of it.

MDUSBC app – Yes MDUSBC has an app for your smart device. Download the free app from your local app store and get up to speed with all MDUSBC events.

Member Rewards – USBC provides discount programs exclusively available to USBC members only, including Nationwide, United Airlines, USA Bowling Academy, BenefitHub, SimpliSafe Home Security and Haggar Clothing.



Benefits of being a member of the Metro Detroit USBC and the United States Bowling Congress

Volunteers – The MDUSBC Board are all unpaid volunteers donating their time for the good of the association and its members.

Charities – MDUSBC supports four charities with various events throughout the season raising over \$50,000 for them including Bowlers to Veterans Link (BVL); Bowl For The Cure; International Bowling Hall of Fame and Museum; and Karmanos Cancer Institute.

Delivery System – The MDUSBC truck picks up and delivers to each bowling center on a weekly basis, saving mailing costs and league secretary's money in mailing in paperwork.

Coaching – USBC provides coaching programs to train coaches to improve the skills of the members.

Coaching programs – MDUSBC partners with local coaches to provide coaching programs for MDUSBC members so members can enjoy the sport more.

mdusbc.com – The official website of the Metro Detroit USBC. A source for all local bowling events.

bowl.com – The official website of the United States Bowling Congress. A wealth of information available when you want it.

Equipment standards of the game – USBC creates the specifications and tests the equipment we use to make the game fair for all.

Lane certification – Each summer MDUSBC inspects every lane in the association for compliance to specifications.

Bowling Showcase – MDUSBC is the proud leading supporter of the weekly show for everything bowling in the Bowling Capital of the World.

Bowling Showcase News – MDUSBC publishes this monthly 12-page newspaper with "All the bowling news that's fit to print in the Bowling Capital of the World".



mdusbc.com

2017 - 2018 SCHEDULE OF TOURNAMENTS & EVENTS ANNUAL MEMBERSHIP MEETING

Feb. 3, 2018 @ 2 p.m. **DeCarlo's Banguet & Convention Center** Warren

MIXED

WOMEN'S CHAMPIONSHIP Feb. 10, 11, 17, 18, 24, 25, 2018

March 3, 4, 10, 11, 2018

Oct. 21, 22, 28, 29, 2017 Nov. 4, 5, 18, 19, 2017 HAZEL PARK BOWL. HAZEL PARK

OUEENS

Oct. 21, 22, 2017 CLASSIC LANES. ROCHESTER HILLS

SUPER SENIOR MASTERS

Nov. 4, 5, 2017 HAZEL PARK BOWL. HAZEL PARK

YOUTH CHAMPIONSHIP

Nov. 5. 12. 19. 2017 Dec. 3, 10, 2017 WAYNE BOWL. WAYNE

500 CLUB

Dec. 3. 2017 AIRWAY LANES, WATERFORD

MASTERS

Jan. 27, 28, 2018 THUNDERBOWL LANES. ALLEN PARK

SENIOR MASTERS

Feb. 10, 11, 17, 2018 MAYFLOWER LANES, REDFORD SHORE LANES, ST. CLAIR SHORES **OPEN CHAMPIONSHIP**

Feb. 10, 11, 17, 18, 24, 25, 2018 March 3, 4, 10, 11, 2018 SHORE LANES, ST. CLAIR SHORES

ADULT / YOUTH BAKER

March 4, 11, 2018 COUNTRY LANES. FARMINGTON

SENIOR TEAM

March 10, 17, 24, 2018 SKORE LANES. TAYLOR

JUNIOR MASTERS

March 17, 2018 MAYFLOWER LANES

WOMEN'S SERIES

Nov. 19, 2017 - MAYFLOWER LANES Dec. 10. 2017 - SUPER BOWL Jan. 14, 2018 - AIRWAY LANES March 11. 2018 - MAYFLOWER LANES April 8, 2018 - FORD LANES May 6, 2018 - SHELBY LANES

BANQUETS

All banquets at DeCarlo's Banquet & Convention Center, Warren HALL OF FAME YOUTH AWARDS ADULT AWARDS Oct. 15, 2017 June 3, 2018 June 12, 2018



Further descriptions of the tournaments on the previous page. (Just in case you were wondering).

Mixed Tournament – Four person (two female and two male) 100% handicap team. Also optional handicap doubles using team scores. First place \$1,000 per team, based on 100 teams. Cost \$100 per team (\$25 per person).

Queens – Individual scratch (actual) competition for female members. Six-game qualifying and single-game double-elimination match play. First place \$1,000 based on 40 entries. First and second place receive paid entry into 2018 Michigan State Queens. Cost \$70 per person.

Super Senior Masters – Individual scratch (actual) competition for members 60 years of age and older. Five-game qualifying and single-game double-elimination match play. First place \$1,000 based on 64 entries. Special prize list for those 70 years of age and older. Cost \$100 per person.

Youth Championship – Four-person team, doubles, singles and all-events competition for youth members. Scratch (actual) and 100% handicap competition in three average-based divisions. Top finishers earn scholarship points plus awards. Cost \$15 per person per event.

500 Club – Individual handicap competition for female members who have bowled a 500 series in their career. Three games with 100% handicap. Payoff is same day as tournament. Cost \$22 per person.

Masters – Individual scratch (actual) competition for all members. Six-game qualifying and two-game double-elimination match play. First place \$2,500 based on 120 entries. Special prize list for those 50 years of age and older. Cost \$150 per person.

Senior Masters – Individual scratch (actual) competition for members 50 years of age and older. Six-game qualifying and two-game double-elimination match play. First place \$2,000 based on 120 entries. Special prize list for those 60 years of age and older. Cost \$120 per person.

Women's Championship – Five-person team, doubles, singles and all-events competition for female members. Two averaged-based divisions 100% handicap in each event plus optional scratch (actual) divisions. Optional Senior Queens and senior all-events available for those female members 50 years of age and older. Cost \$25 per person per event.

Open Championship – Five-person team, doubles, singles and all-events competition for all members. 100% handicap in each event plus optional scratch (actual) divisions. Cost \$25 per person per event.

Adult / Youth Baker – Two-person (one adult / one youth) Baker Style 100% handicap team competition. Top finishers earn scholarship points plus awards. Cost \$30 per team.

Senior Team – Five-person team for members 55 years of age and older. Three games 100% handicap competition. First place \$1,000 based on 60 teams. Cost \$100 per team (\$20 per person).

Junior Masters – Individual scratch (actual) competition for youth members. Six-game qualifying and single-game stepladder finals in boys and girls divisions. This is a USBC Junior Gold qualifying event. Top finishers earn scholarship points plus awards. Cost \$45 per person.

Women's Series – Individual scratch (actual) competition for female members. Six events throughout the season including the seasonending Rip 10 Invitational. Four-game qualifying and single-game single-elimination match play. First place \$500 in each event plus overall cup prize list based on points earned for placing in each event. Cost \$45 per person per event.

You can enter all of the above right over the phone by calling 248.443.2695 ext. 105



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COACHING

Detroit Bowling Hall of Fame

The Detroit Bowling Hall of Fame was originated in 1957 by the Greater Detroit Bowling Proprietors Association. Currently the Detroit Bowling Hall of Fame is under the auspices of the Metro Detroit USBC (MDUSBC) with cooperation of the South East Michigan Bowling Centers Association (SEMBCA).

The Detroit Bowling Hall of Fame Committee consists of 19 members from the MDUSBC, SEMBCA, Hall of Fame members and media members. Each year the committee meets to review applications that have been submitted, in addition to applications from the previous year's meeting that weren't elected.

The categories are Women's Performance, Men's Performance, Veteran's and Meritorious Service. The application and requirements are posted on www.mdusbc.com.

In 2016, the Committee selected Lauren Roberts of Warren and Erica Ewald of Oxford for induction in the Women's Performance category; Mason Brantley of Detroit in the Men's Performance category; and Anthony (Tony) Stipcak of Redford in the Veteran's category. This increases the number of Detroit Bowling Hall of Fame members to 262.

Additionally the committee selects honorees for the Judge Watts Award for an individual who has made outstanding contributions to the promotion of bowling for at least a five-year period, the Thomas McKay Award for an individual who has made major contributions to the advancement of bowling and the bowling industry during their lifetime and the George Prybyla Award for an individual who is a proprietor or someone in bowling center management that has contributed to the promotion of bowling.

In 2016, Harry Burkey was selected to receive the Judge Watts Award, Greg Gumtow received the Thomas McKay Award and the late Ely Rose received the George Prybyla Award.

Class of 2016



Erica Ewald



Lauren Roberts



Mason Brantley



Tony Stipcak



MDUSBC Charitable Efforts

Each year Metro Detroit USBC members help raise over \$50,000 for charities that MDUSBC supports. This can only be done with member's assistance.

Over 100 leagues each year "pass the envelope" and raise over \$9,000 in November for Bowlers to Veterans Link (BVL) and February for Bowl For The Cure.

MDUSBC sells monthly lottery tickets using the Michigan Daily 3 Evening lottery number for November, January and March. See a MDUSBC Board member to purchase yours and help the cause.

November - supports BVL, bowling's oldest charity.

January - supports Karmanos Cancer Institute and the International Bowling Hall of Fame and Museum.

March - supports Bowl For The Cure with proceeds going to the Susan G. Komen foundation.

Additionally MDUSBC conducts two events to raise funds: December 9, 2017 @ 1 p.m. - Tom McKay Invitational Pro-Am at Sterling Lanes Feb. 24, 2018 @ 12 noon - Bowl For The Cure event at Bowl One Lanes

Members are invited to participate in each of the above events so mark your calendars and plan on bowling. Contact the MDUDBSC office at 248.443.2695 for more information.





MDUSBC Youth Membership is only \$10 per year and includes:

USBC National Membership Recognized average Ability to bowl in City, State and National Tournaments. Ability to bowl in MDUSBC Adult / Youth Tournament Ability to bowl in Junior Masters Tournament MDUSBC Youth Awards program. Crystal Honor Score Awards All-City recognition.

Four \$1,000 scholarships awarded each year by MDUSBC (2 male and 2 female). Application available at www.mdusbc.com.



Rules Mythbusters

- **MYTH:** If my summer average is higher than my winter average, I must report it for tournaments.
- **CONFIRMED:** Bowlers must report their highest USBC average of 21 games or more regardless if bowled summer or winter, unless tournament rules state summer averages are not considered. Eff date: 8/1/2010.

MYTH: I can put league funds into my personal account.

BUSTED: League funds can only be deposited in an account in the name of the league or with the center in a trust account in the name of the league. League funds held in a savings account cannot be transferred to an officer's personal account to write checks for the pay out. If the league does not have a checking account the league should payout in cash following the Bonding Procedures in Chapter 7 of the USBC Playing Rules and Commonly Asked Questions.

MYTH: Lanes must be dressed before the league bowls.

BUSTED: USBC rules do not require lanes be dressed prior to standard league play. This is something the league should address when negotiating the contract for the season.

More Mythbusters can be found at: www.bowl.com/rules/



MDUSBC Awards Program

Available to every member

Game Awards





Deck of cards - Embroidered towel 75 pins over - 100 pins over

Average Based Awards



150, 175, 200, 250 game 400, 500, 600, 700 series

End of season awards kit



Series Awards



Keychain light - Watch 150 pins over - 200 pins over

Other Awards



Big 4 split conversion, 7-10 split conversion, all spare game, Dutch 200 game, stepladder series, claen series, triplicate

MDUSBC Premium Upgrade Awards 11 in a row - 800 series - 300 game











BOWLING CENTER NAME (# of Lanes) 300 BOWL (52) **AIRWAY LANES (32)** ALLEY 59 (24) **APOLLO LANES (14)** ASTRO LANES (48) **BEECH LANES (16) BELMAR LANES (16)** BIDDLE BOWL (8) **BONANZA LANES (44)** BOWL ONE LANES (40) BOWLERO LANES (16) BRONCO LANES (32) **CENTURY BOWL (52)** CHERRY HILL LANES (52) **CHERRY HILL NORTH (36)** CLASSIC LANES (32) COLLIER LANES (32) COUNTRY CLUB OF DETROIT (6) COUNTRY LANES (32) DETROIT ATHLETIC CLUB (8) DRAKESHIRE LANES (40) FERNHILL COUNTRY CLUB (12) FIVE STAR LANES (50) FORD LANES (24) FRASER STAR LANES (16) GARDEN BOWL (16) **GROSSE PTE YACHT CLUB (6)** HARBOR LANES (20) HARTFIELD LANES (52) HAZEL PARK BOWL (24) **IMPERIAL LANES (80) INDIAN LANES (32)** IQ BOWLING (8) LAKESHORE LANES (16) LANGAN'S ALL STAR LANES (18)

CITY PHONE Waterford (248) 682-6300 Waterford (248) 674-0424 Clinton Township (586) 469-6411 Roseville (586) 772-2070 Madison Heights (248) 585-3132 Redford (313) 531-3800 Lincoln Park (313) 381-4242 Wyandotte (734) 283-0660 Warren (586) 756-3000 Troy (248) 588-4850 Royal Oak (248) 549-7500 Warren (586) 756-8200 Waterford (248) 666-4700 Dearborn Heights (313) 278-0400 Clarkston (248) 625-5011 Rochester Hills (248) 852-9100 Oxford (248) 628-2851 Grosse Pointe Farms (313) 881-8000 Farmington (248) 476-3201 Detroit (313) 442-1003 Farmington Hills (248) 478-2230 Clinton Township (586) 286-4700 Sterling Hts (586) 939-2550 Dearborn Heights (313) 292-1700 Fraser (586) 293-5590 Detroit (313) 833-9850 Grosse Pointe Shores (313) 884-2500 Saint Clair Shores (586) 772-1200 Berklev (248) 543-9338 Hazel Park (248) 543-7303 Clinton Twp (586) 286-8700 Wyandotte (734) 283-4700 Sterling Heights (586) 268-4001 Saint Clair Shores (586) 293-2722 Walled Lake (248) 669-5400







BOWLING CENTER NAME (# of Lanes) LUXURY LANES (16) MADISON PARK BOWL (16) MAYFLOWER LANES (32) **MERCURY LANES (16)** MERRI BOWL LANES (40) NORTH HILL LANES (32) NORWEST LANES (16) NOVI BOWL (40) PLAZA LANES (40) PLUM HOLLOW LANES (24) PREMIER LANES (34) **RECREATION BOWL (8) REGAL LANES (34) RENAISSANCE FAMILY CTR (40) ROOSEVELT LANES (20) ROSEBOWL LANES (48)** SHELBY LANES (24) SHORE LANES (40) **SKORE LANES (48)** STERLING LANES (50) SUMMIT SPORT CENTER (36) SUPER BOWL (60) **TEN PINS OF TRENTON (32) THUNDERBOWL LANES (90) TOTAL SPORTS LANES (20)** TROY LANES (40) TURBO 2-N-1 RESEARCH FACILITY (2) UNIVERSAL LANES (28) VISION LANES (32) WATERFORD LANES (40) WAYNE BOWL & RECREATION (40) WONDERLAND LANES (40) WOODHAVEN CENTER (36) WOODLAND LANES (32)

CITY

PHONE

•	
Ferndale	(248) 544-0530
Madison Heights	(248) 541-9305
Redford	(313) 937-8420
Dearborn	(313) 846-4900
Livonia	(734) 427-2900
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Farmington Hills	(248) 626-2422
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Sterling Hts	(586) 979-5200
Washington	(586) 752-7006
Canton	(734) 459-6070
Trenton	(734) 675-2695
Allen Park	(313) 928-4688
Harrison Township	(586) 463-2000
Troy	(248) 879-8122
Chesterfield	(586) 598-3948
Warren	(586) 751-2828
Westland	(734) 641-8181
Waterford	(248) 366-4778
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Youth Challenge Teams Blue Ribbon Bowling Cherry Hill Lanes North Mayflower Lanes Oak Lanes Adult Challenge Teams Ansara Randy Shank/Lew Ansara Lady Liberty - Billy Parent Airway Lanes AMF Rosebowl Lanes Cherry Hill Lanes North Five Star Lanes Mavflower Lanes MDUSBC Lifetime Merri Bowl Plaza Lanes Skore Lanes Super Bowl Thunderbowl Lanes Vision Lanes Woodland Lanes

Looking to sponsor? Contact Mark Martin at 248.443.2695 ext. 100 or e-mail at mark.martin@mdusbc.com



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