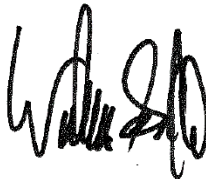


# Recreation Centers Of Sun City West, Inc.

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**Date:** November 30, 2020  
**To:** RCSCW Governing Board  
**From:** William Schwind, General Manager  
**Subject:** Weekly Activity Report – November 30, 2020



## **Facility Projects: (Karl)**

### **Kuentz:**

1. The Kuentz Project is complete. The Maricopa County Final Inspection was completed 11/25/20 and we received our Certificate of Occupancy on 11/25/20. We plan to reopen the Facility on Monday, December 7.

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

2. **RHJ Large Dog Park Renovation:** This Project has been completed and reopened on Monday, Nov. 30, 2020. There were 12 people at the Dog Park early this morning. The dogs and their owners all looked very happy.

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

3. We have arranged for a crane to lift replacement HVAC Units onto the roof of the upper R.H. Johnson Bldg. on December 1<sup>st</sup>. All Clubs Rooms, the Courtyard, the Lecture Hall, the Village Store will be closed the entire day. The Administration Bldg. will be closed at noon. We ask that staff plan accordingly.

4. Facility Maintenance Staff has been busy fixing and painting benches throughout the Rec. Centers.

## **Sports Pavilion:**

5. We have gone back to our normal Fall Operation Hours, seven days a week from 8 a.m. to 9 p.m. We are complying with State and CDC Reopening Guidelines and will operate at 50% capacity. We are limiting the number of chairs available along the concourse so they cannot be used for congregating.

6. As of the first 19 days of November League Play is down 31%, Open Play is down 38%, Bowling Revenue is down 35% and Total Revenue is down 33% due to Covid-19 restrictions.

7. Our Thanksgiving Tournament had 46 entries and went very well.

8. We will be meeting with League Secretaries this week to talk about what they can expect in January 2021 regarding bowling and Covid restrictions.

**Member Services:**

9. 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, however, we encourage you to not personally come into the Office whenever possible, but 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).

10. Through Nov. 27, 2020 we've collected 140 APF's with 8 refunds for 132 APFs which is 43 over last year at the same time. 89 APFs were collected for the entire month of November in 2019. We have one day left to go in November 2020 which may increase our number.

**Recreation Operations: (David)**

11. The Arizona Department of Health Services authorizes the reopening of our indoor Fitness Centers to 25% of capacity. We are required to maintain the criteria established by the AZ Dept. of Health Services and the CDC to remain open. This includes the wearing of masks and requiring social distancing while using indoor facilities. We will be spraying all Building areas with disinfectant this weekend and will continue to do so on a rotating basis.

12. Our facilities are currently open at a 25% capacity. Attendance at the pools and fitness rooms at our three open Recreation Centers dipped a bit last week. We are averaging about 90 people per day at our Fitness Rooms. That number used to be about 200 per day. Pool attendance is slightly less as the weather has been cooler. Our facilities are more populated during the day and have lighter traffic at night. We are taking note of the continued rising numbers of positive cases for Covid-19 and will be watching for any direction from the Governor's Office or the AZ Dept. of Health Services later this week.

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.

13. We continue taking inventory and reordering supplies taking into consideration the rise in positive Covid-19 cases. We plan to spray down facility rooms once a week and are looking at purchasing a back-pack model to make the job easier and quicker to perform.

14. We have received our Certificate of Occupancy for the Kuentz Facility and have established staffing plans for the reopening. Our reopening date is Monday 12/07/20. Once we re-open we expect Palm Ridge and R.H. Johnson operating hours to be 6 a.m. to 9 p.m. and Kuentz and Beardsley operating hours to be 6 a.m. to 6 p.m.

15. The Audio-Visual Upgrade equipment improvement project continues to be addressed for Social Hall and Palm Ridge.

### **Recreation Operations: (Jack)**

16. We've received another sanitizing sprayer which will improve upon the time it takes to sanitize facilities between and after uses.

17. We are a little stretched on staff due to Covid-19 requirements. We have to have staff dedicated to sanitizing facilities and equipment each day which takes away from the pool of staff performing monitor duties at each location. One of our Leads recently had to fill in as a monitor at a fitness room due to lack of staff.

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

#### **CC&Rs:**

18. Due to the limited capacity at 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.

19. Current Open violations are at 61 as of today. With the rise in cases, we continue to lower violation numbers by improving communications with homeowners. The implementation of improved communications with homeowners has become very effective in lessening cure times.

### **Chartered Clubs:**

20. Please visit this link for more information and the latest Update in Club Closures and Openings. <https://suncitywest.com/covid19/>

21. Covid-19 Cases are on the rise in Clubs.

22. Staff is reviewing reciprocal agreements for Pickleball and Tennis..

### **Tours and Scheduling:**

23. Staff has cancelled all meetings and events scheduled for January 2021.

24. Tours and Scheduling Staff is working ahead at scanning documents for 2020-2021.

### **Village Store**

25. Beginning Nov. 1, hours were expanded from 9 a.m. to 4 p.m. Monday through Friday. Village Store volunteers and staff are happy with the increase in hours.

26. The November Report for the village Store is fairly good despite what we are going through with Covid restrictions.

27. We are allowing special orders to clubs to make up for not being able to hold the Fall Craft Fair. See Katie for more information.

28. Village Store and all Courtyard facilities will be closed for the day on Tuesday, Dec. 1, 2020 due to the HVAC Crane Lift that has been scheduled to replace the A/C Units. The Johnson Admin. Bldg. will be closed beginning Noon.

**General Services:**

29. 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. As of Monday, there were 435 positive cases and zero deaths and 11,134 new tests for Covid-19. If any of our facilities are worried about hitting capacity numbers (25 percent indoors), we have identified a program that allows you to use a PC, smart phone or ipad to count people coming in and out of a building. This can be used at facilities with more than one entrance/exit and will sync between two devices so you have a live number at any time of how many people are in the building. Please let Katy know if you have this need.

30. The Friends of the Library Ballots went out this morning. Club Members have 1 week to cast their vote.

31. We are putting out PR regarding new rules for Membership and Tours & Scheduling in the RHJ Administration Bldg. Implementing these changes is an effort to encourage members to handle their business by phone or computer rather than personally come into the office during the Covid-19 pandemic. Should you need to come in and talk with someone, it will be necessary to call and make an appointment. At this time, we are limiting the number of customers in Membership and the Box Office area to 8 (4 people for each department).

32. Just a reminder that anyone having trouble with TEG Software should put in a Help Ticket.

33. We are running some Lottery Testing for Group Play this week.

34. Just a reminder that the January 2021 Rec. Center News deadline will creep up on us quickly with the holidays. The deadline is Friday, Dec. 4.

35. The PORA TORCH Video was available for viewing this morning. Staff is encouraged to contact Katy O'Grady if there is a topic they would like added to the Video Collection.

36. There were 822 Positive Tests and 5 deaths listed for Maricopa County as of this morning. SCW is at a 10.1% Positivity Rate and Maricopa County is at a 10.9% Positivity Rate. The AZDHS Dashboard shows three recommended reasons to close a facility. Three of three means facility shutdown. Two of the three for us are red but the information listed there is about 2 – 3 weeks old. We are watching this.

**RHJ Library:**

37. The Library is operating under normal hours of 9:00 a.m. to 4:00 p.m., Tuesdays through Saturdays.

38. Library Staff will begin testing out the new self-checkout station for books beginning 12/1/20.

39. Library visits were down 46% in November 2020 as compared with November 2019.

40. 4,689 people visited the Library in November 2020 which was 425 less than reported in the previous month, October 2020.
41. Library Study Rooms are open for 1-hour sessions. Appointments can be made in the Data Resource Center. Rooms will be sanitized between each use.

### **Financial Services:**

42. A request to the Governing Board to move up Deferred Capital Projects was added to the agenda for the next Work Shop and Governing Board Meeting.
43. We worked with our Insurance Carrier to cover the Expansion of the Kuentz Facility.
44. The check for the Kuentz Gas Line damage from NPL has been cut and is in the mail to us.
45. We received our quote for Workman's Compensation Insurance which came in a little high. Our insurance broker will attempt to negotiate to reduce the quoted cost.

### **Events Planning:**

46. 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.
47. The Arizona Dept. of Liquor is not accepting requests for Special Event Licenses for gatherings until further notice.
48. Please see the attached "Upcoming Events" Sheet attached for all available event information.
49. Our next Drive-In Movie is *Pearl Harbor* on Dec. 10<sup>th</sup> followed by *A Christmas Story* on Dec. 17<sup>th</sup> in the RHJ North Parking Lot at dusk.
50. Fundraising for St. Mary's Food Bank is going well and we are hosting a Food Drive for St. Mary's from November 2<sup>nd</sup> through December 18<sup>th</sup>. Food donation boxes from St. Mary's are located throughout each of the Rec. Centers. Response to our request for food donations has been tremendous. Thanks to everyone who has donated so far!
51. We are teaming up with ARC for our Curbside Christmas. We have already received 225 letters to Santa. Come on by to wave to Santa and receive a craft, see a fortune teller, reindeer food and much more along with a small breakfast. This event is open to Sun City West Residents ONLY.
52. We are planning a "Share your Holiday Spirit with the SCW Community" Photo contest. More details will be provided.

53. We have closed all sales for **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. Events will be meeting with several GM staffers to discuss our plans for the Top Hat and Cruise Ship Events regarding refunds. Events Manager Kasey Huhta is working on rescheduling some of the performances for 2022 and if given the go ahead, some of the acts have agreed to do some last-minute bookings.

### **Human Resources:**

54. Health Care Open Enrollment Period ended Wednesday, 11-25-20. This year, if you had no changes to your benefit selections and wanted to keep them the same as the previous year, you did not need to fill out and submit any paperwork however, HSA Account holders were required to go into Paycom to enroll for 2021.

55. Staff Evaluations are due to HR Friday, 12/04/20.

56. Staff Management is working on an employee raffle for the week of 12/14/20 which will take the place of the annual employee Holiday Breakfast this year. Gift bags will include raffle tickets. Management will be visiting the different Departments the week of 12

57. HR would like to remind managers/supervisors that the Governing Board is interested in the names of Rec. Centers employees to be considered for their Employee Recognition efforts. Please submit the names from your Department to HR Manager, Marie Mrowczynski who will send them on to the Governing Board.

58. There was one employee case and 7 club member positive Covid cases reported as of this week. The CDC is now stating that once exposed to Covid-19 and testing negative, quarantine period should be 7 to 10 days instead of 10-14 days.

### **Golf Operations:**

59. Golf Revenue and Rounds for the first 28 days of November: Rounds were up by 3,500 (15%) and Revenue is up by 22% over prior year (\$125,000).

60. We have a meeting with GM Bill Schwind to discuss Group Play and how the lottery is handling it.

61. Our Two-Person Best Ball/Scramble Tournament is full. We expanded the field from 100 players to 120 to accommodate the large waiting list. The Tournament is scheduled for Saturday, December 12 at Trail Ridge 8 a.m. to Noon. There will be consecutive tee times, no food and beverage component to the event as well as no scoreboard results after play. It should be like a regular day of golf during COVID-19.

**Environmental Services:**

**62. Golf Course Maintenance**

- Overseeding is completed. Work is slow at the golf courses right now. We are keeping up with mowing, lowering the heights of the greens and fairways and performing general maintenance and Landscape Maintenance at the courses.

**63. Landscape Maintenance:**

**Overseed Update:**

- Overseeding has been completed and are performing general maintenance right now.

**Upcoming Events**

**Current / Upcoming Ticket Sales**

Event	Event Date	Location	Time	Ticket Sales
Drive In Movie – Pearl Harbor	12-10-2020	RHJ North Lot	Dusk	December 1 <sup>st</sup>
Drive In Movie – A Christmas Story	12-17-2020	RHJ North Lot	Dusk	December 1 <sup>st</sup>
Santa Paws	December 2 <sup>nd</sup>	RHJ North Lot	9a-2p	AVAILABLE NOW
Curbside Christmas	December 19 <sup>th</sup>	ADMIN	9am – 12pm	AVAILABLE NOW
TOP HAT 3pm	2021 Series	Palm Ridge	3pm	CANCELLED
TOP HAT 7pm	2021 Series	Palm Ridge	7pm	CANCELLED
CRUISE SHIP	2021 Series	Palm Ridge	7pm	CANCELLED

**WE HAVE MADE THE DECISION TO CANCEL ALL TOP HAT & CRUISE SHIP SERIES**

I am working on rescheduling some of the performances for 2022 and if we are given the green light some of the acts have agreed to do some last-minute bookings!

**Holiday Fun**

**SANTA PAWS THIS WEEK –**

**- we are having a “Share your Holiday Spirit with the SCW Community” Photo contest**

**-We are teaming up with ARC for our Curbside Christmas Wave to Santa and receive a craft including a fortune teller, reindeer food and much more along with a small breakfast For SUN CITY WEST Residents ONLY 😊**

# **FOOD DRIVE!**

**Food Drive for St. Mary's from:  
Now – December 18<sup>th</sup>**

## **Ticket Sales November 30, 2020**

Letters to Santa	n/a	325	n/a	11-23-20
Santa Paws	Dog Park	36	9-2	12-2-20
Curbside Christmas	RHJ	46	n/a	12-19-20