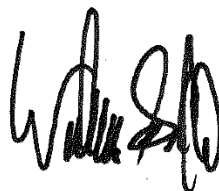


# Recreation Centers Of Sun City West, Inc.

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## INTER-OFFICE MEMORANDUM:

**Date:** July 13, 2020  
**To:** RCSCW Governing Board  
**From:** William Schwind, General Manager  
**Subject:** Weekly Activity Report – July 13, 2020



### Facility Projects: (Karl)

#### **Kuentz:**

1. **Parking Lot:** Walkways and Curbing are all in progress and on schedule.
2. **Craft Room Addition:** Framing, Trusses, Masonry Walls are in progress and on schedule.
3. **Courtyard Renovation:** Concrete Benches, Planter Box Forms and concrete pour are in progress and on schedule.
4. **Spa Room Remodel:** Flooring is in progress and on schedule.
5. **Men's/Women's Shower Renovation:** Framing is complete application of Duraroc is in progress and is on schedule.
6. **Storage Room Addition:** Framing and Trusses are in progress and on schedule.
7. **Kuentz Directional Signage:** Project was completed 7/6/20.

#### **R. H. Johnson:**

8. **RHJ Large Dog Park:** Grading is now in progress.
9. **RHJ Memo's Café Gas Line:** The Gas Line Project began on July 6 and will last approximately 4 weeks. The Sleeving, Gas Line and Electrical Modifications are complete; Gas Riser, Equipment installation and Fire Suppression modification are in progress.
10. **RHJ Sports Pavilion North Entry Flooring Replacement:** This project was completed on July 6, 2020.

**Beardsley:**

11. **Beardsley Arts & Crafts Roof Restoration:** The Project began on July 6 and is in progress and on schedule.

**Facility Maintenance: (Russ)**

12. On Saturday, Facility Maintenance personnel changed out three Card Room A/C's at Beardsley; B24, B25 and B26.

**Recreation: (David)**

13. Due to the spike in corona virus positives in AZ and our current backlog of sanitizing supplies, we will delay the reopening of Beardsley Pool until the situation improves.

You can check the following link to see latest on facility reopening dates and times.

[https://suncitywest.com/wp-content/uploads/2020/06/Rec-Center-Club-Reopening\\_6\\_3\\_20.pdf](https://suncitywest.com/wp-content/uploads/2020/06/Rec-Center-Club-Reopening_6_3_20.pdf). All items on this list are subject to change.

14. Due to the Governor's most recent orders, all indoor Pools, Fitness Rooms, Table Tennis, Racquet Ball and indoor walking track facilities have been closed through July 27. Those coming to the outdoor pools are following the Governor's Executive Orders for the most part. Traffic at the pools continues to increase. 480 to 500 at RHJ Outdoor Pool and about 100 at Palm Ridge. Staff will continue headcounts to be sure we follow social distancing rules. Attendees seem to be making the best of the situation.

15. The Bid Request for Kuentz Fitness Room Equipment will be completed by 7/20.

16. The new Hand Sanitizer Stations have been put up throughout the facilities for Member use.

**Recreation Activities/CC&Rs: (Riley)**

**CC&Rs**

17. Due to the closure of the Rec. Centers, all CC&R complaints should be sent in by email (located on the main page of our website ([www.suncitywest.com](http://www.suncitywest.com)) or by telephone at 623-544-6661. CC&Rs investigators are working on 92 current violations as of 07/13/20.

18. We've had numerous complaints over the last few weeks regarding political signage. We are receiving assistance from the County Code Violation Department.

19. Weeds and palm tree trimming complaints are on the rise, specifically ones on RCSCW Property.

20. We cleaned up numerous road hazard issues by removal or cure.

21. HUD homes are causing problems. As reverse mortgage homes are returned to HUD they are basically left there with no maintenance/upkeep until the property is bought and transferred to a new owner which sometimes takes many months and up to a year.

### **Chartered Clubs:**

22. We are just finishing up Publishing and collating 150 revised copies of RR&P Booklets.
23. We are working with Clubs Bylaw changes to coincide with the new RR&Ps.
24. Some Clubs are reducing hours and others are postponing classes for the month of July.

### **Tours and Scheduling:**

25. Mona and Jan are working on finalizing the 2021 Room Schedule.
26. We will begin scheduling space for Club Socials.
27. We will be finalizing and filing the 2020 Rental Reconciliation Report.

### **Village Store**

28. The Village Store reopened on June 15 from 9 a.m. to 1 p.m. Monday through Friday. Village Store Management are taking in new merchandise from the Clubs limited to a maximum of 3 items per week and rotating out the older items. Sales are good at this time.
29. Due to Corona Virus and the need for social distancing, we will allow 6 to 8 people in the Village Store at any one time.
30. We have cancelled the Fall Arts and Crafts Fair originally scheduled for November 2020 and look forward to the Fair in the Spring.
31. We are taking a “wait and see” approach as far as the hours of operation on opening day at the Village Store in September.

### **Sports Pavilion:**

32. Business at the Sports Pavilion is 60% down when compared to the same time period for last year. There are times that very few people are in attendance at the Sports Pavilion.
33. We remain concerned about being able to hold the Fall League due to Corona Virus. We are holding meetings to discuss the issues and to try and come up with some type of plan for Fall Leagues.

### **General Services:**

34. For the most up-to-date information on the Covid-19 virus, please visit our website at <https://suncitywest.com/covid19/>. As of this morning (7-6-20) there were 3,352 positive cases of Corona Virus and 1 death. 155 of those cases were in Sun City West.

35. We are all set to hold the Governing Board Training sessions this week remotely.
36. Staff should let IT know if they have any additional needs for Audio/Visual equipment to assist in conducting business remotely during the shutdown.
37. We are working on the date for data migration to the new credit card server.
38. The IT Department would like to encourage Staff to make IT aware of any and all personnel changes in their departments as this affects email addresses, phone numbers, access to software and hardware, etc. which requires action on IT's part.
39. The Online Portal will be ready to be integrated and tested in August. The new credit card machines will be here between August and September. These new machines will have the latest technology, allowing them to fully work with the new Portal.
40. While certain employees will be working from home they have an option for IT to set up their phone voice mail messages to come up as email messages sent directly to their email accounts.
41. Martin from IT is interested in receiving photos from staff that are taken in the course of their day that might be of community interest for our Face Book Page.
42. Just a reminder to all that Maricopa County elections people will be at the Social Hall from July 29 through August 4 for the Primary Election and again from Wed., Oct. 28 through Election Day on Tuesday, Nov. 3.

**RHJ Library:**

43. The Hours of Operation for the Library went back to normal hours Tuesday through Saturday, 9 a.m. to 4 p.m. using "Grab and Go" to try and keep the number of people in the Library as low as possible at any given time.
44. The Library has had the highest one-day attendance since reopening with over 300 patrons on July 7 and just over 1,000 patrons for the week of July 7 through July 11.
45. The number of patrons using the Library in June of 2020 was 4,159 which was down 56% from June of 2019.
46. Currently, the number of volunteers at the Library is lower than usual.
47. The second in charge at the Library is Assistant Librarian Audrey Ellis. Audrey can be reached at her office on 544-6164.
48. Facility Maintenance personnel are checking the air conditioning units at the Library that serve the Office and Data Resource Center area. One of the units was empty of freon and staff are doing leak checks.
49. Two Hand Sanitizer Stations were placed at the two entrances to the Library.

50. We are in the process of conducting interviews for the open Library Facilities Assistant position.

51. The Friends of the Library have started selling DVDs as well as paperback books and sales have picked up.

### **Financial Services:**

52. For the month of July 2020 we had 49 APF's with 4 refunds for a total of 45 for the month. There were 115 APF's collected for the entire month July of 2019.

53. Accounting Staff is working diligently to close out FY 19/20. We had a \$7.4 million Capital Budget last year and \$1.8 million in deferred projects and this year's Capital Budget (FY20/21) is at \$5.9 million. The new Budget Year started July 1, 2020.

54. Our annual audit begins on July 21, 2020. We will be using an Audit Portal to conduct most of our business online. The auditor will only need to be here at the Rec. Centers for one day. We will make arrangements to accommodate them.

55. We continue assessing Security Issues regarding meetings, membership entrance doors and other events out of concern for the safety and security of those who work at and visit Association property.

### **Membership:**

56. The Member Services Office is now open Monday through Friday from 8:00 a.m. to 2:30 p.m. should you need to come in for assistance. You can also continue to pay your dues online or call 623-544-6100 to pay by phone. Member credit can be purchased at any of our open Golf Course Pro Shops or from Member Services during their normal hours. If you have any questions you are welcome to contact us by email as well at [membership@suncitywest.com](mailto:membership@suncitywest.com).

57. Membership personnel are talking to members who come in to conduct business to remind them that much of what they are there to do in person at the Rec. Centers Member Services Office can be done by phone or online. We've found this applies to at least 60% of those coming into the office. This would not only save them time and the need to travel but would keep the number of people waiting up front to a minimum.

### **Events Planning:**

58. *Sixties Mania* comes to Sun City West on November 5, 2020 at 7 p.m. at Beardsley Park. Tickets are available now.

59. *HIFI* performs at Beardsley Park on November 6, 2020 at 7 p.m. Tickets are available now.

60. The "Welcome Back/Halloween Dance at Beardsley Park is scheduled for October 30. Tickets are \$10. The plan is to use one Gazebo to sell pre-packaged concessions and the other Gazeobos as space for dancing.

61. We have closed all sales to 2021 Top Hat and Cruise Ship Series tickets to allow for more room between the seats. If the virus numbers subside and we no longer have to worry about distancing, we can always open back up for individual ticket sales on these events.

62. Our Movies in the Park are scheduled for October 4, 11 and 18 and are limited to 500 people. Tickets are free but you must have a ticket to attend. Our Concerts in the Park are scheduled for Oct. 3, 10 and 17. Tickets are \$5 and attendance is limited to 1,000.

63. We've had 279 viewing locations for our Summer Streaming Concerts the majority in Arizona but many out of state and a couple out of the country. These concerts go through August 31, 2020.

### **Human Resources:**

64. With the assistance of Department Managers, HR Manager Marie Mrowczynski developed a spread sheet listing the schedule of employees indicating when they are working from home. The purpose of this was to limit the number of employees working in close proximity in their offices and have them work from home where it does not impact the daily operation of their departments.

### **Golf Operations:**

65. Revenue numbers for the first 11 days of July; Green Fees and Cart Fees were 20% ahead of prior year. A big part of this is the rate increase for green fees which started on July 1. Rounds of golf for the same time-period are 18% ahead of last year's numbers. Green Fee and Cart Fee revenues totaled over \$74,000.

66. Golf Policies – We require face masks for our staff but not for golfers as long as they are distancing. One rider per cart is still in effect. The only exception is if the two people in the cart live in the same household. The six-foot separation throughout the round of golf needs to be complied with. There is no congregating on golf course property at this time.

67. Green Team – The Team started up again on Saturday, July 11 at Echo Mesa Golf Course. 40 players signed up to play this past Saturday. Two FREE one-hour lessons were offered, hosted by our PGA professionals. These lessons were full with a couple of students on the waiting list. Irons was the subject of one clinic, and putting was the other. 44 have signed up for next week's Green Team play and the next lessons are available on July 25 – Metal Woods and Chipping are the topics of the clinics

68. Golf Lab – We are meeting with Dave Arend this week to finalize the Agreement. We are looking forward to moving on and getting this component of Golf Operations in place and up and running.

69. Lost and Found Project – On July 15 through 17 we will host a Reconnect Party at Pebblebrook Golf Course for those golfers who lost a club over the past 4 years. Advertising has been sent out via email and social media. Our goal is to give golfers a chance to “find” their lost clubs. On Friday, we will open it up to the selling of these clubs for a small fee. All fees collected will be donated to a local charity and the remaining clubs will be given to the Green Team or First Swing.

70. We are looking to modify how our Group Play is administered. Changes will include size and guest policy. We are wanting to take advantage of the lottery improvements that Total E has implemented over the past year.

71. USchedule Software – Golf Ops Manger Pat O’Hara has sent all the lesson descriptions to Diana Starbuck in IT for implementation and he asked that she let Golf Ops know if there is any other information we need to provide.

**Environmental Services:**

72. **Golf Course Maintenance**

Project Updates:

- Rebar for the Shoreline Project at Pebblebrook will go in this week. Concrete for the footer is scheduled to be poured next week.
- The Staff at Desert Trails will be installing drainage in the bunkers this week. Sand is scheduled to start going in around the first part of August.
- Grandview Golf Course is closed and reopened on Tuesday, 7-14. Echo Mesa Golf Course Closes on Thursday, 7-16 for greens aerification and will reopen the following Tuesday, 7-12.
- Palm Tree Trimming Update: The trimmers will be at Pebblebrook Golf Course and Grandview this week.
- Last week we stocked the lakes with mosquito fish. A total of 47,000 fish were added to golf course lakes. This is an annual practice that helps with the control of mosquito outbreaks that we normally see during monsoon season.
- Water Usage Report: Year to date we are 358 Acre Feet (A/F) under budget and used 593 A/F less this year that we did last year during the same time period. With the above-average temperatures and no sign of the monsoon, most of these savings could be erased this month.

**Golf Course Staffing Update:** Golf Maintenance is currently 23 employees down this week.

73. **Landscape Maintenance:**

- We continue to trim palm trees throughout the four facilities. We have them trimmed once per year due to the cost. It is necessary to use different vendors to complete the annual trimming as close to on time as possible as there are just over 3,000 palm trees to take care of and giving the job to one vendor would push out the project completion date to much later in the season which would not be acceptable.
- The Palm Tree Crew will be back out this week to finish around the RHJ Miniature Golf Course, the Men’s Club and the ARC Building.

74. **Management:**

Other Items discussed:

- Master Plan
- Liens/Foreclosures
- Water Issues/ADWR
- Club Funding Requirements/Facility Enhancements
- Future Workshop Items: GB Training, Budget Process, Master Plan

## Upcoming Events

### Summer Streaming Concerts

**Only Individual Shows available**

Group	Dates of Streaming	Duration	Cost
The Arizona Wildflowers	June 9 – August 31	60 Minutes	\$5
SwingTime	July 14 – July 20	60 Minutes	\$5
T.A Burrows Bandstand	Aug 24 – Aug 31	60 Minutes	\$5

**Vist [www.scwconcerts.com](http://www.scwconcerts.com)**

**to create a login and stream at the comfort of your home!**

### Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
TOP HAT 3pm	2021 Series	Palm Ridge	3pm	Available NOW
TOP HAT 7pm	2021 Series	Palm Ridge	7pm	SOLD OUT
CRUISE SHIP RENEWALS	2021 Series	Palm Ridge	7pm	SOLD OUT
Sixties Mania	November 5, 2020	Beardsley	7pm	Available NOW
HIFI	November 6, 2020	Beardsley	7pm	Available NOW

**WE have closed all sales for Top Hat and Cruise Ship to allow more room between seats! If the virus subsides we can always open back up for individual ticket sales for these events 😊**



# Ticket Sales July 13, 2020

## Summer Streaming Concerts

Show	Dates of Streaming	Sold	Cost
Season Pass - <i>Expired</i>	June 9 – August 31	98	\$20
Duende - <i>Expired</i>	June 9 – June 15	257	FREE
The Wildflowers	June 9 – August 31	12	\$5
Band of Brothers - <i>Expired</i>	June 16 – June 22	8	\$5
Gordon Lightfoot Tribute - <i>Expired</i>	June 23 – June 30	16	\$5
Arizona Trio/Band of Brothers- <i>Expired</i>	July 4 – July 10	177	FREE
SwingTime	July 14 – July 20	11	\$5
T.A. Burrows	Aug 24 – Aug 31	10	\$5

## Viewings by locations for last week

Arizona – 229  
 California – 14  
 Ontario – 9  
 Washington – 8  
 Pennsylvania – 7  
 New York – 6  
 Andalusia – 6  
**Total - 279**

Show	Location	Tickets Sold	%	Date of Event
FALL FEST - Sixties Mania	Beardsley	624	30%	11/58/2020
FALL FEST – HIFI	Beardsley	583	28%	11/6/2020

## **Subscriptions**

2021 Cruise Ship Subscriptions 7PM	Palm Ridge	598	100%	2021
2021 Top Hat Subscriptions 3PM	Palm Ridge	457	76%	2021
2021 Top Hat Subscriptions 7PM	Palm Ridge	679	100%	2021