

General Manager's Report

May 20, 2024

Human Resources

Member Services/CC&R

5/1/24 - 5/17/24

APF Fees: 57

Inquiries: 76

Inquiries: 100

Tenant Fees: 13

Associate Dues: 50

2024 Golf cards for the month: Total: 7 Unlimited (3),
Twilight (5), Kachina (11), Coyote (10), CNP Freq. (0)

Collections / Reds for the week:

Liens Recorded: 4 Liens Released: 16

Collection Letters Mailed: 3

Turned Over to Attorney for Collections: 0

CC&R's For the week:

Current CC&R violations: Open Violations: (109)

Landscaping (95) New (10), Closed (18), Escalated (10)

Reopened (1)

Recreation/Chartered Clubs/Events

Chartered Clubs

- Chartered Club Committee Meeting – Tuesday, June 4, 2024
- Power BI reporting will begin in June for all clubs
- Reminder about room charges sent out to clubs

Events

- New Summer Box Office Hours – *Fridays will be closed*

- Beginning Friday, May 24, 2024 – August 30, 2024
- Mon – Thursday 8am – 2:30pm
- Ticket Sales May 14th for July 4th Show – AZ Swing Kings Orchestra \$7/person (charitable – SCW American Legion Post 94)
- Amazing Pianos – May 21st *SOLD OUT*
- Summer Series – Individual Sales Available - \$10/show
 - June 4th – Soulitify *still available*
 - June 18th – Southwest Surfers *SOLD OUT*
 - July 2nd – Nuance Jazz ft. Jackie Lopez *still available*

Bus Tours

Date	Tour	Availability
6/4/2024	San Francisco Giants vs AZ Diamondbacks	SOLD OUT
6/8/2024	Prescott Territorial Days Arts Festival	8
10/8/2024	Albuquerque Balloon Fiesta	26
12/31/2024	Rose Parade & New Years Day Dinner	50

Library

We are looking at the Friends of the Library meeting room that we use for library events and seeing what modification we can do to make it fit our programming needs as the bigger renovations are on hold. I plan to have walk a through with Russ and IT to see what things that can be changed in the room to make it better serve the programming needs of the library.

We will be rearranging the tables and library furniture Saturday, May 25 after closing to make room for the Summer Puzzle. The 21 tables will be dropped off on Monday or Tuesday fitting Glenn’s schedule.

The library changes events during the summer. The main room has the summer puzzle, which means other events must be moved out to make space. We will be doing less VR as we work on the VR setup and use the room for crafts and other events. We will move the coloring group and all crafts events to the Friends of the Library room. Two charter clubs will be providing craft classes and the library staff will have two different crafts with multiple sessions as they fill up and we have waitlists.

We are looking at setup for our new memory care kits and will check to see if Maintenance can help reuse some library shelving.

The library checked out over 16,000 items, both physical and digital, in April. This is down from the 18,000 items in March. As our patron traffic slows down a bit, we begin our summer projects such inventorying all items and evaluating the collection to determine which items are not circulating.

Public Relations/Information Technology

- Database clean up – we will be purging some 5,000 old records from the database and portal to keep the database tidy and speed up search times. These are old public or web-registered golf accounts that don't involve members and have not been used in more than a year. No member records will be affected.
- MFA – All of our users have MFA enabled with the exception of a couple shared community-use accounts. We will enforce MFA for those accounts, too, by the end of the month. There should be no impact on our regular users. This is just a background update to a few accounts that are used on computers that are not on our internal network.
- We are investigating the possibility of removing our courtesy phones as we finalize the phone project. We have not made a final decision, but these courtesy phones go back at least 20 years and were provided as a courtesy to residents, well before cell phones were so prevalent. According to staff, most 911 calls are made from cell phones. The courtesy phones don't appear to be used much at all any more. We replace about 5-6 of these a year at a cost of about \$20 each. Not a huge expense for the equipment, but the staff time is more concerning. During operating hours, each of these locations would have a staff phone nearby, as well as all the cell phones residents carry with them.
- We are changing our internal network, modifying it from one large LAN to three to create additional IPs, which will better serve us with the phone upgrade project. We are awaiting final plans on the phone project, but it looks like at this time we will be able to complete the entire two-step upgrade, including replacing all of the phones now rather than waiting until they are due in the reserve study, and still stay below the budgeted amount. Part of this is due to a decision by NEC to end their on-prem business and support by 2026. Our support vendor will therefore allow us out of our contract early as we transition to the new system, so we will plan to complete the entire project this summer. More details to follow.
- The TORCH Committee is redesigning the TORCH brochure to brighten it up and make it more attractive. We will get those printed as soon as it is finalized.
- The TV signage project is nearly complete with most of the TVs already live and showing content. The Fire sticks have worked well for the older TVs. Thanks to all the departments for their willingness to learn the new program to create their slides.
- New Member Packet has gone to press.
- We are updating the ad blockers and group policy on the public machines in the Library DRC to better protect the PCs and to prevent the installation of OneLaunch.
- All managers who requested equipment for the Monday virtual Teams meeting have been equipped and trained.

- We have reposted the IT Help Desk position and have a couple of interviews slated.
- Once the Board approves the annual budget, we will work with Golf and Membership to get all prices changed in TEI.

Facilities Maintenance

- We were called back out on Saturday for the main water line at Stardust Pro Shop. Repairs were made; we left the hole open so we can make further modifications to this line during the June closure.
- Trail Ridge Hole #6 restrooms have been re-opened. Installed standpipe with clean out to the main line that runs to the leach field. Snaked the line after it was installed and cleared everything out. Flowing well now.
- Palm Ridge painting is 100% completed, this includes the woodpecker damage that was on the Aquatics Bldg.
- Mens Club is undergoing the same woodpecker damage repair. It should be completed tomorrow.

Capital Improvements

Capital Projects Update:

Beardsley- Clay Club Flooring Project: Project in progress; Room cleared of all equipment 5/9-10, and vendor begins flooring demo 5/13/24. Project in progress; floor demo, floor prep, and first epoxy coat completed. Floor coating will be completed week of 5/20/24, and followed by drying/curing, and cove base installation.

Desert Trails Pro Shop- Metal Storage Roof: Project in progress; post and beams in fabrication process.

Facilities Operations

See Weekly Numbers Report attached.

Sports Pavilion

Sports Pavilion Report:

May 1-19, 2024, compared to May 1-19, 2023

- League lineage positive 12%
- Open lineage **negative 8%**

- Total lineage positive 9%

Recycling is going well. Thanks to Mike G for the heads up on 2 50-gallon containers being available from library.

Dennis Klein has been working on cleaning and organizing the back room in the pro shop and it is looking great.

Ice machine is on order for the Pub. This will be a great addition for ease of ice for the pub and to not pull from café when busy.

Golf Operations

Financials – May numbers for the first 19 days of the month:

Green fee revenue is up by 10% vs. prior year . Rounds of golf are down by 2% (366). This indicates that full price Member Guest and Public rounds are up with less twilight and super twilight rounds being played by non-residents compared to last year.

Group Lessons in May– Here is the schedule for our remaining group lessons for May.

Date	Time	Location	Cost/ Topic	Instructor
TH – May 9th	8am	Pebblebrook	\$10 / Fundamentals Of Putting	Paul Grucza, PGA
TU - May 14th	8am	Pebblebrook	\$10 / Short Game Strategies	Paul Grucza, PGA
WED – May 15 th	9am	Deer Valley	\$10 / Full Swing – Irons/Metals	Nibby Musso, PGA
TH – May 16 th	8am	Pebblebrook	\$10 / 3'- 30' Putts	Paul Grucza, PGA
TU – May 21 st	8am	Pebblebrook	\$10 / Chip and Run Fundamentals	Paul Grucza, PGA
WED – May 22 nd	9am	Deer Valley	\$10 / Full Swing – Irons/Metals	Nibby Musso, PGA
TH – May 23 rd	8am	Pebblebrook	\$10 / Fundamentals of Putting	Paul Grucza, PGA
TU – May 28 th	8am	Pebblebrook	\$10 / Short Game Strategies	Paul Grucza, PGA

WED – May 29 th	9am	Deer Valley	\$10 / Full Swing – Irons/Metals	Nibby Musso, PGA
TH – May 30 th	8am	Pebblebrook	\$10 / 3'- 30' Putts	Paul Grucza, PGA

We will continue to host group lessons for both beginners and intermediate golfers. More info can be found on our SCW website.

Employee Golf at Trail Ridge GC – Thursday, May 23rd at 2pm. Modified Blind draw format.

Upcoming Course Closures for Aerification– Todd will start his aerification process this month beginning with: Deer Valley 5/30 – 6/3, Echo Mesa 6/6-6/10. More courses in June will follow.

Golf Committee was held on May 16th at the RH Johnson Lecture Hall. This was the last Golf Committee meeting until the fall.

Green Team – Saturday was the last day Kathy and Jerry Stevens will oversee the program. They have done an excellent job in promoting golf for the RCSCW the last 6 years. Taking a well-deserved 30-day vacation to the east coast.

Radio Show – We record two shows every two weeks. Recording time is 10am at the radio station. Dan Hern and Deb King, both residents are heavily involved with the creation of the show.



Golf Maintenance

General course maintenance

Annual Palm Tree trimming starts next week at Deer Valley

Staff Update

Currently 6 – open positions: 5 - Greenskeepers and 1 - Irrigation Technician

Landscape Maintenance

General Maintenance

The landscaping project at the Kuentz Rec Center has been completed.
Staff installed new irrigation along with low water use plants and trees.

Large Dog Park project

This week staff will prep and sod heavy traffic areas. A total of 1,500 Sq. Ft of sod will be installed

Tree replacement at the Javelina trail is scheduled for the week of 5/27

Staff Update 1 - open position / Equipment Mechanic

Finance/Reserves

Day-to-Day Highlights

- Finishing CLA on our 401K Audit
- Interviewing for Purchasing/Accounting Clerk
- Prepping for upcoming Committee Meetings

Budget

- Updated FY24-25 Capital Budget after GB Meeting vote
- No changes to FY24-25 Operating Budget

Upcoming Meeting Agendas

- May 21st B&F Committee
 - CapTrust 2024 1st Quarter Reserve Fund Investment Presentation
 - FY 23-24 April YTD Financials

			Digital Guest			
Beardsley	Pool	Gym	\$4.00	\$6.00	Total	Grand Total
	1591	1000	13	51	64	2655

			Digital Guest			
Kuentz	Pool	Gym	\$4.00	\$6.00	Total	Grand Total
	1006	557	1	17	18	1581

			Digital Guest			
Palm Ridge	Pool	Gym	\$4.00	\$6.00	Total	Grand Total
	1854	2157	15	87	102	4113

Walking Track						
----------------------	--	--	--	--	--	--

			Digital Guest			
RHJ 1	Pool	Gym	\$4.00	\$6.00	Total	Grand Total
	1185	178	12	125	137	1500

			Digital Guest			
RHJ 3	Pool	Gym	\$4.00	\$6.00	Total	Grand Total
	2757	713	19	218	237	3707

			Digital Guest			
RHJ 5	Pool	Gym	\$4.00	\$6.00	Total	Grand Total
	23	1	0	21	21	45

			Digital Guest			
RHJ Totals	Pool	Gym	\$4.00	\$6.00	Total	Grand Total
	3965	892	31	364	395	5252