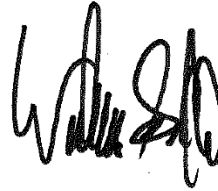


Recreation Centers Of Sun City West, Inc.

INTER-OFFICE MEMORANDUM:

Date: August 10, 2020
To: RCSCW Governing Board
From: William Schwind, General Manager
Subject: Weekly Activity Report – August 10, 2020



Facility Projects: (Karl)

Kuentz:

1. **Parking Lot Addition:** Final Concrete pour and landscaping are in progress and on schedule.
2. **Craft Room Addition:** Stucco, Structural Steel Roof supports, Final Roof Sheathing are in progress and on schedule. As for the interior work, Rough Electrical and HVAC system are in progress and on schedule.
3. **Courtyard Renovation:** We started preparation work for the Pavers, and Irrigation System. Decorative Iron work is in fabrication. Installation of the Gas Heaters is in progress and on schedule.
4. **Locker Room - Men's/Women's Shower Renovation:** Tile work is still in progress. We are on hold as we wait for some backordered tile, however, this project is still on schedule.
5. **Storage Room Addition:** Stucco Work and the Sprinkler System are in progress and on schedule.

R. H. Johnson:

6. **RHJ Large Dog Park Renovation:** Concrete work, Grading, Drainage and Masonry Walls are all in progress.
7. **RHJ Memo's Café Gas Line:** The alarm system modification is in progress; Overall Project is complete. Final Inspection will take place after alarm work is complete.

Beardsley:

8. **Beardsley Arts & Crafts Flat Roof Restoration:** The Roof Restoration Project is in progress and on schedule. We hope to have this project completed this week.

Upcoming Project Start Dates:

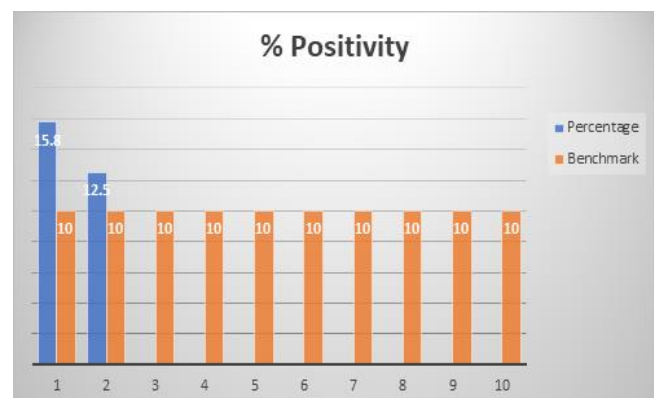
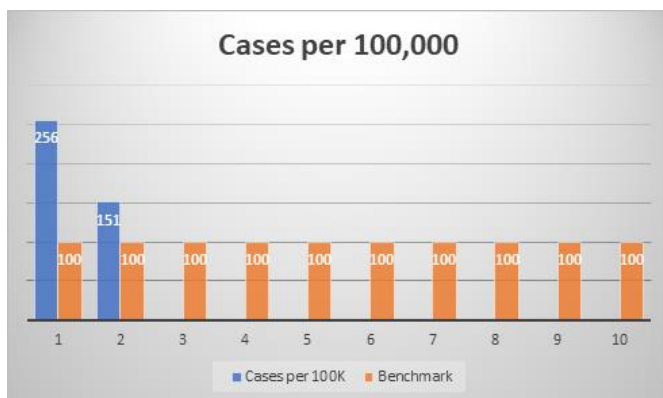
- Pebblebrook Driving Range Electrical – August 17
- Palm Ridge Activity Center Hallway Carpet Replacement – August 17
- Palm Ridge Summit Hall Hardwood Floors Screen & Seal – August 20
- Beardsley Staff Office/Photography Club/Sagebrush Room Flooring Replacement – August 24

Facility Maintenance: (Russ)

9. Facility Maintenance Staff are tearing out the Monitor’s Booth at Kuentz to move the booth nearer to the entrance door and create needed office space for staff.
10. We believe the mesh installed to deter the woodpeckers at Palm Ridge is working. Time will tell.
11. We have filled the last Facility Maintenance vacancy for a Tech. 1. The selected candidate starts in September.

Recreation: (David)

12. The Arizona Department of Health Services has issued reopening “Requirements for Indoor Gyms and Fitness Clubs/Centers”. In this document it is stated that we must meet the designated thresholds established by the CDC for “community spread levels” for a period of 2 weeks (14 days) before we can reopen. The Charts below depict where the Rec. Centers currently stands in meeting the benchmark for Current COVID Cases and Percent of Positivity. This chart will be updated each Thursday when AZDHS provides the new numbers.



Once reopened, in all circumstances, all precautions outlined must be adhered to by staff and anyone utilizing the facility. Masks will still be required in common areas where distancing might not be possible, as we must still enforce physical distancing (6 ft.) and limit capacity in indoor facilities as prescribed.

Prior to reopening, Management will be required to submit an Official Reopening Attestation Form to the Arizona Department of Health Services for all our Indoor Gyms and Fitness Clubs/Centers for their approval. We must demonstrate we have met all requirements for reopening on the attestation form and it must be approved by ADHS. We are currently working on this process.

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.

13. The Golf Cart that was stolen from Beardsley last week was located in Surprise and returned to us. It seems to be in good shape. Two vending machines at the Facility were also vandalized and the money taken. We have no information on a suspect at the present time.

Recreation Activities/CC&Rs: (Riley)

CC&Rs

14. 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) or by telephone at 623-544-6661.

15. CC&Rs Investigators are doing a very good job. Current Open violations have dropped to 60 as of this past Monday.

16. We are working on getting a new CC&R vehicle as the old one is in a constant state of needing repair.

17. We are scheduling interviews for the CC&R Clerk next week.

Chartered Clubs:

18. This past weekend two clubs reported confirmed cases of COVID cases that have resulted in hospitalization. Please visit this link for the latest in Club Closures and Openings. <https://suncitywest.com/covid19/>

19. Staff has cancelled the Annual Officer's Meeting this year. We are creating a Power Point Presentation that we will be sending out to Club Officers for self-training.

20. Staff is working with Chartered Club Committee Chair Donna Maloney to create an outline for the Committee to enable the Club to conduct virtual meetings and to streamline disciplinary actions.

21. Staff will continue to update the Club List as to their open or closed status.

Tours and Scheduling:

22. The Tours and Scheduling Dept. is reviewing Club Room Schedules as well as upcoming meetings for possible cancellation.

Village Store

23. The Village Store current hours of operation are from 9 a.m. to 1 p.m. Monday through Friday. These hours will continue into September.

24. Due to Corona Virus and the need for social distancing, we currently 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.

25. Club sales through the Village Store have been a little slow due to club room closures.

Sports Pavilion:

26. We are over 700 bowlers down (33%) for league play which starts on 9-14-20. We will try and offer more open play, specials and tournaments to make up some of the losses.

27. We've been having trouble with the scoring software which has affected lane equipment on 8 lanes. We've contacted Brunswick who will attempt to locate the parts to repair the problem. We expect these lanes to be down for approximately 2 weeks. We had deferred the software changeout project from this years budget to the next budget (FY 21/22) April 2021.

28. Fall Operating Hours at the Sports Pavilion will be Monday through Saturday, 8 a.m. to 9 p.m. and Sunday, 8 a.m. to 8 p.m. We will be closed for Labor Day, 9-7-20.

General Services:

29. For the most up-to-date information on the Covid-19 virus, please visit our website at <https://suncitywest.com/covid19/>.

30. Staff should continue to let IT know if they have any additional needs for Audio/Visual equipment to assist in conducting business remotely during the shutdown.

31. 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.

32. The Northwest Valley Sun Cities Transit Study Public Meeting will be holding a virtual public meeting on September 10 from 2:30 through 3:30. Check out their web site at valleymetro.org/northwestvalley for information on how to register and join the meeting.

33. Staff is reminded that if they have any planned interaction with or response going to the media, they should go through Katy O'Grady first before moving forward.

34. We'd also like to remind staff that Business Cards can be ordered by Department Managers/Suervisors through the help desk online. You must provide the proper Account Number when placing the order.

RHJ Library:

35. We have reduced the hours of operation for the Library. Library hours are now Tuesdays through Saturday from 9 a.m. to 2 p.m. the week before the time change Jul 21 – 25) 1,078 people came into the library and the DRC. The first week of the time change (July 28 – Aug. 1) 1,024 people were in attendance and on August 4 through the 8 1,074 people attended. We continue to work on our outreach as there are still many people who are not aware that the library operating hours have changed.

36. Library personnel are working with Martin from IT creating tutorials on how to use the New Destiny Discover Library Catalog. We would like to offer instruction on PDF, how-to videos and some live teaching options.

37. We continue to look at ways to offer virtual library programming. One of our local authors will do a presentation at the end of September.

38. We will be meeting with our Facility Maintenance Projects Manager, Karl, to choose the color for the new countertops in the library.

39. We are continuing the Grab and Go limited service. There are a few more people asking for the curbside service but most patrons prefer to browse for materials. More puzzles are going out and we've added more to keep up with demand.

Member Services:

40. The Member Services Office is 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.

41. For the first week of August 2020 we've had 26 APF's with 0 refunds. We collected a total of 78 APFs for the entire month of August 2019. This month has been busy as we've received quite a few inquiries on home sales that need to be processed..

Financial Services:

42. Due to Corona virus, Insurance claims histories for automobile, health and dental care are down.

43. We are currently working with our Insurance Broker to come up with new rates for next year.

44. We are working on the Annual Reserve Study with an outside consultant.

45. We plan on taking a look at our water rights to assess their current market value.

46. Minimum wage has risen to \$12 over the last 4 years. We anticipate a very modest minimum wage increase next year.

47. The annual auditor came up with no audit findings during our annual audit. The audit report will be presented to the B&F Committee and Governing Board at future upcoming meetings.

Events Planning:

48. Events have been very slow. We will move forward with all the events we can but as you know, everything is subject to change.

49. We will be holding our Free Movies in the Park with limited attendance for SCW residents only. You must get a ticket from the Box Office to attend. Tickets will be available beginning Tuesday, September 15th at the Box Office only. The first Movie in the Park takes place on October 4 at dusk and features “JoJo Rabbit” Rated PG-13. Our next feature, *Midway*, will be on October 11. Social distancing and masks are required!

50. We will also offer our October Concerts in the Park which have been scheduled for Oct. 3 – Faded Jeans, 10/10 – Rhythm Edition, 10/17 – Johnny K & K Kompany. These concerts have all been sponsored by *Home Instead*. Tickets are available beginning Sept. 15 for \$5 limited admission for SCW Residents at the Box Office only. Full concessions will not be available at these events. Social distancing is required! Masks required when roaming around and when dancing!

51. *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.

52. *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.

53. 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 Gazebos as space for dancing.

54. 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.

Human Resources:

55. Some employees continue working from home to limit the number of employees working together in close proximity in their offices and it does not impact the daily operation of their departments.

56. As a precaution, HR has instructed employees to continue 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.

57. The HR Dept. announced that the Labor Posters have been updated and posted in employee break areas.

58. The Employee Recognition Luncheon was postponed from August to September and has now been cancelled for this year.

Golf Operations:

59. Revenue numbers for the first 8 days of August; Green Fees and Cart Fees were 25% ahead of prior year. Rounds of golf for the same time period are 20% ahead of last year's numbers. Revenue for golf lessons with both Dave Arend and our PGA Staff exceeded July 2018 numbers by 10%,

60. Green Team – Coming back online on Saturday, August 29 if possible. FREE lessons continue to run every other Saturday throughout August. We have limited participation to 6 students per one-hour clinic.

61. Web Portal – There have been some challenges in getting the Portal tested and finalized. We are looking at September to implement the new components of TEI (Total E Integrated).

62. COVID Update – We have not had any problems with employees having higher than 100.4 degree temperatures. There has been no COVID-19 fallout yet in Golf Operations.

63. Online Retail Catalog – We would like to sell of all our existing hard goods (clubs, equipment) in preparation of David Arend having as part of his agreement to sell clubs. Other items will be listed in this online catalog as well (shoes, soft goods, etc.) We are making plans to send out to residents and others who have expressed an interest in receiving golf information.

64. We've noticed that a large percentage of patio chairs are starting to crack (front of seat) We reached out to the manufacturer for a remedy to our problem. The chairs are out of warranty but we will be sending back a few of them to the manufacturer as samples to see if they will replace or send us replacement parts at our expense. Chairs will end up pinching customer's legs as they get in and out of the chairs.

65. Any upcoming Tournament Schedules will be on straight T-Sheets; no shotgun starts and no concessions.

Environmental Services:

66. **Golf Course Maintenance**
Project Updates:

- Pebblebrook Shoreline Project – This week staff will finish backfilling the new block wall. Signature Golf will be installing a two-inch cap of the new wall. Sod installation around the lake is scheduled for next week.
- Desert Trails Bunker Project – Sand will start going into the bunkers this week. Completion date for this project is set for the 3rd week of September prior to overseeding..
- Cart Path seal coat and repair was completed last week at Pebblebrook.
- Palm Tree Trimming Update: The palm tree crew will be back over at Grandview this week.
- Deer Valley golf Course reopened on Tuesday, 8-11,

- Echo Mesa will be reopened next week on Monday.
- We are only 46 days out from overseeding.

67. **Landscape Maintenance:**

- Palm Tree Trimming Update: The trimming crew was back out on Tuesday to continue trimming the palms along R.H. Johnson Blvd.
- Staff will continue putting down pre-emergence this week for Winter weed control
- The forecast calls for more hot and dry conditions through mid-August.

68. **Management:**

Other Items discussed:

- Documentation and Logistics required for reopening indoor facilities once virus benchmarks have been met.
- Autonomous Cars and Shuttle
- Memo's Café Stained Glass Renovation
- REDS (Real Estate Digital Services) – Deeds
- GB Workshop on Friday, Sept, 11

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

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 7pm and Cruise Ship to allow more room between seats! If this subsides we can always open back up for individual sales 😊

OCTOBER CONCERTS

We will have our normal October Concerts scheduled with some updated changes

Concerts all will cost \$5/SCW Resident

NO FULL CONCESSIONS

Tickets will be available Tuesday, September 15th at BOX OFFICE ONLY

Limited Admission

- 10/3 – Faded Jeans
- 10/10 - Rhythm Edition
- 10/17 – Johnny K & Kompany

ALL Sponsored by Home Instead

Free Movies in the Park

We will have our FREE Movies in the Park with limited SCW Residents Only
You must have a ticket for admission

Tickets available for purchase Tuesday, September 15th at BOX OFFICE ONLY

- 10/4 – JoJo Rabbit Rated PG-13
- 10/11 – Midway – Rated PG-13
- 10/18 – Knives Out – Rated PG-13

**SOCIAL DISTANCING IS REQUIRED! MASKS ARE REQUIRED
WHEN ROAMING AROUND AND WHEN DANCING!**

Ticket Sales July 27, 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 – Aug 10 | 15 | \$5 |
| T.A. Burrows | Aug 24 – Aug 31 | 12 | \$5 |

| Show | Location | Tickets Sold | % | Date of Event |
|---------------------------|-----------|--------------|-----|---------------|
| FALL FEST - Sixties Mania | Beardsley | 626 | 30% | 11/58/2020 |
| 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 | 459 | 76% | 2021 |
| 2021 Top Hat Subscriptions 7PM | Palm Ridge | 679 | 100% | 2021 |