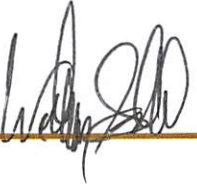




RCSCW GM Weekly Report

February 07, 2022

 2-9-22

Human Resources

- Last week we had 5 new employee cases of covid.
- RCSCW COVID Task Force meets as necessary to evaluate the latest information from the Arizona Dept. of Health and the CDC and prepare updated guidelines. We are currently mandating employees/volunteers wear masks when dealing with residents and/or outside guests or when they leave their workstations. If they maintain a 6 ft. distance from other employees, a mask is not mandated. Plexi-glass shields have been reinstated where they were previously located.
- Interesting HR Stat: In 2021 we hired almost twice and many people as we did in 2020 with the average age being 61.

Sports Pavilion

- Weekend Operating Hours for the Lizard Acres Pub are 3 pm on Saturday and Sunday. Closing time remains 10:00 pm.
- 41 Tickets to the Super Bowl Viewing have been sold.
- For the 31 days of January, 2022 vs.2021:
 - 📊 League Revenue up 93%
 - 📊 Open Play Revenue up 67%.
 - 📊 Bowling Revenue Up 72%
 - 📊 Games Bowled up 66%
 - 📊 Lizard Acres Pub Rev. at \$20,830 (Avg. \$672/day).
 - 📊 Total Rev. up 106%
 - 📊 Lizard Acres Pub Music Entertainment on Wednesday of last week saw a packed house and Saturday's Karaoke was about the same.

B & F

- The next B&F Meeting is scheduled for Tuesday, Feb. 22nd.
- We are working on Property and Casualty Insurance bid returns.
- Unfortunately, the decision on the grant for the Employee Retention Credit was not favorable for us. Ultimately, the grant was for those "non-essential businesses" remaining open during covid and golf was considered essential.
- Pete thanked staff who participated in their individual operating budget meetings.
- Staff's updated Operational Budget spread sheets are due back to Terri West tomorrow.
- Consultant continues working through all the analytical data from the survey.
- Contract Safe Software training is expected to take place over the next couple of weeks. We now have 15 contracts loaded into ContractSafe and are adding more.

Golf Operations

- **Financials** - For the month of January 2022
 - Golf – Rounds are up 14% vs. January 2021.
 - Revenue for green fees and cart fees up 16% vs January 2021.
 - Revenues for January 2022 are ahead of Budget and prior year.
 - For the first six days of February, we are 4% down in revenue and 7% down in rounds played. Weather is the major contributor to the reduced numbers. Cooler weather in the morning has resulted in later play in the afternoon.
- **Green Team Lessons** – The Third Green Team 101 class was held on Friday at 3:30 p.m. This class is for the beginner golfer and discusses rules, etiquette and place of play. These lessons are going well.
- **Englewood, CA Bowl Scramble** – Will be held this Saturday at Deer Valley Golf Course. This is an 8 am shotgun start with 124 players.
- **Sun City West Classic:** Entry forms went out last Monday. Tournament is a two-day event on March 12th and 13th. Trail Ridge Golf Course and Pebblebrook Golf Course will play host to this event. As of this morning, we have 25 teams (50 players) signed up.
- **Quick Picks at Point of Sale** – Will be standardized and deployed on Tuesday, February 1st. This is part of the change from Food & Beverage inventory to service classification. Should help minimizing adjustments that happen every month at each golf course.
- **Golf Committee Meeting:** This Thursday, Feb. 10, 2022 at 1:30 p.m.

Golf Course Maintenance/Landscape Management

General Course Maintenance:

- With warmer weather coming up, all courses will start lowering the height of cuts on the overseeded areas. This will help with Spring Transition assisting the Bermuda Grass in coming up.
- Grandview Irrigation and Turf Reduction Project - Friday we received the desert landscape and mainline road crossing plans
- Reminder – We start our solid tine aerification of greens next week at Echo Mesa, Stardust and Deer Valley.

Landscape Maintenance:

- Continue to perform general landscape maintenance.

Membership

Asset Preservation Fees

- Through February 7, 2022 there have been 31 APFs collected and 27 Inquiries for 2022 and 33 APFs and 17 Inquiries for 2021.

CC&Rs

- Liens recorded: 2
- Liens released: 6
- Certified Collection Letters Mailed: 1
- Turned over to Attorney for Collections: 0
- Current CC&R Violations: 36
- CC&R Cases: 5 New, 1 Closed, 4 Escalated
- Seeing quite a few age-restriction violations. There are 5 at this time.
- We continue working to reduce the number of Long-Term Violations.

Facility Maintenance

- We are changing the way we do event tear-downs using Facility Maintenance Crews doing so very early in the mornings.
- There was a septic backup at Trail Ridge #6. Facility Maintenance checking to see if the septic tank is full by running a camera through the lines.

Facility Operations

Jack – RHJ, KZ, BD, PR

- The new “Snack Bar” venue near the Johnson Pool opened the week of 2/1/22. All February we will have buy-one get one free coffees and teas.
- We continue working with the Men’s Club to clean Club Room before remodel.
- We are in desperate need of 4 Facilities Assistants at Palm Ridge and we are still short 1 FA at Beardsley, 1 FA at Kuentz and 3 FA’s at RH Johnson.
- As we reorganize Facility Operations, we are looking into new efficiencies in the Department, i.e., shared calendars, date postings, sharing FA’s, new training, storage, and FA3 Staff position.
- Over the weekend a racquetball player tripped and slammed the back of his head into the wall and was taken to a trauma center where he unfortunately passed away the following day.

Library

Library Events

- Tame the Tech Tiger is on Wednesday, Feb. 9; Apple at 9:30 a.m. and Android at 1 p.m.
- January Usage in the Library:
 - 6,704 Members in Library
 - 195 Guests in Library
 - 711 people used the Data Resource Center
 - 30 participated in Virtual Reality
 - 56 Members attended Library Classes
 - 14,635 Items Checked out in January
 - 910 Members Used Overdrive/Libby
 - 4,308 digital items checked out

Media / I.T.

- IT Dept. is expanded wi-fi infrastructure in the Lecture Hall.
- The TORCH Books have been put together and sent out to a printer for binding.
- Installation of Club Software is complete. Reporting delayed due to staff shortage.
- The new Point of Sale (POS) System at Lizard Acres Pub was expected to go live Tuesday morning.
- During Microsoft Tuesday updates it may become necessary to process credit card Payments by hand and take cash when the lines are temporarily down for updates. This will occur on one Tuesday of each month.
- The TORCH Books for the upcoming classes were delivered and are ready for indexing.
- The Chartered Club Committee made the decision to remove any non-chartered clubs from the Rec. Centers Web Site.
- The deadline for the March issue of the Rec. Center News was Friday, 2/4/22 at noon.
- Governing Board Election information is being set up on our social media.

Recreation

Clubs:

- Club Events:
 - ARC Feb 12, 2022
 - Palo Verde Patchers Feb 26-27, 2022
 - Just a reminder that any Club causing damage to a facility they are renting/using will be required to pay the cost of repairs.

Scheduling/Tours:

2022 January Tours

Start Date	Tour	Availability
2/10/2022	Valentine's Celebration at Durant's	16
2/11/2022	Tubac Festival of the Arts	0 – SOLD OUT
2/18/2022	Brigadoon at Hale Theatre - RigaTony's	31
2/24/2022	Jerome & Wine Tasting	42
2/28/2022	Rocky Point, Mexico	0 – SOLD OUT
3/9/2022	Botanical Garden w/Chihuly Exhibit	37
3/16/2022	The MIM & Farm at South Mountain	46
3/23/2022	SE AZ w/Tombstone etc.	31
3/24/2022	Verde Canyon RR	29

4 out of 17 tours complete

Events :

Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
Duttons	February 8	Palm Ridge	3&7pm	Still Available
February Dance – Rhythm Edition	February 18	Palm Ridge	7pm	Still Available
Elvis and the Cadillac Kings	February 25	Beardsley	5pm	Still Available
Spring Fest – Voyager	March 11	Beardsley	7pm	SOLD OUT
Spring Fest – Mirage	March 12	Beardsley	7pm	SOLD OUT
Spring Fest – One of These Nights	March 13	Beardsley	7pm	SOLD OUT
CS – Danika and the Jeb	February 11	Palm Ridge	3&7pm	SOLD OUT
CS – Beatlesque	March 4	Palm Ridge	3&7pm	SOLD OUT
West Valley Winds	March 6	Palm Ridge	2pm	Still Available
Top Hat Series 3pm	Jan 13, Feb 3, Feb 17, Mar 3	Palm Ridge	3pm	Series Still Available
Top Hat Series 7pm	Jan 13, Feb 3, Feb 17, Mar 3	Palm Ridge	7pm	Series SOLD OUT
TH – Oh Canada	February 3	Palm Ridge	3&7pm	Individuals available
TH – Johnny Rodger Buddy & Beyond	February 17	Palm Ridge	3&7pm	Individuals available
TH – Walk the Line Johnny Cash Trib	March 3	Palm Ridge	3&7pm	Individuals available

*CS – Cabaret Series *TH – Top Hat – **ALL 7pm Top Hats almost sold out**

Music on the Green for February

6pm at RHJ Great Lawn

- February 9th - John Gambert
- February 23rd - Country Crossing

Shred-A-Thon

8am – 10am at Library Parking Lot

- February 23rd

Capital Projects Update:

RH Johnson

- **Metal Shop Addition** - Facility is Closed; HVAC rough, Door install, Framing, and Drywall complete. Stucco, Plumbing, Interior Paint, Fire Strobes install in progress.
- **Swim & Fitness Center Flooring Project:** Capital Project completed 1/31/22/ Facility reopening after cleaning complete sometime week of 1/7/22.
- **RHJ Environmental Services Office:** General Contractor scheduled to begin work the week of 2/7/22.
- **Beardsley Greenhouse:** Footings and concrete slab in progress. Footing inspection by Maricopa County 2/7/22 followed by concrete pour week of 2/7/22.
- **Pebblebrook Trash Enclosure Project:** Metal fabrication and installation in progress.