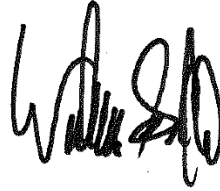


Recreation Centers Of Sun City West, Inc.

Date: August 31, 2020
To: RCSCW Governing Board
From: William Schwind, General Manager
Subject: Weekly Activity Report – August 31, 2020



Facility Projects: (Karl)

Kuentz:

1. **Parking Lot Addition:** Final Concrete, Pre-Asphalt and Compaction are in progress.
2. **KZ Craft Room Addition:** HVAC Rooftop Units and windows are installed. Drywall Hang/Tape/Mud are complete. Tile Roofing Rework, door installation, Ceramic Tile and Painting are in progress.
3. **KZ Courtyard Renovation:** Radiant Heaters have been installed. Pavers, Fireplace and Decorative Iron are in progress.
4. **KZ Locker Room - Men's/Women's Shower Renovation:** Tile and grout are in progress in the Men's Showers. Tile Work in the Women's Showers is in progress.
5. **KZ Storage Room Addition:** Drywall is complete. Painting is in progress.

R. H. Johnson:

6. **RHJ Large Dog Park Renovation:** The French Drain has been installed. Light Pole Foundations, Electrical Trenching, Shade Canopy installation are in progress.

Beardsley:

7. **Beardsley Sagebrush/Photography Club/Ops Office Flooring Replacement:** Project was completed 8/27/20.

Pebblebrook Golf Course:

8. The Pebblebrook Driving Range Electrical Project – Project was completed 8/27/20.

Palm Ridge:

9. Palm Ridge Summit Hall Hardwood Floors Screen and Seal – Screen (sanding) was completed. The drying phase was scheduled until August 30th.

Upcoming Project Start Dates:

Corrected Dates

- Pebblebrook Pro Shop Parking Lot – Asphalt – Mill and Replace – September 11th through 21st
- Beardsley Arts & Crafts Parking Lot – Asphalt – Seal and Stripe – September 14th through 18th
- Grandview Pro Shop Parking Lot – Asphalt – Seal and Stripe – Sept. 24th – 25th

Facility Maintenance: (Russ)

10. Facility Maintenance personnel continue monitoring, installing and working on HVAC Systems as needed to keep us all cool.

Sports Pavilion:

11. We will be going back to our normal Fall Operation Hours, seven days a week from 8 a.m. to 9 p.m. To comply with State and CDC Reopening Guidelines, we are manning the doors and taking temperatures of those accessing the Sports Pavilion. We are limiting the number of chairs available along the concourse so they cannot be used for congregating before or after bowling.

12. League play starts on Tuesday, 9-8-20. 975 bowlers have committed to League Play there may be another 200 that will sign up. This would put us at 40% compared to League Play in 2019. We will try and offer more open play, specials and tournaments as we move forward to make up some of the losses.

13. We have a two-day Juniors and Seniors Doubles Tournament scheduled for October 3rd through Oct. 4th. This is our 2nd hosting of this Tournament featuring the best of city bowlers.

14. 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.

Member Services:

15. 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.

16. As of Friday, August 28 there were 85 APF Fees collected.

Recreation: (David)

17. The Arizona Department of Health Services has authorized the reopening of our indoor Fitness Centers. We are required to maintain the criteria established by the AZ Dept. of Health Services and the CDC to remain open. This will include mask and temperature checks at the door as well as requiring social distancing while using the facility.

Palm Ridge Fitness Center was reopened today, Monday, 8/31/20 and we plan to reopen the R.H. Johnson Fitness Center on Thursday, 9/3/20. We are looking into a phone registration system instead of using signup sheets the day before. We will provide more detail once a final decision has been made. We are limited to 25% capacity at each fitness center until we are told otherwise by the state and health professionals. You must register the day before for your time as walk-ins will not be permitted. We ask for your understanding and cooperation as we work through this.

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

18. David is working on an audio/visual slide show which contains many historical photos capturing the early stages of the Sun City West Rec. Centers. 1,800 slides have been put into a slide presentation and loaded onto the “Open” Drive. We still need to do another review to weed out the duplicate slides.

19. We have received the final bids for the Audio/Visual Update of the Social Hall. We plan to have sound and cameras installed so we can duplicate the upgrade that occurred at Palm Ridge and turn the portable audio/visual equipment into “built-in” equipment which will serve us better. We plan to have the vendors attend a “walk-through” so they can get a first-hand look at the facility.

20. A blood drive was held at the Beardsley Agave Room on Monday, 8/31/20. To maintain social distancing we had people donating blood enter through one door and exit through another.

Recreation Activities/CC&Rs: (Riley)

CC&Rs

21. 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.

22. Current Open violations are at 58 as of Monday 8-31-20.

23. We have conducted interviews for the CC&R Clerk position and will be welcoming Denise Erlandson in next week.

24. We have been working closely with the County Zoning Department with enforcement that falls outside the realm of our CC&R Department.

Chartered Clubs:

25. Please visit this link for the latest in Club Closures and Openings. <https://suncitywest.com/covid19/>
26. Staff is creating a schedule at Palm Ridge for the reopening of fitness classes: Strength 45, Jazzercise, Zumba, Energetic Exercise, Line Dancing, Country Western Dance practice (tentative) as of September 21.
27. Staff is working with Charter Club Committee to create new disciplinary procedures and a revision of the CR-13 Form to help clarify Clubs' responsibility for Club improvements.
28. Staff will be updating the Club List as to their open or closed status as we begin the process of reopening.
29. We are discussing Clarification of Hours of Operation for Clubs.

Tours and Scheduling:

30. We continue to review October Club Schedules and upcoming meetings for possible cancellations.

Village Store

31. The Village Store current hours of operation are from 9 a.m. to 1 p.m. Monday through Friday. These hours will continue through the month of September.
32. 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. The wearing of masks is mandatory for indoor facility locations along with increased facility sanitization.
33. Sales through the Village Store for the month of August were just under \$5,500.
34. We have been working on moving 4 months of expired merchandise items from the Village Store. We started with 2,000 items and are now down to 216.

General Services:

35. For the most up-to-date information on the Covid-19 virus, please visit our website at <https://suncitywest.com/covid19/>. We have met the Covid-19 benchmark numbers required by the CDC and AZ Dept. of Health Services for reopening our indoor facilities at 25% capacity as per state mandates.
36. 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.
37. The Go Live date for our Golf Portal is Sept. 14, 2020. The public will be able to book tee times using this software once it goes live.

38. Martin has finalized the tri-fold pamphlet on Association dues and what they are used for. It is out for print and expect it back this week. Martin also continues working on several videos, one dealing with the same subject which could be used for educational purposes for new owner-members.
39. The Northwest Valley Sun Cities Transit Study Group has scheduled 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.
40. 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.

RHJ Library:

41. 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. through Saturday, October 3rd.
42. The library has started a survey to get feedback from residents about the library and its services to help with future planning of events. The survey can be filled out online at <https://www.surveymonkey.com/r/RHJLibraryPrograms>.
43. Library Staff continues its annual weeding its' the collection to make room for new materials. We started with the Large Print section.
44. The video introducing the new Patron side of the library catalog has been completed. You can visit it at <https://www.youtube.com/watch?v=yd6GwLeH-A8&feature=youtu.be>.
45. 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.

Financial Services:

46. The final annual audit will be presented to the B&F Committee at their meeting on 9-22-20 and to the Governing Board at their meeting dated 9-24-20.
47. Staff and the Properties Committee will be discussing Reserve Study information and carry-over numbers from last year at their upcoming meeting.
48. We are in discussion with Cigna regarding available health plans and cost.

Events Planning:

49. We have cancelled all fall special events for the remainder of **2020**. The main reason for this decision was to keep us from the possibility of losing substantial down payments on our bookings, not knowing at this point if we could sell enough tickets to cover costs or if the event would have to be cancelled due to state mandates. Please see the attached for more details/information.
50. We are in the process of ticket exchanges for our rescheduled 2021 Spring Fest.

51. 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.

52. Kasey is working with White Tie Entertainment on a website created for us that may be able to handle our ticketing needs. We will explore this.

53. We are waiting on White Tie for final information on the streaming of events.

Human Resources:

54. As a continued 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 further notice.

55. The HR Dept. received no new reports of employee/spouse positive COVID-19 cases this past week. The numbers are finally heading down.

56. We continue to work to fill multiple Full Time Golf Maintenance positions in the Golf Maintenance Department.

57. The HR Dept. is working with our Health Insurance Carrier Cigna to schedule on-site flu shots for employees. We will notify employees once a date has been set.

58. We've received more alcohol wipes should other departments have a need.

Golf Operations:

59. Revenue numbers for the first 29 days of August; Green Fees and Cart Fees were 26% ahead of prior year. Rounds of golf for the same time period are 16% ahead of last year's numbers.

60. Our annual Octogenarian Tournament is scheduled for Saturday, Oct. 24 at Desert Trails Golf Course. We will sign up SCW Owner Members first and add outside players wherever possible.

61. **Web Portal** – We expect the new Golf Web Portal to go live on September 14th.

62. We are committing to an abbreviated schedule for tournaments and golf events. There will be no shotguns or double tee starts in the tournament lineup. We will be eliminating food and beverages as well to minimize congregation of players.

63. We will be reviewing and updating job descriptions for Golf Operations and posting for Player Assistants and Call Center positions. We say farewell and the best of luck to Lynn Watt of Golf Operations as she gave her two-week notice last Monday; her last day of work at the Rec. Centers will be Friday.

64. **Thanksgiving Schedule** – The four golf courses open on Thanksgiving this year will be Desert Trails, Echo Mesa, Pebblebrook and Trail Ridge.
65. Review of COVID-19 Rules for Sept.:
- Tee time Intervals
 - Number of Cart Riders
 - Number of people in Pro Shops.
66. We will re-visit working with Golf Now on January 1, 2021.

Environmental Services:

67. **Golf Course Maintenance**

Project Updates:

- Desert Trails Bunker Project – Staff will continue putting new sand in the bunkers this week. All the greenside bunkers will be completed by the end of the week. Completion of this project is still on schedule for the third week of September.

68. **Landscape Maintenance:**

- We continue performing general maintenance along with storm damage debris cleanup from recent storms.
- We have lost several trees and plants this summer due to the extreme heat and lack of rainfall. Staff will start replacing trees and plant material in October when the temperatures cool off.

69. **Management:**

Other Items discussed:

- Documentation and Logistics required for reopening indoor facilities now that 25% capacity benchmarks have been met.
- GB Workshop on Friday, Sept, 11
- GM would like a Walk-Thru/Group Training on the new Golf Portal and U-Schedule Software.
- Revamping Explore/Continuing Education Classes.

Upcoming Events

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

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 😊

THE REMAINDER OF 2020 EVENTS HAVE BEEN CANCELLED DUE TO COVID

Curbside Christmas is on!

**Letters to Santa – Post Stamped by the North Pole
Wave to Santa and receive a craft including a fortune teller
and small breakfast
More Details to come!**

For SUN CITY WEST Residents ONLY 😊

Ticket Sales August 31, 2020

Subscriptions

2021 Cruise Ship Subscriptions 7PM	Palm Ridge	598	100%	2021
2021 Top Hat Subscriptions 3PM	Palm Ridge	475	76%	2021
2021 Top Hat Subscriptions 7PM	Palm Ridge	679	100%	2021