



RCSCW GM Weekly Report

January 24, 2022

Human Resources

- For the week of 1/10/22 there were 10 new employee cases of covid. The prior week had 9. This week we've had a handful of cases reported.
- RCSCW COVID Task Force continues to meet 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.
- The Supreme Court blocked OSHA from enforcing vaccine or test requirements for large private companies.
- HR reminds staff management to submit the names of any employees to be considered for the Governing Board Recognition Program.

Sports Pavilion

- Weekend Operating Hours for the Lizard Acres Pub have changed. The Pub will be open at 3 pm on Saturday and Sunday. Closing time remains 10:00 pm.
- For the first 24 days of January, 2022 vs.2021:
 - ✚ League Revenue up 106%
 - ✚ Open Play Revenue up 37%.
 - ✚ Bowling Revenue Up 79%
 - ✚ Lizard Acres Pub Rev. at \$13,217 (Avg. \$621/day).
 - ✚ Total Rev. up 111%
 - ✚ Lizard Acres Pub is now offering Live Music and Karaoke. Over 50 attended our live music Wednesday of last week as well as Karaoke on Saturday.

B & F

- The next B&F Meeting is scheduled for Tuesday, Feb. 8th.
- Revenue is doing well and APF reported as ahead of budget. Investments slightly down.
- We are working on two grant applications: One with the Office of Tourism on Water Conservation and one for Employee Retention Tax Credit. It looks promising for both.
- Meeting this week with other Community CFOs on different issues.
- We continue to work with T-Mobile on the additional cell tower. T-Mobile will use one of the three locations we recommended.
- We will be holding Operating Budget Meetings for proposed 2022/2023 Budget.
- Expense Sheets for Dept. Managers to be sent out Tuesday of this week. Will show two-year trend.
- Current expenses will be updated for the month of December in a week or two. Staff to get information back to Clif by 1/25/22.
- Clif reminded staff that the Operations Budget Spreadsheet was due this week. Accounting will compile all budget info, including assumptions, to come up with a rough draft of the 2022-2023 Budget.
- Contract Safe Software training is expected to take place in the next week or so.

Golf Operations

- **Financials** - For the month through January 23, 2022
 - Golf – Rounds are up 4% vs. January 2021.
 - Revenue for green fees and cart fees up 5%% vs January 2021.
 - Revenues for January are ahead of budget and prior year.
- **A-Team Award Dinner Held This Week** – Palm Ridge Summit A will be the venue to celebrate the success of the Golf Operations team. Expecting 80 employees for a dinner celebration. Each course will be represented.
- **Green Team Lessons** – Two group lessons will be held this week. Tuesday and Wednesday and Pebblebrook Golf Course. Fundamentals of the Full Swing will be taught by Mike Williams.
- **Two-Person Scramble Event** – Was held on Saturday, January 22nd at Grandview Golf Course. 116 participants played in the 8 am shotgun start. Ninety-two men and women played.
- **Interviewing for Call Center Position** – On Thursday, we will be filling one spot for March and April. The Call Center has answered 12,000+ calls from the month of October through December 31st. Call Center employees work 5 days per week, and we average 234 calls per day.
- **Liquor License Renewals** – Starting the process to renew 7 of our 8 Liquor Licenses. They expire at the end of February, so paperwork is beginning to be put together as well as initiating the check request for our Accounting Dept.

Golf Course Maintenance/Landscape Management

General Course Maintenance:

- Solid tine aerification of the greens is scheduled for next month. This is an annual cultural practice with little or no disruption to the putting surface.
- Staff continues to clean up some of the rough areas performing weed control on golf courses.
- Our most recent Annual Water Usage Report 2021 shows that golf courses were under budget for the 9th year in a row which is 240.80 A/F under budget for all seven courses.

Landscape Maintenance:

- Staff continues to perform general landscape maintenance.

Membership

General Info:

- Membership continues processing a large number of tenants/leases.

Asset Preservation Fees

- Through January 21, 2022 there have been 89 APFs collected and 31 Inquiries.

CC&Rs

- Liens recorded: 0
- Liens released: 1
- Certified Collection Letters Mailed: 4
- Turned over to Attorney for Collections: 0
- Current CC&R Violations: 25
- CC&R Cases: 4 New, 3 Closed

Facility Maintenance

- Started demolition in the new CC&R Bldg.
- We will be painting the perimeter wall facing with existing color.

Facility Operations

Jack – RHJ, KZ, BD, PR

- The new “Snack Bar” venue near the Johnson Pool is on track for its 2/1/22 Grand Opening. All February we have a buy-one get free coffees and teas.
- We are working with the Men’s Club to clean up Club Room before remodel.
- We are in desperate need of 5 FA’s at Palm Ridge and we are 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.

Library

Library Events

- On Wednesday, January 26th at 1 p.m., nationally recognized Abraham Lincoln presenter and historian John Voehl presented "Gettysburg address and the Rest of the Story," in the Stardust Theater.
- Library December 2021 Stats compared to November 2021:
 - 5556 Members visited – an 11% increase
 - 222 Guests – 25% increase
 - 600 People used the Data Resource Center – 15% increase
 - 62 people participated in Virtual Reality experience – 48% increase
 - 14318 items were checked out – 11% increase
 - ✚ 5815 DVDs & Blu-Rays checked out – 10% increase
 - ✚ 806 Puzzles Checked out – 21% increase
 - ✚ 2562 Large Print Books Checked out – 7% increase
 - ✚ 72 Culture Passes – 44% increase
 - 3908 Digital items checked out – less 1% increase
 - 822 residents used Overdrive/Libby – 2% increase
- **For the Year 2021:**
 - 52,928 Members and Guests came into the Library
 - 160,460 physical items checked out of the Library
 - 2,031 Residents used Overdrive/Libby
 - 49,047 Digital Items checked out

Media / I.T.

- Welcome our new Help Desk Rep., George Guadarrama to the Rec. Centers! George started on Monday, 1/24/22
- 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.

Special Events, Tours & Clubs

Clubs:

- Scheduled to meet with 2 clubs this week

Events:

- Worked with vendor on Agreement for new Ticketing Company. In the process of getting it signed.

Scheduling/Tours:

2022 January Tours

Start Date	Tour	Availability
2/10/2022	Valentine's Celebration at Durant's	41
2/11/2022	Tubac Festival of the Arts	24
2/18/2022	Brigadoon at Hale Theatre - RigaTony's	46
2/24/2022	Jerome & Wine Tasting	48
2/28/2022	Rocky Point, Mexico	0 – SOLD OUT
3/9/2022	Botanical Garden w/Chihuly Exhibit	50
3/16/2022	The MIM & Farm at South Mountain	50
3/23/2022	SE AZ w/Tombstone etc.	45
3/24/2022	Verde Canyon RR	47

Events :

Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
January Dance – Faded Jeans	January 28	Palm Ridge	7pm	SOLD OUT
Duttons	February 8	Palm Ridge	3&7pm	Still Available
Elvis and the Cadillac Kings	February 25	Beardsley	5pm	Still Available
Spring Fest – Voyager	March 11	Beardsley	7pm	Available 1/18/22
Spring Fest – Mirage	March 12	Beardsley	7pm	Available 1/18/22
Spring Fest – One of These Nights	March 13	Beardsley	7pm	Available 1/18/22
CS – Danika and the Jeb	February 11	Palm Ridge	3&7pm	Still Available
CS – Beatlesque	March 4	Palm Ridge	3&7pm	SOLD OUT
Top Hat Series 3pm	Feb 3, Feb 17, Mar 3	Palm Ridge	3pm	Series Still Available
Top Hat Series 7pm	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**

Ticket sales this week for Elvis

Capital Projects Update:

RH Johnson

- **Metal Shop Addition** - Facility is Closed; Masonry walls are complete; Structural steel and Roof joist system in progress. Roof system & Mechanical trades are on schedule.
- **Swim & Fitness Center Flooring Project:** Phase 1 complete, Phase 2 tile complete. Room painting toilet fixtures, shower trim, toilet partitions and accessory installation in progress.
- **RHJ Tennis Facility Court/Drain Edge Repairs:** Project repairs complete; courts all re-opened.
- **RHJ Environmental Services Office:** Project in progress; Storage container move scheduled for 1/25/22 and demolition of existing office 1/27 – 1/28 2022.
- **Beardsley Greenhouse:** Project in progress. Demolition and Site prep complete; foundation to begin on release of permit from Maricopa County. Prospiant Manufacturing currently on schedule to deliver Greenhouse on 2/28/22.