



RCSCW GM Weekly Report

March 28, 2022

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Human Resources

- There was one new employee covid case reported for the week of 03/21/2022.
- **CDC Mask Requirements:** The Centers for Disease Control and Prevention (CDC) announced that we are still listed as "Low Level" for Covid Cases. CDC Information is updated every Thursday. New mask guidance was issued on February 25, 2022. Most of the U.S. population is at low or medium risk for COVID-19, and the agency has given the green light to take off masks. Community Levels can be low, medium, or high and are determined by looking at hospital beds being used, hospital admissions, and the total number of new COVID-19 cases in an area. Maricopa County community level is currently medium; therefore, people may choose to mask at any time. People with symptoms, a positive COVID-19 test, or exposure to someone with COVID-19 should wear a mask. The Recreation Centers of Sun City West (RCSCW) continues to follow the CDC guidelines and at this time, employees and volunteers are no longer required to wear masks indoors. The decision to wear a mask is a personal one, so please respect each individual's choice. Maricopa County levels will be reviewed periodically and if the level increases to high, masks will be mandated indoors once again.
- Plexiglass shields throughout the Rec. Centers are to remain up until further notice
- We currently have 60 open positions to fill, the majority of which are in Golf Maintenance and Facilities Operations. We have lowered the age for employment here at the Rec. Centers from 18 to 16 years old for certain positions (no heavy equipment, driving, etc.) to attract more candidates.

B & F

- Pete and Clif worked with the Auditor on our 990 Filings. We expect to complete these in mid-April. Due date for 990 Filings is in May 2022.
- We continue working on moving American Funds over to Principal. They will manage the funds and take over fiduciary duties. The pros for this move are less liability for the Association, lower cost to maintain and more choices for employee's 401K investment.
- APF Fees are doing well and on track to exceed budget.
- We are finalizing our Property, Casualty and D&O Insurance. Rates are up approximately 13% which is in line with the National Average.
- There will be a Capital and General Operating Budget Presentation at the GB Workshop on April 8th.
- The Capital Presentation is with the GM for review. Looks like it is good to go.

Golf Operations

- **Financials** - For the first 26 days of March 2022
 - Golf – Rounds are up 9% vs. March 2021. (3,600 rounds)
 - Revenue for green fees and cart fees up 10% vs March 2021. (\$123K)
 - All 7 courses continue to be ahead of prior year numbers.
 - Driving Range revenue for March is 15% above prior year.
- **Group Play:** March/April Schedule is going well. Mike Williams is overseeing this component of Golf Ops and has done a great job in scheduling and rotating the 60 weekly groups through the 7 golf courses.
- **Call Center:** Staff answered 7,911 phone calls in February, which is an average of 416 a day. Two days they took over 600 calls and 2 days over 500 calls. Looking at options to schedule Call Center for the weekends for the next golf season.
- **Power BI (Business Intelligence)** – Linda Plastis has worked on putting an overview of the lottery system with Power BI. Not complete with the full overview of the effectiveness of the lottery system, one interesting fact is that the 1:30 p.m. tee time (1st twilight tee time) is one of the most popular tee times. 10:00 a.m. was the 2nd most popular in January.

Golf Course Maintenance/Landscape Management

General Course Maintenance:

- Earlier this month we stocked all the golf course lakes with Fathead minnows which now will help control mosquitos and Midge flies this summer.

Landscape Maintenance:

- Summer flowers scheduled to start going in early next month. Staff removing winter flowers later this month.

Membership

General Info

- Membership employees have started attending IT Training classes. It was well received.
- We have extended the CC&R Clerk application Process to Wednesday, March 30.
- It has been determined that the plexi-glass dividers are to remain installed to help prevent transmission of covid.

Asset Preservation Fees

- For the first 27 days of March there have been 160 APFs collected and 162 Inquiries for 2022 and 147 APFs and 123 Inquiries for 2021.
- Number of tenants for the month: 268
- Golf Cards Sold in Membership: 106 Total last week. 8-Unlimited, 4-Twilight, 33-Kachina, 61-Coyote.

CC&Rs

- Liens recorded: 1
- Liens released: 4
- Certified Collection Letters Mailed: 1
- Turned over to Attorney for Collections: 0
- Current CC&R Violations: 63
- CC&R Cases: 23 New, 7 Closed, 3 Escalated

Facility Maintenance

- With our last new-hire, Facility Maintenance Dept. now has a full crew.
- Sherry Epstein was hired to replace Frank Menaloscino as Kuentz Facility Lead.

Facility Operations

Jack – RHJ, KZ, BD, PR

- All through March 2022 we have \$3.00 special coffee and a pastry. Coffee is our biggest selling item. Come in and enjoy iced tea, hot tea, hot coffee or iced coffee.
- The Snack Bar did over \$4,000 in sales last week. The busiest day was Thursday.
- Umbrella Upgrades and new tables and chairs were installed at RH Johnson Pool. We are waiting on delivery and installation of artificial turf to complete the area.
- We have a new hire, Sherry Epstein. Frank's last day is March 28.
- Continue to look into new efficiencies in Facility Operations and new strategies to keep great workers.

	Pool	Gym	Walking Track	Digital Guest	Total
BRD	2063	1212		94/143/237	3738
KRC	1203	664		4/87/91	1980
PR	2754	1074	762	171/448/619	5238
RHJ	5597	1234		492/1167/1659	8700

Attendance Numbers for 3/20/22 through 3/26/22

Library

- Talking Book Lecture from the Arizona State Library & Public Records on Wednesday, March 30 @ 1:00 p.m. – 2:00 p.m.

Media / I.T.

- In person voting began Monday, 3/28/22 at 8 a.m. and ended at 3:00 p.m. Election results were posted on-line after the polls closed.
- We had ordered a fiber tool back in August to use for fiber installation and it was just received last week.
- TORCH graduation takes place this week on Thursday, March 31, 2022
- We will be working with the vendor for Club Track to explore the possibility of using the software for Club Elections.

Recreation

Clubs:

- Club Events:
 - Working with Liaisons and slide shows for officers meetings
 - Working on bylaw (CR-3) revisions
 - Art Club had their art show and had over 1,000 in attendance
 - Chartered Club Committee Meeting, April 5, 2022

Scheduling/Tours:

2022 March/April Tours

Start Date	Tour	Availability
4/6/2022	Saguaro Lake Wine Cruise w/ Lunch	31
4/8/2022	The Music Man w/ Lunch	34
4/18/2022	Monument Valley & Grand Canyon	21
5/5/22	Tonto Natural Bridge & Fargo's Steak House	20
5/8/22	Mother's Day Brunch and Cruise	47
5/23/22	Yellowstone, Tetons & Jackson Hole	6

Events :

Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
Surprise Pops	April 5	Palm Ridge	2pm	Available Now
April Dance	April 8	Palm Ridge	7pm	SOLD OUT
Easter in the Park	April 16	Beardsley	9am	Available Now
Doo Wop Still Cruising	May 26	Palm Ridge	2pm	Available April 19

Music on the Green for APRIL

6pm at RHJ Great Lawn

- *April 6th – Still Above Ground*
- *April 20th – West of the Blues*

Movies in the Park (Baseball Theme) ALL FREE BRING YOUR CHAIRS – PARTIAL CONCESSIONS AVAILABLE.

- *April 23rd – Money Ball*
- *April 30th – A League of Their Own*
- *May 7th – Field of Dreams*
- *May 14th – The Natural*

Capital Projects Update:

- **Metal Shop Addition** - Project completed 3/17/22. Final walk-through with Club/Staff/General Contractor completed 3/23/22. Certificate of Occupancy received 3/25/22. Club can reopen.
- **RHJ Environmental Services Office:** Masonry stem wall completed; concrete slab pour is in progress. Expect a 5-day curing time.
- **Beardsley Greenhouse:** Prospiant crew completed structural components and equipment installation; General Contractor/trades in progress. Glass panels ordered and we are awaiting shipment.
- **Pebblebrook Trash Enclosure Project:** All fabrication complete; waiting on Paint Vendor. Rain postponed this project.