



RCSCW GM Weekly Report

November 07, 2022

W. J. [Signature] 11-9-22

Human Resources

- Maricopa County Covid Status continued to be reported as "Low".
- New HR Manager Kirsten Petersen started Oct. 31, 2022. Welcome aboard.
- Handed out employee information on Open Enrollment (Nov. 14th through Nov. 30th) and Premiums/Contributions.

Sports Pavilion

Statistics for month of October 2022 to date:

- League Revenue down 5%
 - Open Play up 22%
 - Bowling Revenue up 8%
 - Gross Revenue up 6%
 - Games Bowled Up 8%
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- There is a CBE Tournament this Sunday which is a Senior/Junior Event.

B & F

- Received all three RFPs regarding Financial Audit Firms. Now that all bids have been received, they will be reviewed on Nov. 9th. Presentations will be made at the Task force Meeting later this month.
- Held meeting to discuss sales tax question.
- Clifton, Larson, Anderson (CLA) to advise on the posting of \$420K Grant money received through Golf Maintenance.

Golf Operations

- **Financials for the month of November 2022 to date:**
 - Golf Rounds are **down** 12% vs. November 2021
 - Revenue for greens fees and cart fees are **down** 1% vs. November 2021.
 - Due to overseed schedule and the variations from year to year, these numbers are not accurate until the whole overseed season has been completed..

- **Call Center Staff** – Completed their fourth week of work including Saturday and Sunday. A total of 1,364 calls were answered for the four open golf courses with Saturday's and Sunday's total being 233 or 17% of all calls received. The highest number of calls this week was Thursday with 254 calls.
- **Folds of Honor** – We will be celebrating our Veterans by participating in the Folds of Honor November 7th through November 13th. Raffle Tickets will be available, \$5 for 1 ticket or 3 for \$10. All proceeds will go to military veterans through the Folds of Honor.
- **A Wonderful Night for a Moondance** – Will be held on Friday, December 16th at our Pebblebrook Golf Course. Shotgun start at 6 p.m. Total number of players is 104. Signups began today at 7 a.m. We expect to sell out within 7 – 14 days.
- **Golf Committee Meeting** – Will be held this Thursday at 1:30 p.m. at the Lecture Hall.
- **Staffing for Golf Operations** – Looking to hire three more Player Assistants, a Ball Picker and a Custodian.
- **Courses Closed for Overseeding through Monday, Nov. 21st** – The following courses are closed for overseeding through Monday, Nov. 21st; Grandview GC, Trail Ridge GC and Desert Trails GC.

Golf Course Maintenance/Landscape Management

General Course Maintenance:

Overseeding Update

- Trail Ridge Desert Trails and Grandview finished overseeding last Friday. Seeding of greens was delayed a few days due to weather (Rain and high winds).
- Germination is taking longer on the last 3 courses because of the cooler weather. So far, the average high temperatures for November have been running between 15 – 20 degrees below normal.
- For the first 7 days of November, the average high was 72 degrees. Last year it was 87 degrees and in 2020 the average temp. was 92 degrees.
- The last three courses are scheduled to reopen on Tuesday, November 22nd.

Landscape Maintenance:

Overseeding Update

- The last two sections of the large and small dog parks reopen today Nov. 7th.
- Beardsley Park closes today, Monday Nov. 7th. Opening of the Park is scheduled for Monday, December 12th.
- Johnson Great Lawn closes this Thursday, Nov. 10th and is scheduled to reopen Tuesday, Dec. 13th.

Membership

General Information

- **Community Meeting on Crime Prevention** – The Maricopa County Sheriff's Office will be at Palm Ridge Recreation Center on Wed. Nov. 16th to give a presentation on Crime Prevention and take questions from our membership.
- Real estate sales continue to show signs of slowing down.

Asset Preservation Fees/Tenants/Golf Cards

- For the month of October there have been 13 APFs collected compared to 36 APFs in 2021. Inquiries were 37 for 2022 vs. 27 for 2021
- Number of tenants for the month: 231
- Golf Cards Sold in Membership: 72 Total Last Week: 2 Unlimited, 0 Twilight, 0 Frequent Player, 35 Kachina, 35 Coyote.

REDs

- Liens recorded: 2
- Liens released: 10
- Certified Collection Letters Mailed: 3
- Turned over to Attorney for Collections: 0

CC&Rs

- Current CC&R Violations: 29
- 15– Landscaping (Trees), 5 New, 11 closed, 6 escalated.

Facility Maintenance

- **Sports Pavilion:**
 - New Beer Cooler installation has started. Most of the structure is complete. Installing the evaporator, condenser and electrical this week. This project is 75% complete and we expect to have it done this week.
- **Kuentz Woodshop:**
 - CR-13 Request to lightly remodel Woodshop Library Room. Floor has been removed, new lights and electrical installation underway. After electrical complete, new floor will be installed.
- **Metal Shop:**
 - CR-13 request to hook up the powder coat booth. This project is complete.
- **RHJ and Bell Road Entrance:**
 - We have replaced the entry lights with RGB Lighting. It is a much brighter light when white and also gives us the ability to change colors.

- **MPS Work Order Update:**
 - 8,294 work orders to date
 - 8,237 completed
 - 57 open work orders in progress

Facility Operations

Jack – RHJ, KZ, BD, PR

- The Snack Bar - \$986.72 – November Special – Hot dog, bag of chips and a fountain drink, \$4.00.
- RHJ Club Expo Big Event Nov. 9, 2022.
- Midterm Elections being held at Palm Ridge Recreation Center Nov. 7th and 8th. We will be looking at booking for Elections ahead of time and moving the event back to the R.H. Johnson Social Hall in the future.

	Pool	Gym	Walking Track	Digital Guests	Total
BRD	1737	1480		20/51/71	3288
KRC	625	618		0/15/15	1258
PR	1358	1014	744	2/83/85	3201
RHJ	2072	1159		12/168/180	3411

Attendance and Paid Guest Numbers 10-31 through 11-06

Library

- We are moving forward with selecting new library software to replace Follett.
- The library will be closed Friday, November 11 in observance of Veteran's Day.
- We will have a presentation, Tribute to the United States Military, on Saturday, November 12 at 1 p.m. by Bob McIlhenny, "The History Guy"
- The Writer's Group will meet at 1 p.m. in the library on November 10.

Media / I.T.

- The new Member Packet will need to republish in 3 months. In another month Katy will begin circulating it for changes. Be sure to pay particular attention to hours of operation for your division to be sure they coincide with hours published on the website.
- Gregg has worked with COX to complete the installation of the 8 LTE circuits for the Clubs network. This is the cellular backup service we are implementing as part of our network upgrades. One thing to note is that the cellular service will only provide 10 Mbps download speed and 2 Mbps upload speed, compared to our current 25x5 or 50x10 circuits. The LTE is meant as a temporary backup.
- Gregg is now working with COX on conversion to the three fiber circuits which will take some time. We still have SD-WAN project as well.

- Microsoft Tuesday is tomorrow. Please remember to restart your machines as usual. If anyone in your department is on vacation, be sure to turn the machines on but keep them locked. TEI users should be out of the program by 6 p.m. and leave the PC on. We will return it to the log in prompt when we are done with the server updates.
- The credit card installs are complete. Big thanks to George Guadarama, Terri West and Linda Plastas for getting this completed.
- We are extremely shorthanded in IT right now between open positions and major projects. Please keep this in mind when submitting tickets. We appreciate your understanding if our response times are slow. George and Katy will be interviewing this week for the vacant IT position.
- New hardware is coming in and we will begin replacing our oldest PCs and laptops asap. This includes some of the older Club Track equipment that we had rolled out using refurbished equipment.
- Webmaster David Lopez has his plate full working on website updates as well as the new website redesign.
- Per Sports Pavilion Manager Barry Hardesty, the lizardacrespublish.com website is not being used enough to justify its maintenance. We will remove that site, but will hold onto the URL. We will make that URL a forwarding address to the Sports Pavilion/Lizard Acres page on the updated website.
- TORCH moves to the Foundation Building on Thursday for our Friends and Services edition, and then returns to Palm Ridge the following week for graduation. The Spring 2023 Session still has open seats available so sign up soon if you want to be a part of the next class!

Recreation

Clubs:

- Continuing the Bylaws process - Moving along
- Chartered Club Officers Meetings January 5th and 6th 2023.
- Club Expo information in progress –
 - November 9 – RHJ 10am – 1pm (Food trucks for purchase)

Tours:

2022 Upcoming Tours

Start Date	Tour	Availability
11/22/2022	San Antonio & Riverwalk (Thanksgiving)	SOLD OUT
11/24/22	Thanksgiving at the Opry	SOLD OUT
12/3/22	Prescott Christmas Parade w/Lunch	24
12/8/22	Holiday Dinner at Durants & Temple	15
12/14/22	Home for the Holidays	26
1/1/23	The Tournament of the Rose Parade	32
1/17/23	Valley of the Sun Tour w/lunch at Papago	40
1/31/23	Dolly Steamboat & Saguaro Lake Ranch	45

Events :

Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
Veteran's Day Concert – Surprise Pops – FREE	November 11 th	Palm Ridge	2pm	SOLD OUT
November Dance – Highway 85	November 18 th	Palm Ridge	7pm	Tickets still available
Holiday in the Park (SCW Residents Only)	December 17 th	Beardsley	8am	November 15 th
Holiday Concert	December 19 th	Palm Ridge	4pm	Tickets still available
NYE – Faded Jeans	December 31	Palm Ridge	7pm	Tickets still available
Cabaret Series ONLY Blues Brothers That's Country Tonedevil Brothers Americana	January 1 st January 20 th February 3 rd February 17 th	Palm Ridge	3pm & 7pm	Series ONLY November 1 st <i>Individuals will be available Nov 15th</i>
Rhythm of the Night SERIES ONLY ABBAFAB December 63' Barbara & Frank Everly Brothers	January 12 th January 26 th February 23 rd March 2 nd	Palm Ridge	3pm & 7pm	Series ONLY November 8 th <i>Individuals will be available Nov 22nd</i>

Events: (cont'd)

*November/December Music on the Green – Free and require NO ticket
Thank you to our sponsor Sun Canyon Bank*

Located at RH Johnson all shows start at 6pm! (No food will be served)

- *November 9 – Many Sounds of 9SW – **RESCHEDULED TBD***
- *December 14 – Radio Face*

Thank you all for your patience with our new ticketing vendor, with change there are always speedbumps, which we have addressed or continue to work on them.

Capital Projects:

- **Beardsley Swim & Fitness - Lobby Enclosure:** The General Contractor was here Monday, 11/07 for final drywall hang, tape and texture. Painting is in progress.
- **RH Johnson Rec. Center – Convert Existing Lighting to new LED Fixtures:** Lighting Conversion in progress; Library, Rip n Sew, Men's Club and Activity Center complete; swim and Fitness areas in progress.

Roof Restoration Updates:

- **RHJ Men's Club. - Flat Roof Restoration:** Completed 11/04/22.
- **Grandview Pro Shop – Tile Roof Restoration:** Completed 11/04/22.
- **Grandview Pro Shop - Flat Roof Restoration:** Flat Roof Restoration in progress.