



RCSCW GM Weekly Report

June 13, 2022

W. J. [Signature] 6/14/22

Human Resources

- About 60 openings last week. We continue to put ads out to recruit
- 3 Employee Covid Cases as of this morning. One case last week. Maricopa County Community Covid Status increased to medium.

Sports Pavilion

- Expect new cooler for Lizard Acres Pub by the end of June.
- Bowling Revenue up 10% for June 2022.
- League Revenue up 7% for June 2022.
- Open Bowling Revenue up 11% for June 2022.
- Total Revenue up 5% for June 2022.

B & F

- Preparing Year End Report.
- Lighting (LED) changeout in Accounting on 6/15/22 and in other areas of Johnson Admn. Bldg. this week.
- Working on May close.
- Cristhabel in Accounting has another opportunity and will be leaving the Rec.Centers.

Golf Operations

- **Financials for the First 12 days of June 2022:**
 - Golf Rounds were down 5% vs. June 2021
 - Revenue for Greens and Cart Fees are down 7% vs. June 2021
 - Year to Date – Greens Fees and Cart Rentals are up 4% and 2% respectively.
- **Crooked Putter** – Discussing how best to handle their current situation.
- **Golf Carts** – Taking advantage of an opportunity to bring in 20 carts. Finalization of this transaction to be discussed with Accounting.
- **Golf Clinics** - Two this week (Tuesday and Thursday). 8 am at Pebblebrook Golf Course. Six students in each class. Being taught by Mike Williams, PGA
- **Cart Rentals** - Reviewing our procedure and practices.

GOLF CLINICS

Date	Day	Time	Topic	Instructor
June 14 th	Tuesday	8am – 9 am	Irons	Mike
June 16 th	Thursday	8am – 9am	Metal Woods	Mike
June 21 st	Tuesday	8am - 9am	Putting	Paul
June 23 rd	Thursday	8am – 9am	Chipping	Paul
June 25 th	Saturday	8am – 9am	Metal Woods	Pat - FREE
June 28 th	Tuesday	8am – 9am	Irons	Mike
June 30 th	Thursday	8am – 9am	Metal Woods	Mike

Golf Course Maintenance/Landscape Management

General Course Maintenance:

- Stardust is closed for greens aerification, palm tree trimming. The course reopens June 14th.
- Grandview will close 6/16 for greens aerification and Palm Tree Trimming and reopens 6/21.
- Summer Course Closures: Echo Mesa and Deer Valley both closed Monday, June 6th and are scheduled to reopen after fall overseeding, Tuesday, Oct. 25th. During the closure, staff will be working on several small in-house projects, desert cleanup, tree maintenance, leveling of tee boxes, drainage and leveling of irrigation heads around greens.
- Crews will be working on course cleanup from the windstorm that took place on Saturday afternoon. We lost one golf course tree on #18 at Trail Ridge.

Landscape Maintenance:

- Storm Damage – We had three trees go down over the weekend; 2 at Johnson Center and 1 at Palm Ridge.
- Monsoon season officially starts Wednesday, June 15th. Golf Course personnel indicate that the dew points are higher than normal for this time of year and we may see rain Friday or Saturday.

Membership

Asset Preservation Fees/Tenants/Golf Cards

- For the first 13 days of June there have been 60 APFs collected and 38 Inquiries for 2022 compared to 49 APFs and 40 Inquiries for 2021.
- Number of tenants for the month: 42
- Golf Cards Sold in Membership: 23 Total last week. 7-Unlimited, 2-Twilight, 0-Frequent Player, 8-Kachina, 6 Coyote.

REDs

- Liens recorded: 5
- Liens released: 2
- Certified Collection Letters Mailed: 2
- Turned over to Attorney for Collections: 0

CC&Rs

- Current CC&R Violations: 50 (30 for Landscaping)
- CC&R Cases: 2 New, 9 Closed, 6 Escalated

Facility Maintenance

- Kuentz Softball Field Water Leak Update: Valve leak was repaired last week; valve access box was installed and concrete has been poured. Job is completed.
- RH Johnson Men's Club: Facilities Maintenance has completed all tasks. Men's Club moved back in.
- Palm Ridge Walkway Lighting: This project has been completed. Everything is illuminated and working properly.
- MPS (Repair/Maintenance) Tickets:
 - Total Opened 7,107
 - Completed 7,055
 - Open Work Orders in Progress 52

Facility Operations

Jack – RHJ, KZ, BD, PR

- Hired a Night Shift Lead. Making a big difference in night coverage of Facility Operations.
- We have made offers for a couple of full-time night positions in Facility Ops.
- Men's Club and Club 52 were very appreciative of the Men's Club Facility remodeling.
- Having Liberty Pickle Ball courts 1 – 10 professionally cleaned on June 20th and 21st.
- Continue with new efficiencies in Facility Operations and strategies to keep great workers.

Attendance and Paid Guest Numbers for June 5 thru June 11, 2022

	Pool	Gym	Walking Track	Digital Guest	Total
BRD	CLOSED				
KRC	1136	615		0/36/36	1800
PR	2070	1173	1409	04/123/187	4839
RHJ	4310	1137		139/363/502	5977

Library

Library Compared Monthly Usage May to April

- 5065 Members visited – 19% decrease
- 120 Guests – 52% decrease
- 556 People used the Data Resource Center – 34% decrease
- 28 People participated in Virtual Reality experience – 36% decrease
- 11220 Items were checked Out – 15% decrease
 - 4475 DVDs & Blu-Rays checked out – 14% decrease
 - 604 Puzzles checked out – 8% decrease
 - 2152 Large Print Books checked out – 11% decrease
 - 65 Culture Passes – 34% decrease
- 4404 Digital Items checked out – 3% Increase
- 940 Residents used Overdrive & Digital Catalog Libby – 5% increase

Media / I.T.

- The Maricopa County Board of Supervisors is asking for public Comment on five draft maps that would adjust the boundaries of the County's five supervisorial districts. This redistricting is required by law following the 2020 Census. Residents can find detailed information about redistricting, draft maps, and a way to share comments and concerns at Maricopa.gov/redistricting. The site also includes a way to sign up for email updates. There will be a public hearing June 20, and the final map will be approved on or before July 1.
- All informational handouts for Facility Hours of Operation, etc., must be reviewed with IT to be sure all information is the same on the flyers, website and anywhere else the information may be posted or available.
- Improvement Council Meeting is Friday, 6/17/22. Get any items to Becca ASAP.
- If you have anything for the July-Sept. Centerline please get it to Michael Melissa ASAP.
- Deadline for Power Points or other materials for the notebooks for the Fall 2022 TORCH Class is Aug. 29. Please email to Katy prior to the 29th.
- We are still waiting on parts to complete the final two sites in the Fiber Optic Project to the Golf Maintenance Yards. There is a back order on the supply lines.
- As a point of interest, youtube videos are doing very well. The last Board Meeting in May saw 586 views, and with the Cox troubles, the reupload saw an additional 489 views.
- Our Help Desk Team continues to offer training to employees on various desktop tasks such as Outlook calendar, Microsoft Office, etc. Managers are encouraged to open a ticket if they have training requests for themselves or their team members.
- We will see the Rec. Center News shrink in page count over the summer months as things slow down, but as always we will continue to publish and will continue promoting items on Enews and our website as well.
- We are following along with the Capital Projects Team and installing network at Beardsley Greenhouse, the new enclosed vestibule at Aquatics, the Men's Clubs, and the new CC&R Office and Village Meeting Room.

Recreation

Clubs:

- Club:
 - Kasey continuing the Bylaws process this month with clubs, starting with Card Clubs
 - Kasey met with 16 clubs
 - One has fully completed their bylaws
 - Phil has started with Golf Clubs and their Bylaws
 - Both Bridge Groups Merged
 - Handicapables and Water Fitness are merging
 - Rec Centers (Box Office/Events) will continue to sell Theatre, Westernaires, and DanceSensation Tickets
 - Events Department is working with Club Espaniol for October Event

Tours:

2022 Upcoming Tours

Start Date	Tour	Availability
6/11/22	Prescott Arts & Crafts Festival	15
7/21/22	Medieval Times Dinner & Tournament	43
8/15/22	Catalina Island, Santa Barbara, & Solvang	20
10/4/22	Albuquerque balloon Fiesta	29
10/13/22	Verde Canyon RR	46
10/18/22	Dolly Steamboat & Saguaro Lake Ranch	48
10/23/22	Laughlin, Oatman & Lake Havasu	47
11/1/22	Rocky Point, Mexico	40

Events :

Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
Summer Series- Amazing Pianos	June 14	Palm Ridge	5pm	SOLD OUT
Summer Series – Come Back Buddy	June 28	Palm Ridge	5pm	SOLD OUT
4 th of July – Lindsey Bennedict	July 4	Palm Ridge	2pm	SOLD OUT
Summer Series – Swingin’ Jazz	July 12	Palm Ridge	5pm	SOLD OUT
Summer Series – Aragon Brothers	July 19	Palm Ridge	5pm	SOLD OUT

Thank you all for your patience with our new ticketing vendor, with change there are always speed bumps, and we have addressed them or still working on them.

- We are currently working with Motors & Meals for an October 23rd Event