

Recreation Centers Of Sun City West, Inc.

Date: January 11, 2021
To: RCSCW Governing Board
From: William Schwind, General Manager
Subject: Weekly Activity Report – January 11, 2021

Facility Projects: (Karl)

Kuentz:

1. Energy Conservation – Convert Interior Room Lighting to LED Fixtures room by room. This project is still in progress and we are 95% complete.

R.H.Johnson:

2. Library Roof Restoration: This project was completed on 1/12/21.
3. The Mini Golf Turf Replacement Project was awarded to Artificial Grass Masters. Scheduling is in progress.

Facility Maintenance: (Russ)

4. The Beardsley Pool was closed last week for heater repair. We are finishing up this project today. The manufacturer's representative will be out here tomorrow for inspection.
5. Fire suppression system tests for all four Recreation Centers have been completed.
6. The State Boiler Inspector was here last week to inspect the boilers at all of our facilities and will return to complete the inspection of the new heating system at Beardsley Pool tomorrow.
7. Facility Maintenance Staff is getting caught up with MPS requests.
8. We will be replacing the HVAC Unit that was stolen from the Metal Club Bldg.

Sports Pavilion:

9. We have gone back to our normal Fall Operation Hours, Mon. thru Fri. from 8 a.m. to 9 p.m. and on Sunday from 8 a.m. to 8 p.m. We are complying with State and CDC Reopening Guidelines. We are limiting the number of chairs available along the concourse so they cannot be used for congregating.
10. For the month of December, revenue was down. League Revenue was down 48%, Open Play down 8%, Bowling Revenue Down 45%, Total Revenue down 49%. We hope to improve the numbers on League Bowling with new bowlers joining the League.

11. We are working under substantial limitations due to the rise in Covid-19 at the Johnson Lanes. Other local public alleys are operating wide open with very little limitation. We are losing bowlers to those lanes especially where tournaments are concerned.

Member Services:

12. The Membership Department is now requiring all members to schedule an appointment if they wish to visit the Member Services office in person. This will help limit the number of people inside the office and provide a safer environment for both staff and members. To schedule an appointment, please contact our Membership Department at 623-544-6100. The Member Services office is open from 8 a.m. to 2:30 p.m. Monday through Friday.

13. Members are highly encouraged to avoid coming into Membership at all, but rather to make payments online or through the phone. To make a payment online, members may visit our member portal (suncitywest.totaleintegrated.com). An email on file with the Membership Department is required to create an online account. Phone payments can be made by calling 623-544-6100. Visa, Mastercard and Discover are all accepted. Checks may be dropped off at the Membership drop box right outside the office or mailed to RCSCW Member Services, 19803 R.H. Johnson Blvd., Sun City West, AZ 85375. Golf card purchases may also be made via phone by calling Membership.

14. Through January 8, 2021, there were 23 APF's collected with 6 refunds for a total of 17. For the month of January 2019 92 APFs were collected.

Recreation Operations: (David)

15. Indoor pools and fitness rooms are currently closed through Feb.01, 2021. We are taking note of the continued high 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.

16. We are ready to handle mini golf and bocce ball equipment being checked out.

17. We do not have staff to cover Basketball Court and Shuffleboard at this time. Those who have their own gear can bring it to play.

18. Johnson Smith took Drone shots of the Dog Park, the Library and the Kuentz Facility last week.

19. The Beardsley Audio System has been upgraded. The vendor, White Tie, will be back this week to fine tune the new system. We expect installation of cameras this week for Palm Ridge meetings prior to the Governing Board Mid-Year Meeting.

20. If anyone is in need of assistance in getting access to the EXPLORE Program for the purposes of class information, refunds, making payments, class cancellations, etc., please email kasey.huhta@suncitywest.com until further notice.

Recreation Operations (Jack):

21. Regarding the theft of the A/C compressor unit from the Metal Club, MCSO (Maricopa County Sheriff's Office) suggests we bolster security surveillance/cameras in that area. The cameras already there are outdated.

Recreation Activities/CC&Rs: (Riley)

CC&Rs:

22. Due to Covid-19 and 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) or by telephone at 623-544-6661.

Chartered Clubs:

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

24. With the uptick of Covid-19 cases in SCW some of our Clubs are opting to remain closed through the month of January 2021 while others are closing for shorter periods of time as needed.

25. Riley and Phil are working on reports they would like to see generated by clubs using the new club software recently installed. We will be scheduling a meeting with IT on this subject in the next week or so.

Tours and Scheduling:

26. All 2020 filing is done and scanned.

27. Jan from Tours and Scheduling is still on loan to Member Services.

28. Mona continues adjusting schedules for clubs electing to reschedule or close.

Village Store

29. We have reopened the Village Store today. Our normal operating hours are from 9 a.m. to 4 p.m. Monday through Friday. When visiting the Store, please be sure to wear a mask and follow all social distancing rules.

30. Sales numbers increased in December as the Metal Club made and sold 13 security mailboxes and the Garden Club sold a large variety of items.

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

32. Discussion is ongoing as to whether to schedule the Spring Arts and Crafts Fair or not this year.
33. Village Store Manager Katie Van Leuven to meet with GM this week on 2020 sales numbers.

General Services:

34. For the most up-to-date information on the Covid-19 virus, please visit our website at <https://suncitywest.com/covid19/>.
35. We've received the new credit card machines for Member Services. We hope to have them installed later this week or early next week.
36. Club software is already being developed to assist in check in and head counts at club facilities.
37. Due to the large increase in Covid-19 numbers, unless otherwise indicated, all meetings will be held virtually until further notice.
38. The Election for three new Governing Board Directors will be held on March 29, 2021. Most voters do so online by email and on average about 300 show up at the Data Resource Center as walk-ins.
39. We would like to remind all SCW Members there will be a Governing Board Election for 3 new Directors in March 2021. We are sending out some PR reminding residents that they must have an email address on file in Member Services if they would like to vote by email. If anyone chooses not to vote by email, they may vote in person at the Data Resource Center at the Library on election day, March 24, 2021. Candidate packages and required signatures are due back to the Governing Board Office by January 2, 2021.

RHJ Library:

40. The Library will continue operating under curbside pickup only through February 1, 2020. . You will be required to go online scwlibrary@suncitywest.com or call to request/reserve your books (523-544-6130). Someone from the Library will contact you when the books are ready for pickup. Checked out items can be returned via the book drop boxes which are available 24 hrs. a day. More people are electing to use Curbside Service and say they still prefer to come in to the Library but are understanding as to why it is closed.
41. 6 of our 12 computers (50%) will be available for use in the Library Study Rooms at the Data Resource Center for 1-hour sessions. Appointments can be made at the Data Resource Center. Call 623-544-6644 to reserve a computer in the DRC. Rooms will be sanitized between each use.
42. The Number of items checked out through curbside and online:
 - The week of January 4th through the 10th there were approximately 980 items checked out to 347 residents. An increase of 26% more people using Curbside Service from the prior week.
 - For online ebooks and audiobooks between January 4th through January 10th we had 796 items checked out by 417 residents. This was a decrease of 9% of users from the week prior.

Financial Services:

43. We are working on the month-end reports. Revenues are mostly updated and we are doing really well on expenses. Golf came through with a strong December.

44. We are working our way through the upcoming Budget Time-Line. We expect to close the books on Jan 13, 2021. Operating Budgets will be populated the following week. During the final week of the month, we will schedule one on one meetings with Staff Managers to discuss.

45. CFO Pete Finelli will be Presenting at Wednesday's Governing Board Mid-Year Meeting.

46. Kudos go out to Sports Pavilion Manager Barry Hardesty who executed the Purchase Order Components for the Brunswick Scoring Equipment Replacement Contract for delivery in May 2021. Great job Barry!

47. Our Property and Casualty Insurance Carriers alerted us to the beginning of our renewal period. We do not anticipate a big increase in cost this year.

48. We will be reviewing information received on the Garden Club Proposal for Green House Expansion.

Events Planning:

49. Please see the attached "Upcoming Events" Sheet attached for all available event information.

50. Our Drive-In Movies for this month sold out in two days. *Lord & Mercy* will be shown on on Jan. 14th in the RHJ North Parking Lot at dusk. *Call of the Wild* will be our featured Drive-In Movie on Jan. 28, 2021.

51. We are planning 4 Community Scavenger Hunts beginning Feb. 15 and going through Feb.28. The topic will be "Sun City West Trivia Questions". More details to be provided in the February edition of the Rec. Center News. You can download the Trivia Questions on our SCW Website beginning Feb. 8th.

52. We have closed all sales for **2021** Top Hat and Cruise Ship Series ticket sales. 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.

53. A final decision on whether we will schedule Spring Fest will be made by the end of the month.

54. Events Manager, Kasey Huhta, is working with David Bennett on the Explore! Program with cancelling classes, making refunds and communicating with instructors.

Human Resources:

55. Covid-19 cases reported this week are up for both employees and Clubs. We had 10 Covid-related Cases among employees/dependents last week. From September 11th through December 31st, we have paid out approximately \$20,000 of Covid leave. The CDC is now stating that the quarantine period should be 7 to 10 days instead of 10-14 days. We ask all employees, club members, and anyone accessing our facilities to be diligent in separation for social distancing and to minimize office attendance. Management continues to meet to plan for our Covid-19 response as positive cases continue to rise. We are making every effort to keep the number of employees working or occupying indoor spaces to a minimum to keep exposure to Covid-19 low. We are continually evaluating the best way to operate our facilities through February 1, 2021 and possibly beyond to minimize risks. This week it was reported that we are now at a positivity rate of **25%** as compared to the previous week of 27%.

56. Due to the high numbers of Covid-19 numbers reported for this week, our indoor facilities will remain closed through February 1 (tentatively). If health officials implement their Crisis Standards Care Plan, it will be necessary to consider further closures. If you have any question about whether a facility is open or not, please call ahead.

57. HR Manager Marie Mrowczynski is working with CFO Pete Finelli on the Budget for staffing for next year and she may be contacting management regarding vacancies and other positions.

58. Marie will be contacting some staff managers regarding updating their evaluations in the next week or so.

Golf Operations:

59. Golf rounds and revenue through January 08 were good: Rounds were up by 4% and Revenue is up by 12% over prior year. We were subjected to many frost delays and cart path restrictions.

60. We continue to work on incorporating/defining Group Play. The Golf Committee has established a Group Play Sub-committee to address this in Governing Board Policy G6 which will be finalized this week.

61. Information on Upcoming Tournaments: On Saturday, January 23 we are holding our Individual Stroke Play Event. 60 golfers have signed up so far for the 100 slots available and on Sunday, January 31 we are holding our Tampa Bay Scramble. It is full right now with 100 players and we have 10 teams on the waiting list. We have also scheduled a couple's event on Sunday, February 21, 2021 with an 8:00 a.m. tee time. As of Monday, Jan. 11 entries were already half full.

62. The Green Team is still going strong and averaging 80 or 90 players every Saturday.

Environmental Services:

63. Golf Course Maintenance

- We've had 11 days with either a frost delay or restrictions. We expect more this week and next.

64. Landscape Maintenance:

Overseed Update:

- We continue to perform general landscape maintenance throughout the facilities.

Upcoming Events

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Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
Drive in Movie – Love & Mercy	Jan 14, 2021	RHJ North Lot	Dusk	SOLD OUT
Drive in Movie – Call of the Wild	Jan 28, 2021	RHJ North Lot	Dusk	SOLD OUT

ALL REFUNDS ARE COMPLETED FOR TOP HAT & CRUISE SHIP

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!

- **FINAL DECISION ON SPRING FEST WILL BE MADE BY END OF MONTH!**
- Working with David on Explore! with cancelling classes, refunds and communicating with instructors

Scavenger Hunt:

If you have any good SCW Trivia questions, please pass to Kasey :

Kasey.huhta@suncitywest.com



4 DIFFERENT COMMUNITY SCAVENGER HUNT'S
SCAVENGER HUNT #1
TOPIC: SCW TRIVIA QUESTIONS
BEGINS FEBRUARY 15TH – FEBRUARY 28TH

*DOWNLOAD THE TRIVIA QUESTIONS ON OUR SCW WEBSITE ON FEBRUARY 8TH
****GO TO WWW.SUNCITYWEST.COM****
CLICK ON THINGS TO DO
FIND AND CLICK THE EVENTS TAB
CLICK ON COMMUNITY SCAVENGER HUNT
PRINT AND START THE HUNT.
YOUR ANSWERS FOR FEBRUARY WILL BE ON THE CACTUS
FILL IN THE BLANKS
FIRST THREE TO DELIVER THEIR COMPLETED AND CORRECT ANSWERS TO ADMIN, DATE STAMPED BY OUR RECEPTIONIST, WILL RECEIVE A SMALL PRIZE!
AS ALWAYS PLEASE SHARE YOUR PHOTOS TO OUR SOCIAL MEDIA PAGES
WE ARE TRYING TO KEEP AS MNIMAL CONTACT AS POSSIBLE

THIS IS WHAT YOU WILL BE LOOKING FOR