




# RCSCW GM Weekly Report

July 25 2022

 7-29-22

## Human Resources

- We continue to find new ways to fill openings and put ads out to recruit.
- We will be working on the Employee Recognition Lunch which is scheduled to take place 9/15/22.

## Sports Pavilion

For first 21 days of July:

- Bowling Revenue up 3%.
- League Revenue up 8%
- Open Bowling Revenue down 7%.
- Total Revenue up 8%
- The Sports Pavilion will be closed for summer maintenance beginning Monday 8/1/22 and reopening on Monday, 8/15/22 at 9:00 am.

## B & F

- End of Year Information handed out to staff. Operating Revenue good.
- Cliff and Pete continue preparing for our Annual Audit with Clifton, Larsen, Allen in August.
- We have updated salary grades and made market adjustments.
- We are preparing for a presentation by Auditor Clifton, Allen, Larsen and Cap Trust at the October B&F Committee Meeting.
- Staff is reminded to complete their budget spreads and submit to Accounting by the end of July.

## Golf Operations

- **Financials for the First 24 days of July 2022:**
  - Golf Rounds were FLAT vs. July 2021
  - Revenue for greens and cart fees are up 5% vs. July 2021.
- **Meetings with Vendors** – Exploring different partnerships for pro-shop inventory. First meeting is today with Levelwear to discuss options. Out next meeting is Thursday with Antigua.
- **SGRA (Southwest Golf Rep. Show)** – Next week at the Mesa Convention Center, Tuesday through Thursday.

- **Tournament Schedule for Spring and Fall** – Has been finalized and will be sent out next week.
- **Memo to Employees** – Went out to discuss work hours for Starters, Ball Pickers and Custodians. Moving the Custodians and Ball Pickers to later in the day hours to make sure we maintain the facilities and protect our assets as best we can.
- **Night Patrol on Random Days and Golf Courses** - Complaints with fishing on Trail Ridge Golf Course. Limited activity on Echo Mesa and Deer Valley. We are needing to update our No Trespassing signs to include the ARS Code.

## Golf Course Maintenance/Landscape Management

### General Course Maintenance:

- **Green's Aerification** – Stardust reopens July 26<sup>th</sup>.
- **Grandview closes 7/28** for course maintenance **and will reopen on 8/2/22.**
- **Pebblebrook Pump Station Update:**
  - We continue to have issues with the pump station. Staff has been coming in during the evening to run water on the course. A new pump Logic Control part has been ordered; unfortunately, we may not receive it until early to mid-September. We are pursuing other options.

### Landscape Maintenance:

- Performed General Landscape Maintenance.
- Lawn Bowl Greens 3 and 4 are now open for play.
- Last week we lost a Palo Verde tree at the entrance of the Johnson Swim and Fitness Center. Staff will replace the tree sometime in September when the weather cools off.
- Palm tree trimming was started at Echo Mesa Golf Course the morning of July 25, 2022.

## Membership

### Asset Preservation Fees/Tenants/Golf Cards

- For the month of July, there have been 70 APFs collected and 71 Inquiries for 2022 compared to 74 APFs and 58 Inquiries for 2021.
- Number of tenants for the month: 47
- Golf Cards Sold in Membership: 13 Total Last Week: 4 Unlimited, 1 Twilight, 0 Frequent Player, 10 Kachina, 7Coyote.

## REDs

- Liens recorded: 4
- Liens released: 10
- Certified Collection Letters Mailed: 1
- Turned over to Attorney for Collections: 0

## CC&Rs

- Current CC&R Violations: 31 (27 for Landscaping)
- CC&R Cases: 4 New, 8 Closed, 2 Escalated

## Facility Maintenance

- **Environmental Services New Addition:** Ice Machine & drinking fountain to be installed outside this week.
- MPS (Repair/Maintenance) Tickets:
  - YTD Total Opened 7,430
  - YTD Completed 7,367
  - Current Open Work Orders in Progress 63

## Facility Operations

### Jack – RHJ, KZ, BD, PR

- We have hired our AV Tech and Scheduler.
- Snack Bar to receive upgrades to service and merchandise coming this fall.
- Held training for our night staff with Eco Lab. All night staff currently trained
- We will be cleaning RHJ, KRC, PRRC outside pool decks again this week.
- Re-organizing the Rec.Clerk position at Beardsley, bringing over to Operations to service all 4 Recreation Centers.
- Continually looking into new efficiencies in Facility Operations and new strategies

### Attendance Paid Guest Numbers July 11 through July18 2022

	Pool	Gym	Walking Track	Guests -Under 18/Over 18/Total	Total
BRD	N/A	N/A	M/A		
KRC	842	604		0/23/23	1480
PR	1782	1085	1717	39/92/101	4715
RHJ	3812	1135		134/246/380	5336



## Library

- Friends of the R.H. Johnson Library Lecture Series: Specters of the Past-Ghost Towns That Built America with Jay Mark will be Wednesday, July 27 at 2:00 p.m. to 3:30 p.m. at the Lecture Hall. All 90 tickets have been given out.
- It is the last week of the Club Summer Craft Classes. We had positive responses from participants and the library will plan to schedule them again next year.

## Media / I.T.

- Our new Webmaster started 7/25/22. We're excited to welcome him aboard and bring him up to speed as it's been difficult being short staffed in IT.
- We are happy to announce that both the six-course fiber project and the Echo Mesa fiber extension project are complete. Accounting can close them as far as IT is concerned. We've turned them over to Todd's team to utilize with Rainbird equipment.
- September Rec. News deadline is a week from Friday already! Please get your items together for Michael.
- Just a heads up – Epson receipt printers and other hardware that we use companywide are on backorder nationwide. We are going through our stock and will order more than usual to keep on the shelves as the backlogs are significant right now.
- Simple Text has required new authentication because of the phone providers. We've provided this authentication twice and received verification that we've completed it. Todd Patty has been asked to please let IT know if for some reason these don't go through beginning next month.
- Staff reminder: If you have been enrolled in Phishing training due to a test failure – or if any of your employees have – please remind them that the training is mandatory and if they don't complete it, they will be brought in for more intensive training. We are working on some in-person training for those who continue to struggle with identifying potential email threats as this is the No. 1 cyber threat most companies face.
- Deadline for submissions to the Pet Photo Contest is August 8. We have a lot of great photos already of all sorts of pets! Keep 'em coming!
- As a reminder, Library staff will relocate to the Village Meeting Room during the RHJ parking lot paving project. All book loans will be extended during the closure.
- Thanks to all those departments who have signed up or already gone through Teams and Excel Training. Anyone still interested should reach out to George. We are also offering Outlook training to the Governing Board so they more fully utilize their calendars and email contact groups. If anyone has additional suggestions or needs training, please submit an IT Ticket.

## Recreation

### Clubs:

- Club:
  - Continuing the Bylaws process – we have 30 completed and 10 are pending. We are still working on meeting with all the clubs.
  - First Chartered Club Committee Meeting will be held September 6, 2022
  - Both Bridge Groups agreed by vote to change their name to SCW Contract Bridge Club
  - Handicapables and Water Fitness are merging
  - Events Department is working with Club Espaniol for October Event
  - We have a new Chartered Club Committee Chair – Jack Leary

### Tours:

#### 2022 Upcoming Tours

Start Date	Tour	Availability
8/15/22	Catalina Island, Santa Barbara, & Solvang	0
10/4/22	Albuquerque Balloon Fiesta	9
10/13/22	Verde Canyon RR	16
10/18/22	Dolly Steamboat & Saguaro Lake Ranch	34
10/21/22	Tonto Natural Bridge & Fargo's Steak	47
10/23/22	Laughlin, Oatman & Lake Havasu	40
11/1/22	Rocky Point, Mexico	SOLD OUT
11/22/2022	San Antonio & Riverwalk (Thanksgiving)	35
11/24/22	Thanksgiving at the Opry	40
1/1/23	The Tournament of the Rose Parade	46

### Events :

#### Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
August Dance – Uncorked	August 31	Palm Ridge	7pm	August 2 <sup>nd</sup>
Welcome Back Dance – HIFI	September 23 <sup>rd</sup>	Palm Ridge	7pm	August 9 <sup>th</sup>
October Concerts – Hispanic Heritage	October 1 <sup>st</sup>	Beardsley	5pm	August 16 <sup>th</sup>
October Concerts – Desert Winds Steel Orchestra	October 8 <sup>th</sup>	Beardsley	7pm	August 16 <sup>th</sup>
October Concerts – Johnny K & Kompany	October 15 <sup>th</sup>	Beardsley	7pm	August 16 <sup>th</sup>
October Concerts – HI FI	October 22 <sup>nd</sup>	Beardsley	7pm	August 16 <sup>th</sup>
October Concerts – Southbound	October 29 <sup>th</sup>	Beardsley	7pm	August 16 <sup>th</sup>

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



## ***MUSIC ON THE GREEN/ TALENT SPOTLIGHT/ LIZARD ACRES PUB***

*We are doing our best to work together to get a solid lineup between the 3 locations that is run by the Rec Centers of SCW! There have been concerns that we are too strict and we are looking at how we can prevent from having multiple shows of the same groups within a year.*

### **Capital Projects:**

- **Beardsley Swim & Fitness - Lobby Enclosure:** Swim & Fitness Building closed until project completion. Exterior painting, Grid ceiling metal, fire sprinkler system, HVAC ducting and trim, Electrical above grid complete. AFMA Sprinkler inspection on 7/25 and Maricopa County "Above Grid" Inspection scheduled for 7/27/22. Grid ceiling tiles, floor staining, followed by interior painting in progress.
- **Palm Ridge – Summit Hall:** Closed 7/25 – 8/7/22 for Hardwood Flooring Screen and Seal in progress. Will take 1 ½ weeks to dry.
- **Pebblebrook Pro Shop Parking Lot:** Asphalt Seal and Stripe: Parking Lot Closed 7/15 through 7/16 for seal coat.

### **Upcoming Summer Projects**

- **Beardsley Arts and Crafts – Clay Club Monitor Station:** Clay Club Closed from 8/1 through 8/31 2022 for the installation of new monitor station.
- **Desert Trails Pro Shop Parking Lot- Asphalt Seal and Stripe:** Closed 8/19 – 8/20 2022 Weather permitting
- **Metal Shop Parking Lot:** Asphalt Mill and Replace; Closed 8/30 – 9/3/22. Weather permitting.  
**Palm Ridge – Parking Lot:** Asphalt Seal & Stripe; Closed 8/29 – 9/7/22. Weather permitting..