



RCSCW GM Weekly Report

February 06, 2023

A handwritten signature in blue ink, appearing to read "Wally".

Human Resources

- Maricopa County Covid Status is reported as Low. Please remind employees and others to follow Maricopa County and CDC Guidelines on Covid.
- We have received several applications from qualified candidates for the Safety Coordinator Position. We plan to be interviewing this week.

Sports Pavilion

Statistics for month of January 2023 to date:

- League Revenue up 12%
- Open Revenue up 4%
- Bowling Revenue up 10%
- Total Revenue up 15%
- Lizard Acres Pub Rev. up 17%
- Games Bowled Rev. up 15%

B & F

- Staff turning Budget information into Account Manager.
- Pete reviewing monthly fees with Parks and Sons waste removal for comparative pricing.
- Our Insurance renewal process continues with our Broker Hayes Companies.
- We need to review the Johnson Lanes Brunswick Project to see if it is possible to commit now for work to be done in August 2023.
- The new Payroll Tech. Linda started Monday, February 6th.
- We have interviewed for the open position for Financial Accountant.

Golf Operations

- **Financials for first 4 days of February 2023:**
 - **Rounds of Golf** – Rounds are up 15% vs. February 2022
 - **Revenue for green fees and cart fees** – Up 20% vs. February 2022.
- **Glendale, Arizona Bowl Scramble & Men's 2-Man Best Ball Match Play** – Scheduled for Saturday, February 11th at Deer Valley Golf Course and Saturday/Sunday, March 4th and 5th at Pebblebrook Golf Course. Both events are sold out. Next event is the Sun City West Classic scheduled for March 25th and 26th (Trail Ridge Golf Course and Grandview Golf Course). Entry forms for this event will be sent out on Sunday, February 12th with sign-up beginning Monday, February 13th at Golf Ops
- **Green Fee Rates** – Local Golf Courses have increased their rates during Super Bowl week.
- **Green Team 101** - Golf Seminar will be held Tuesday Feb. 7th at 5 p.m. in the RH Johnson Lecture Hall. This is to help with new golfers in understanding golf's basic information and nuances.
- **Player Assistants** – We will be hiring two more Player Assistants to help complete the season. We are still looking to hire a couple of on-call Custodians for the golf courses..
- **Group Golf Clinic Schedule for February 2023:**

Date	Time	Lesson Topic	Instructor
Tuesday, Feb. 7 th	2pm (PB)	4 – 40 Footers – Putting	Paul Grucza
Thursday, Feb. 9 th	2pm (PB)	Green Reading	Paul Grucza
Tuesday, Feb. 14 th	2pm (PB)	Couples Sand Play	Mike Williams
Thursday, Feb. 16 th	2pm (PB)	Full Swing – Any Club	Mike Williams
Tuesday, Feb. 21 st	2pm (PB)	How to Create Speed	Paul Grucza
Thursday, Feb 23 rd	2pm (PB)	Fundamentals of Chipping	Paul Grucza
Tuesday, Feb. 28 th	3:30pm (PB)	Course Management	Mike Williams

Golf Course Maintenance/Landscape Management

General Course Maintenance

- Staff will be applying fertilizer on all the overseeded areas this week. With warmer temperatures we should see a good response.
- Water usage report: For the month of January, the golf courses used a total of 7 acre feet of water.
- Two truckloads of irrigation piping will be coming in today, 2/6/23.

Landscape Maintenance:

- Staff continues to perform general landscape maintenance.

Other:

- The 2023/2024 Golf Maintenance / Landscaping maintenance operating budgets have been completed and turned in.

Membership

General Information

- Real estate sales continue to be slow.

Asset Preservation Fees/Tenants/Golf Cards

- For the month of February 2023 there have been 14 APFs collected compared to 14 APFs in 2022. Inquiries were 29 for 2023 vs. 33 for 2022.
- Number of tenants for the month: 122 in 2023 vs. 107 in 2022. Tenants for the Week around Superbowl were at 185.
- 2023 Golf Cards sold for the Month: Total – 25: Unlimited-(4), Twilight-(1), Kachina-(9), Coyote-(11), Frequent Player-(0).

Collections/REDs for the Week:

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

CC&Rs

- Current CC&R Violations: 33
- 20 – Landscaping (Trees), 11 New, 4 closed, 2 escalated.

Maintenance – Russ

No Report this week.

Capital Projects Update – Karl

- **R. H. Johnson Lighting Conversion:** Sports Pavilion Billiards Room and Main Concourse in progress.
- **Friends of the Library Book Storage Container** – This Club funded project is in progress.
- **Grandview Golf Course – Pump Station:** Roof structure over new pump station in progress.

Facilities Operation Report – Karl

- **Facilities Use:**

	Pool	Gym	Walking Track	Digital Guest	Total
BRD	2346	1418		57/132/189	4685
KRC	697	877		0/20/20	1429
PR	2426	1324	1055	14/174/188	5030
RHJ	2130	1383		27/276/303	3865

These are the numbers for all 4 Rec. Centers. It includes the use of the pool, fitness rooms, walking tracks, guests under 16, over 16 and total number of guests as well as the total for the facility (which includes other areas not listed).

- **RHJ Snack Bar:** 1/29/23 through 2/04/23 Grand Total: \$1,413.97

Library

- We expect the implementation of new library software to take place in July 2023.

Media /I.T.

- We have made an offer to a new webmaster and hope to have that position filled within the next week or so.
- The SD-WAN is up and running at three Rec. Center sites and Pebblebrook Golf Course. Work on this project will continue on the following schedule:
 - Grandview – Tuesday, Feb. 7
 - Echo Mesa – Wednesday, Feb. 8
 - Stardust – Thursday, Feb. 8
- All new Club Track Machines that were purchased have been deployed. IT Dept. will now be going back to put certs on the existing machines that were not scheduled for replacement. Staff and two club-owned machines will follow, after which we will cut over to the certs-only application.
- TORCH Books will be here Feb. 6. Agendas went to all staffers who have part in the Academy. Please review them carefully in case you have multiple sessions to attend. The Spring Class is full and we are starting a waiting list, or members can sign up for Fall 2023 which runs Oct. 5 through Nov. 16 with a Meet and Greet Oct. 4.
- Our partnership with the Historical Society continues with the new display in the Village Meeting Room windows. Check out the display when you have the opportunity. This adds to our partnership with the society, which already includes the ongoing video display at the Library. If you haven't seen that one, stop by the Reference area and watch the historical video.
- The film crew is here for two weeks so PR will be busy taking them around as needed.
- We have picked up the two Sundome seats and are looking for a nice area where they can be put on display.
- We have migrated some of the club websites where the clubs' names have changed. Clubs are reminded that each club must have a Content Manager who updates their websites. Our IT Team will provide basic structure and requirements for the websites.
- In January, the IT Team handled 235 new tickets! A breakdown by Department, Category and Day of the week is attached. We continue to be extremely busy, particularly with all the staff and office changes and we appreciate everyone's patience as we get these handled.

Recreation:

Clubs:

- Club:
 - Continuing the Bylaws process - Moving along
 - Chartered Club Committee Meeting – February 7, 2023
 - CR-7's and CR-15's are due by February 15th
 - CR-4's are due by February 15th unless requested otherwise

Tours:**2023 Upcoming Tours**

Start Date	Tour	Availability
2/10/23	Annual Tubac Festival of the Arts	0
2/24/23	"42 nd Street" at Hale Theatre w/ Lunch	24
2/27/23	San Diego Getaway	0
3/8/23	Barleens #1 Hit Variety Show	20
3/15/23	Fog De Choa & Desert Belle	26
3/23/23	Verde Canyon Railroad	16
4/3/23	Rocky Point, Mexico	0
4/22/23	Canyonlands of the Southwest	13
5/1/23	Rocky Point, Mexico	46
7/15/23	Alaska Cruise and tour	9

Events :**Current / Upcoming Ticket Sales**

Event	Event Date	Location	Time	Ticket Sales
Americana CS	2/17/2023	Palm Ridge	3pm & 7pm	Sold Out
Dec-63 RON	1/12/2023	Palm Ridge	3pm & 7pm	Sold Out
Tina Turner Tribute	2/7/23	Palm Ridge	3pm	527/800
Tina Turner Tribute	2/7/23	Palm Ridge	7pm	796/800
February Dance – City Nights	2/10/23	Palm Ridge	7pm	397/432
Barb & Frank RON	2/23/2023	Palm Ridge	3pm	774/800
Barb & Frank RON	2/23/2023	Palm Ridge	7pm	798/800
Everly Brothers Experience RON	3/2/2023	Palm Ridge	3pm	793/800
Everly Brothers Experience RON	3/2/2023	Palm Ridge	7pm	796/800
Spring Vibes – AZ Highway Men	3/10/23	Beardsley	7pm	1631/2400
Spring Vibes – Tim McGraw Exp.	3/11/23	Beardsley	7pm	1531/2400
Spring Vibes – Southern Rock	3/12/23	Beardsley	7pm	1478/2400
West Valley Winds	3/13/23	Palm Ridge	7pm	234/566
St. Patty's Day – HIFI	3/17/23	Beardsley	7pm	Ticket sales 2/7/23

CS – Cabaret Series / RON Rhythm of the Night Series

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

February Music on the Green: FREE NO Tickets Needed Located at RHJ Great Lawn

Wednesday, February 8th – Still Above Ground

Wednesday, February 22nd – John Gamber



Sundome Theater Seats

Tickets per Week Day		
Weekday	Tickets created	Tickets closed
Monday	26	27
Tuesday	43	44
Wednesday	57	49
Thursday	57	51
Friday	48	53
Saturday	4	1
Sunday	0	0

Trouble Tickets by Department		
Data	SUM	AVG
Recreation	47	47
Golf Ops	33	33
Library	30	30
Admin Office	24	24
Membership	21	21
Facility Maint	15	15
IT / PR	12	12
Accounting	11	11
Sports Pavilion	10	10
Box Office / Events	8	8
Gov Board	6	6
Scheduling	5	5
Facility Operations	5	5
Golf Maint	4	4
CC & R	2	2
	2	2

Tickets by Category		
Data	SUM	AVG
Support \ Hardware	107	107
Support \ Software	29	29
Request \ Employee Changes	28	28
Support \ TEI Support	20	20
Support \ Website	18	18
Support \ Office 365 & Email Support	11	11
Support \ Network Issues	6	6
Request \ Equipment Requests	5	5
Support \ Telephones	3	3
Request \ Business Cards	3	3
Projects Only	1	1
Support \ Paycom & Tablets	1	1
Support \ Security Issues	1	1
Support \ ClubTrack	1	1
Support \ Phish Alert	1	1

Tickets by Origin		
Data	SUM	AVG
WebApp	149	149
Email	66	66
Phone	16	16
InPerson	4	4