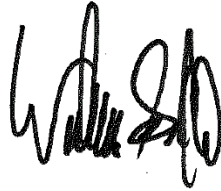


# Recreation Centers Of Sun City West, Inc.

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## INTER-OFFICE MEMORANDUM:

**Date:** July 20, 2020  
**To:** RCSCW Governing Board  
**From:** William Schwind, General Manager  
**Subject:** Weekly Activity Report – July 20, 2020



### Facility Projects: (Karl)

#### **Kuentz:**

1. **Parking Lot:** Walkways and Curbing are all in progress and on schedule.
2. **Craft Room Addition:** Masonry and Roof Trusses are complete. Framing is 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:** Plumbing, Shower Pan Liners, and Durarock is in progress and on schedule.
6. **Storage Room Addition:** Framing and Trusses are in progress and on schedule.

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

7. **RHJ Large Dog Park:** Grading, Drainage and Masonry are in progress.
8. **RHJ Memo's Café Gas Line:** Gas Riser and the Alarm System Modification are in progress.

#### **Beardsley:**

9. **Beardsley Arts & Crafts Roof Restoration:** The Roof Restoration Project is now in progress and on schedule.

### **Facility Maintenance: (Russ)**

10. Facility Maintenance personnel continue work on repair and maintenance of Facility HVAC Systems.

### **Recreation: (David)**

11. Due to the spike in corona virus positives in AZ, the impact on staffing, the Governor's latest Executive Order and our current backlog of sanitizing supplies, we continue to delay the reopening of our indoor pool at Beardsley until the situation improves.

You can check the following link to see latest on facility reopening dates and times. Check <https://suncitywest.com/covid19/>. All items on the list are subject to change.

12. 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. We've been monitoring traffic at the pools which continues to hold steady: 480 to 500 at RHJ Outdoor Pool and about 100 to 110 at Palm Ridge. Staff will continue headcounts to be sure we follow social distancing rules. Attendees continue to make the best of the situation.

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

#### **CC&Rs**

13. 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 89current violations as of 07/20/20.

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

15. Underage Violation complaints are on the rise. We are addressing these. We successfully removed a group of 20-something people occupying a rental in Sun City West.

16. Weeds and palm tree trimming complaints continue to rise. Several Palm Tree Trimming companies have had staffing problems due to COVID-19

17. HUD homes continue causing problems. Reverse mortgage homes that are returned to HUD are up and 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:**

18. We are seeing more clubs reduce their hours.

19. Chartered Clubs with outdated Bylaws are being contacted and being advised to begin reviewing them for revision.

20. Last week we have another Club report a COVID-19 case which is being addressed.

### **Tours and Scheduling:**

21. Mona and Jan continue to finalize the 2021 Room Schedule.

22. Tours is now taking reservations for Fall trips.

23. Mona and Jan are working on CR-6 Forms and will be making appointments with Club presidents for their review starting next week.

### **Village Store**

24. 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.

25. 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. Making masks mandatory for indoor facility locations along with increased facility sanitization gives employees as well as members an increased feeling of safety and security.

26. We have cancelled the Fall Arts and Crafts Fair originally scheduled for November 2020 and look forward to the Fair in the Spring.

27. 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:**

28. Business at the Sports Pavilion remains 60% down in revenue when compared to the same time period for last year.

29. We remain concerned about being able to hold the Fall League due to Corona Virus. We held a meeting last week to discuss Fall League issues offering proposals on how we might move forward with the League but we had mixed reaction at best and anticipate losing 30 to 40% of our league play. We may have to consider cancelling bowling leagues until January 2021.

### **General Services:**

30. 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 (7-20-20) there were 1,559 additional positive cases of Corona Virus (231 of those in Sun City West) and 23 deaths.

31. Staff should let IT know if they have any additional needs for Audio/Visual equipment to assist in conducting business remotely during the shutdown.
32. We are looking at dates to schedule the installation of the new credit card server. This will affect any point of sale system that takes credit cards as during installation you will not be able to process credit card transactions. We will attempt to schedule this during an afternoon.
33. The IT Department continues 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.
34. The Online Portal is in the process of being tested and we expect it will take another month to complete. 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.
35. A Transportation Forum Meeting to gather public input on the needs and wants for transportation in Arizona cities will be held in the next couple of months. Watch for more details on this in the September issue of the Rec. Center News.
36. 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.
37. 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:**

38. We are reducing the hours of operation for the Library. Beginning July 28 the Library will be open Tuesdays through Saturdays from 9 a.m. to 2 p.m. Curbside pickup is still being offered for those not wanting to come into the Library.
39. The second in charge at the Library is Assistant Librarian Audrey Ellis. Audrey can be reached at her office on 544-6164.
40. We continue to go through the interview process for the open Library Facilities Assistant position.

**Member Services:**

41. 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).

42. Of the 147 Visitors that came to conduct business at the Member Services Office last week, only 41 really needed to personally visit the office to get their concerns taken care of. The other 106 visitors could have conducted their business by telephone or online. We are making efforts to inform our Membership of this.

43. For the month of July 2020 we had 74 APF's with 4 refunds for a total of \$245,000 with 10 business days left in the month of July. There were 115 APF's collected for the entire month of July in 2019.

44. The Late Fee Module was turned back on as of July 15<sup>th</sup> which will automatically begin assessing late fees for those accounts not paid up to date.

45. Vikki is working on removing expired tenants from our data base. This is a very time-consuming, intense manual process as it is not automated.

46. We have a meeting scheduled this week to work on clearing up flagged and delinquent accounts. We also plan to start working with a "people finder" software in conjunction with the CC&R Dept. to clear up not only property landscaping issues but to also contact owners who are in arrears.

47. Thanks to Facility Maintenance and Facility Operations, Russ and David, for keeping up with all the changes requested for personal protective equipment and signage due to Covid virus. It is appreciated.

#### **Financial Services:**

48. Accounting Staff has not completely closed out the book on FY 19/20 just yet. We received information late from one of our large volume vendors due to a Covid death at their facility which held up completion of the report.

49. Budget spreads for the new fiscal year are being worked on by Accounting for all departments.

50. Our annual audit began 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.

51. 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.

#### **Events Planning:**

52. We are continually assessing the ability to hold the different events we have scheduled due to Corona Virus.

53. *Sixties Mania* comes to Sun City West on November 5, 2020 at 7 p.m. at Beardsley Park. Tickets are available. We have only sold 30% of available tickets as of this date.

54. *HIFI* performs at Beardsley Park on November 6, 2020 at 7 p.m. Tickets are available. We have only sold 28% of available tickets as of this date.

55. 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.

56. 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.

57. 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.

58. We’ve had 391 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:**

59. 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 together in close proximity in their offices and have them work from home where it does not impact the daily operation of their departments

60. As a precaution, HR has instructed employees to take their temperatures each morning after arriving at work and initial off that the reading is below 100.4 degrees. If the reading is higher than that they are instructed to contact the HR Department or their supervision. This should be done until the end of the month

### **Golf Operations:**

61. Revenue numbers for the first 18 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 \$113,000.

62. 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.

63. Green Team – The next free lessons are available on July 25. Metal woods and chipping are the topics of the clinics. Clinics will be limited to the first 6 students to sign up through Golf Operations.

64. Golf Lab – We have completed the draft of the new Golf Lab Agreement. The draft is currently under final review. We are looking forward to moving on and getting this component of Golf Operations in place and up and running.

65. Lost and Found Project – This event was hosted on July 15 through 17 at Pebblebrook Golf Course for those golfers who lost a club over the past 4 years. Advertising was sent out via email and social media. Our goal was to give golfers a chance to “find” their lost clubs. On Friday, we opened it up to sell these clubs, to anyone interested, for a small fee. We collected \$500 which will be donated to the SCW Meals on Wheels Program.

66. 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.

### **Environmental Services:**

#### **67. Golf Course Maintenance**

Project Updates:

- Hardscape/Shoreline Project on #18 PB – Concrete for the footer will be poured Tuesday and Wednesday of this week.
- The Bunker Project at Desert Trails – Staff will continue working on shaping and contouring this week.
- Trail Ridge Golf Course will close this Thursday, 7-23 for greens aerification and reopen on Tuesday, 7-28.
- Palm Tree Trimming Update: The trimmers will be at Grandview Golf Course this week.
- Due to staffing shortage at Echo Mesa Golf Course due to COVID-19 issues and a scheduled surgery, we will be closing the course down Sunday, 7-26 and reopen on Monday, 8-17 (3 weeks). This will give the crew time to catch up on some much-needed maintenance that we currently can't accomplish.

**Golf Course Staffing Update:** Golf Maintenance/Landscape staff is down 25% as of this week.

#### **68. 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.
- Trimmers will be back out to finish the R.H. Johnson Rec. Center this week. The palms along the walls on the side of R.H. Johnson Blvd. are scheduled for next week.

69. **Management:**

Other Items discussed:

- Master Plan Discussion
- 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 – August 10	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 this subsided we can always open back up for individual sales 😊**



# Ticket Sales July 20, 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	13	\$5
T.A. Burrows	Aug 24 – Aug 31	11	\$5

### Viewings by locations for last week

Arizona – 331  
 California – 14  
 Wisconsin - 10  
 Washington – 10  
 Pennsylvania – 7  
 New York – 10  
 Ontario - 9  
**Total - 391**

Show	Location	Tickets Sold	%	Date of Event
FALL FEST - Sixties Mania	Beardsley	622	30%	11/5/2020
FALL FEST – HIFI	Beardsley	581	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