



RCSCW GM Weekly Report

March 21, 2022

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Human Resources

- There were no new employee covid cases reported for the week of 03/14/2022.
- **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.

Sports Pavilion

- Weekend Operating Hours for the Lizard Acres Pub are 3 pm on Saturday and Sunday. Closing time remains 10:00 pm.
- For the month of March, Sports Pavilion Statistics for 2022 vs. 2021 are as follows:
 - League Revenue up 78%
 - Open Play Revenue up 28%
 - Bowling Revenue up 59%
 - Gross Revenue up 63%
 - Tournament for Sunday is full.

B & F

- Great Plains software was updated Wednesday, 3/16. The update went well with only minor bugs to work out.
- 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.
- Our Insurance Broker, Hayes Co., will be at tomorrow's B&F Meeting (3/22/22) to discuss renewal of our Property and Casualty Insurance coverage. Staff has a meeting with Hayes on Wednesday for further negotiation.
- We continue adding Association contracts into our ContractSafe software program.

Golf Operations

- **Financials** - For the first 19 days of March 2022
 - Golf – Rounds are up 8% vs. March 2021.
 - Revenue for green fees and cart fees up 10% vs March 2021
 - All 7 courses are up in both rounds and revenue
 - Golf Lesson revenue with staff members is up 30% over 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:

- Last week we stocked all the golf course lakes with Fathead minnows. The minnow will help control mosquitos and Midge flies.
- Reminder – Grandview project forums are scheduled for today, Monday 3/21 and Wednesday 3/23. Both forums are scheduled at the Johnson Lecture Hall from 1 – 3 p.m.

Landscape Maintenance:

- Weed Control – Staff will continue to spray and remove weeds as needed.
- Todd meeting with the County and the PRIDES to discuss maintenance responsibilities in Sun City West.
- Summer flowers scheduled to start going in early next month. Staff removing winter flowers later this month.

Membership

General Info

- Trespass Arrest Authorization: All Rec. Centers of SCW Campuses have been registered with Maricopa County Sheriff's Office (MCSO) for trespassing vagrancy at all locations. This will result in an arrest in situations with a 2nd offense.

Asset Preservation Fees

- For the first 20 days of March there have been 131 APFs collected and 162 Inquiries for 2022 and 103 APFs and 111 Inquiries for 2021.
- Number of tenants for the month: 238
- Golf Cards Sold in Membership: 82 Total last week. 6-Unlimited, 4-Twilight, 27-Kachina, 45-Coyote.

CC&Rs

- Liens recorded: 4
- Liens released: 6
- Certified Collection Letters Mailed: 1
- Turned over to Attorney for Collections: 1
- Current CC&R Violations: 42
- CC&R Cases: 12 New, 8 Closed, 4 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 Snackbar 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.

Library

- We had a good turnout for Author Book Talk by J. A. Jance. Over 100 people showed up for this event. Thank you to Palm Ridge Center staff and Johnson Smith for helping set up this event.
- Installed new touchscreen computers for the Information Center and Catalog machines. We are testing out three new touchscreen computers in the Data Resource Center.
- New Bylaws have been generated by the Friends of the Library Chartered Club.

Media / I.T.

- Early (on-line) voting began Monday, 3/21/22 at 8 a.m. through Thursday and ends 3 p.m. March 24.
- Recently, press releases went out on the Master Plan meeting, Grandview Irrigation Project public meetings, the Budget Forums and the grant the Broadcast Club received from Desert Diamond Casinos, which funded new computers at the Library's Data Resource Center.
- As a reminder, on March 24, Session 6 of TORCH includes representatives from other SCW Organizations including the Pose, SCW Foundation, Northwest Valley Connect, Benevilla, Sun Health, Community Fund and SCW Alliance of Business.
- We are still having issues with automatic email responses being sent, the latest being the Portal Ticketing System. We continue checking into this problem.
- IT staff is prepped and assisting the Election Committee with the March 28 Election. The vendor is set and ready to go with online voting March 21-24, and In-Person Voting scheduled for Monday, March 28 from 10 a.m. to 3 p.m.
- We are installing more Club Track Hardware at some of the Clubs.
- Staff will be taking a look at our credit card procedures to ensure they are uniformly applied across all departments.
- The new SCW Clubs website is up and looks good. Received several compliments.

Recreation

Clubs:

- Club Events:
 - Working with Liasons and slide shows for officer's meetings
 - Working on bylaw (CR-3) revisions

Scheduling/Tours:

2022 March/April Tours

Start Date	Tour	Availability
3/23/2022	SE AZ w/Tombstone etc.	0
3/24/2022	Verde Canyon RR	10
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

Events :

Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
April Dance	April 8	Palm Ridge	7pm	SOLD OUT
Easter in the Park	April 16	Beardsley	9am	Available Now

Music on the Green for APRIL

6pm at RHJ Great Lawn

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

New Event Planner – Karen Ashby

New Event Specialist – Marysol (Sunny) Ortiz Starts Monday March 21

Capital Projects Update:

- **Metal Shop Addition** - All Maricopa County Final Inspections have passed; Final Walk-Through with Club Leadership, Key Staff and General Contractor scheduled for Wednesday, March 23rd. A Punch List is in progress for completion by vendor. Waiting on Certificate of Occupancy from Maricopa County to allow for the re-opening schedule.
- **RHJ Environmental Services Office:** Footings completed 3/18/22' Masonry foundation and stem walls in progress.
- **Beardsley Greenhouse:** Greenhouse frame and County frame inspections complete; Prosplant crew in process of installing support system and internal equipment.
- **Pebblebrook Trash Enclosure Project:** All fabrication complete; waiting on Paint Vendor.