

GM Report - January 2024

January 8, 2024

Media, IT and Library

Registration is underway for the Spring 2024 TORCH Academy which begins in February.

Verizon is doing away with its Bluejeans software which we currently use for video conferencing in the Governing Board Conference Room. Hardware will be retained but a new software alternative is needed.

Over 600 email addresses were updated during the recent recall election.

Our I.T. Team handled 2,139 requests for service in 2023 with a huge number of “security” issues as we have increased our employee “phish” training and testing programs.

TICKET CATEGORY	TICKET COUNT
Hardware	672
Support / Hardware	388
Software	183
Support / Software	105
TEI Support	101
Website	101
Support / TEI Support	87
Office 365 & Email Support	68
Support / Website	49
Support / Office 365 & Email Support	41
Network Issues	37
Total	2,139

Golf Operations

30,501 December Golf Rounds Played

18,210 Regulation Courses

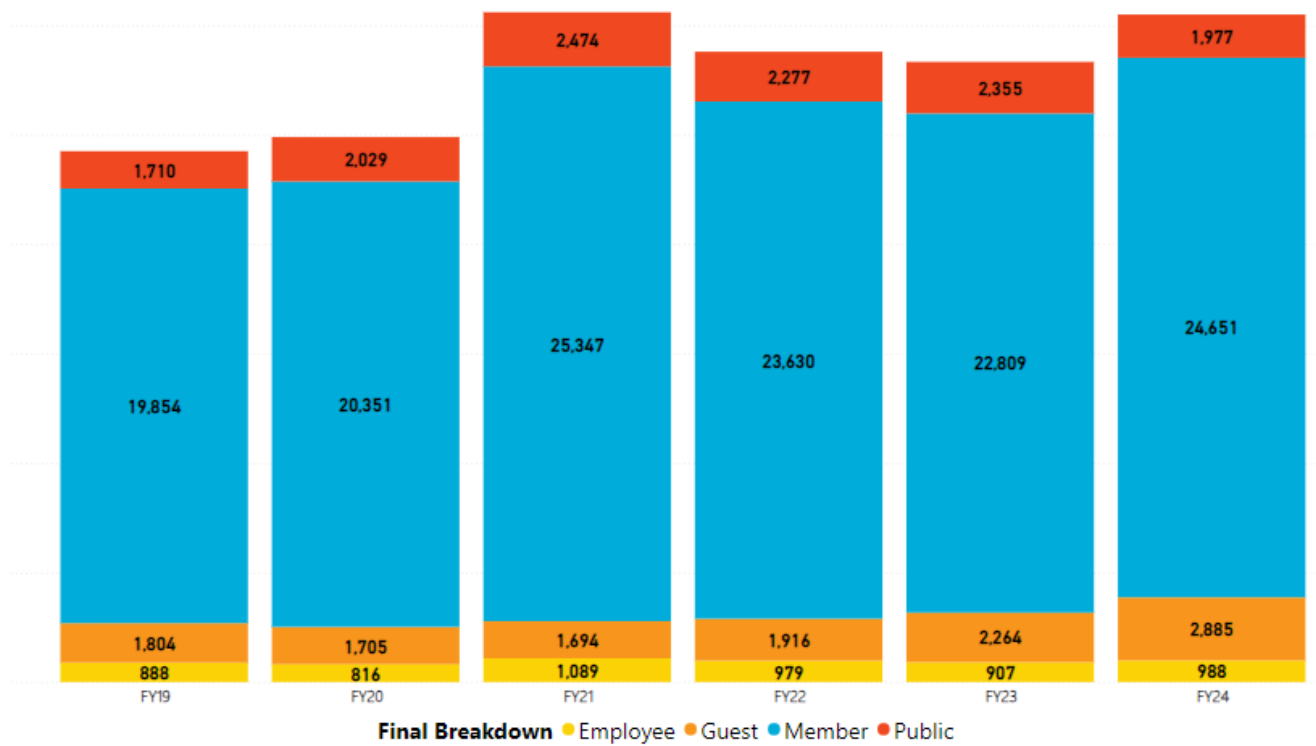
12,291 Executive Courses

24,651 Member

2,885 Guest

1,977 Public

988 Employee



Pushing back to 8 AM starting tee times has helped with seasonal frost delays and cart path restriction congestion. Mother Nature has come to play in January, and we are experiencing some rather cool and moist mornings thus far.

During the golf course closure for over-seeding, the Deer Valley Pro Shop flooring in the kitchen and lobby were renovated. Project completed 11/16/2023.

Below is a summary of the number and types of golf cards sold in 2023.

Cards Sold 1/2/2023 thru 12/31/2023	
Item Sold	QTY
Coyote Card	797
Frequent Player Card	12
Kachina Card	691
Range Card	2,559
Twilight Card	63
Unlimited Card	196
Total	4,318

Golf Course Maintenance/Landscape Management

Arizona Department of Tourism Grant funding is currently being used to provide turf removal and desert landscaping enhancements.

Of the \$420,000 funds received, \$105K has been spent during the Grandview renovation project and \$53K was spent at Stardust for lakeshore hardscaping around the lakes on holes 13 and 14.

The remaining grant funds will be spent by the March 31 expiration date at Stardust, Echo Mesa, and Pebblebrook Golf Courses.

Facilities Maintenance

Common walls on RHJ Blvd are in the process of being painted, currently focusing on areas from Meeker to Grand. When that section is 100% complete, the contractor will then start toward Bell Rd.

Painting the exterior of Palm Ridge facility continues. Aquatics has been completed and Activities Bldg. is 60% complete.

436 maintenance work orders have been created from Nov. 2nd through Jan. 2nd. 405 of those have been closed and 31 tickets remain open.

For the year 2,784 work order tickets were created, 2,750 of those have been closed. 34 tickets remain open.

Membership and CC&Rs

APF Fees to date for January 2023	23	Inquiries	7
APF Fees to date for January 2024	19	Inquiries	10

CC & R's – January 2024				
Open	Landscape	New	Closed	Escalated
30	15	10	21	15

Stage 1	14
Stage 2	4
Stage 3	6
Stage 4	1
Stage 5	5

Capital Project Update

RHJ Parking Lot 1 – Seal & Stripe: **Project completed 11/1/2023.**

Bocce Facility – Turf Replacement: **Project completed 12/1/2023.**

Metal Shop – Flat Roof Restoration: **Project completed 12/13/2023.**

RHJ Lawn Bowling – Flat Roof Restoration: **Project completed 12/9/2023.**

Beardsley Aquatics Bldg. – ADA Ramp Concrete Replacement: **Project completed 11/3/2023.**

Beardsley Aquatics Bldg. – Hallway ADA Stainless Steel Handrail: **Project completed 11/2/2023.**

Deer Valley Pro Shop - Flooring replacement: **Project completed 11/16/2023.**

Ongoing –

RHJ Environmental Services Fence Renovation: **Project in progress**, awaiting fabrication, delivery, and installation of fence material.

Beardsley Shade Canopy: **Project in progress.**

Facility Operations

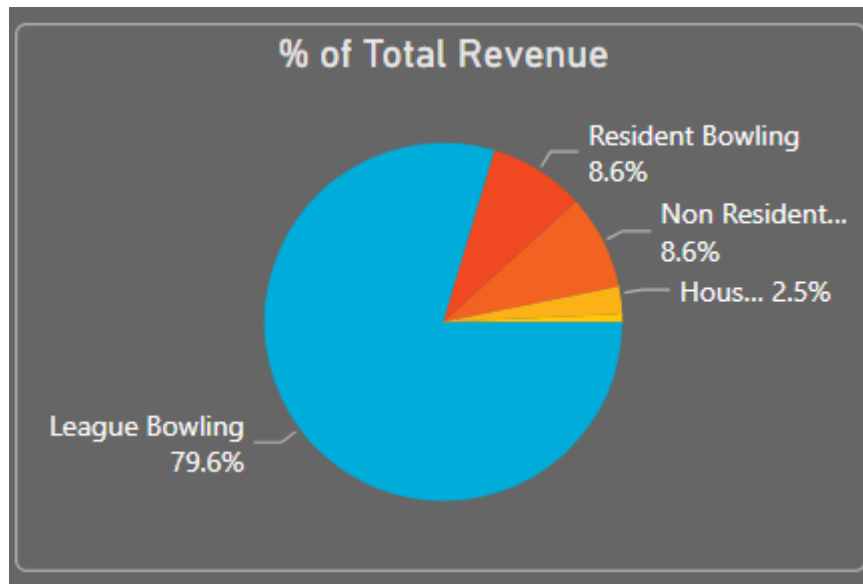
Recent issues have come to our attention regarding Service Animals and pets within our recreation facilities. We do have a “No Pets” policy. Please understand that “Service Animals” are welcome as they are not pets. Service dogs are trained to work or perform a task for persons with disabilities.

Comfort and / or emotional support animals are not “Service Animals” and are not recognized by the ADA.

Sports Pavilion

Request for Proposals (RFP) has been issued soliciting competitive proposals for the operation and management of the Sports Pavilion Café (Memo's). Proposals are due back for review in February. The current concession contract expires in August 2024.

The chart below reflects the Sports Pavilion participation and % of total revenue.



Budget and Finance

B & F Committee Meeting is scheduled for Tuesday January 16 @ 9 AM in the Lecture Hall located at the R.H. Johnson Recreation Center. The agenda will include the quantifying of all capital improvement requests over \$50,000 in value.

FY24 Mid-Year General Manager's Report is scheduled for Wednesday, January 17 @ 9 AM at Palm Ridger Recreation Center

FY25 operating budget assessment currently under development.

Human Resource

14 Current openings primarily in golf maintenance and janitorial services.

Service Animal training and signage projects ongoing.

Completing the Employee Benefits Renewal Program and Enrollment.

Annual employee annual reviews have been completed.

ADA Training – Reasonable Accommodation

Recreation / Events

2024 Free Music on the Green Schedule

January 10	Priscilla Rose Band
January 24	The Salty Dawgs
February 7	Groove Therapy
February 21	9SW
March 6	West of the Blues
March 20	Salt Minors
April 3	Still Above Ground
April 17	T.A. Burrows

Bring your chairs – check for updates on e-news or rec news.

2024 Happy Camp –

Tickets will be available January 9th at the Box Office ONLY
(Not available online)

Week 1- Monday March 18th – Friday March 22nd

Week 2 – Monday March 25th – Friday March 29th

2024 Upcoming Tours

Start Date	Tour	Availability
1/23/24	Life Could be a Dream at Hale Theatre	29
2/5/24	Dolly Steamboat & Saguaro Lake Ranch	24
2/9/24	Annual Tubac Festival of the Arts	29
2/19/24	Rocky Point, Mexico	9
2/21/24	Scottsdale Arabian Horse Show	38
3/7/24	Barleen's #1 Hits Variety Show	43
3/21/24	Verde Canyon Railroad Adventure	42
3/24/24	Springtime in Savannah & Charleston	15
4/3/24	Arrivederci & Saguaro Lake Cruise	48
4/7/24	Coastal Getaway – Santa Barbara, Hearst Castle	42
4/18/24	Copper Art Museum, Jerome AZ	48
4/20/24	Cayonlands of the Southwest	25

Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
Tribute of John Denver	1/16/24	Palm Ridge	3pm & 7pm	Available Now
January Dance – HIFI	1/26/24	Palm Ridge	7pm	Selling Quickly
Joe Sir "The Elvis Show" CS	1/5/24	Palm Ridge	3pm & 7pm	7pm selling quickly 3pm Selling quickly
Idols through the Years TH	1/11/24	Palm Ridge	3pm & 7pm	Available Now
Cary Long CS	1/19/24	Palm Ridge	3pm & 7pm	7pm selling quickly 3pm Still Available
The 3 Internation Tenors TH	1/25/24	Palm Ridge	3pm & 7pm	Available Now
Tom Petty Tribute CS	2/2/24	Palm Ridge	3pm & 7pm	7pm selling quickly 3pm Still Available
AOR Rock Revival TH	2/8/24	Palm Ridge	3pm & 7pm	Available Now
Nadine Manwell Hipnatist	2/13/24	Palm Ridge	3pm & 7pm	Available Now
Aragon Ping Band CS	2/16/24	Palm Ridge	3pm & 7pm	7pm selling quickly 3pm Still Available
The She Gees TH	2/29/24	Palm Ridge	3pm & 7pm	Available Now

CS - Cabaret Series

TH - Top Hat Series