

## General Manager's Report

June 17, 2024

### Human Resources and Safety

- We are in the final stages of completing job offers for the Administrative Assistant to the General Manager and the Sports Pavilion Manager.
- The HR team will be participating in a job fair at the Surprise Library on June 27<sup>th</sup>.
- The Safety team conducted additional training for Closed Chest Compressions, AED and fire extinguisher training on June 11<sup>th</sup> and June 12<sup>th</sup>. 31 employees completed the training.
- There are currently 14 open positions at RCSCW. If you are interested in employment, please see our website for a list of all openings.

### Member Services/CC&R

- APF Fees: 47
- 2024 Inquiries: 57
- 2023 Inquiries: 73
- Tenant Fees: 29
- Associate Dues: 46
  
- 2024 Golf cards for the month:
  - Total: 26
  - Unlimited: 5
  - Twilight: 4
  - Kachina: 10
  - Coyote: 6
  - CNP Freq.: 1
  
- Collections / Reds for the week:
  - Liens Recorded: 4
  - Liens Released: 0
  - Certified Collection Letters Mailed: 4
  - Turned Over to Attorney for Collections: 1
  
- Current CC&R violations:
  - Open Violations: 45
  - Landscaping: 29
  - New: 11
  - Closed: 29
  - Escalated: 9
  - Reopened: 1

## Recreation/Chartered Clubs/Events

### Clubs

- Cornhole (Horseshoe/Cornhole Club) new hours begins Monday June 24<sup>th</sup>
  - Every Tuesday, Wednesday & Thursday
  - Summer Hours: 7:00 am
  - Winter Hours: Oct 2, 1:30 pm (Grand Opening date – More info to come)

### Events

- 2<sup>nd</sup> Summer Series June 18<sup>th</sup> – Southwest Surfers (SOLD OUT)
- 3<sup>rd</sup> Summer Series July 2<sup>nd</sup> – Tickets still available
- 4<sup>th</sup> of July Show July 4<sup>th</sup> – Tickets still available

### Bus Tours

Date	Tour	Availability
8/10/2024	The MIM - Musical Instrument Museum	48
9/10/2024	The Grand Canyon, Flagstaff, & Sedona	47
10/8/2024	Albuquerque Balloon Fiesta	18
10/23/2024	Escape to Las Vegas	47
10/24/2024	Verde Canyon Railroad	0
11/5/2024	Dolly Steamboat & Saguaro Lake Ranch	0
11/17/2024	Ozard Holiday in Branson	37
12/31/2024	Rose Parade & New Years Day Dinner	41

### Library

- The Summer Community Puzzle started May 31. This year's puzzle named "Mickey Through the Years" has 40,320 pieces.
- We are fine-tuning our VR selections with the new headset to make it a smoother process to begin new games between patrons. Many of the old titles exist in the Meta system, but new ones will be added as well.

### Public Relations/Information Technology

- We've created a guide for installation of MultiCard on the Membership machines, and have the first one deployed. The others will proceed as soon as possible; we will work around Membership's schedule to lessen the impact.

- Our new tech is learning the ropes and training with the other techs on various processes we use, and the various set-ups we encounter at our multiple locations.
- Rec News deadline is Friday, July 5, for the August issue. This will be the first month with the new design guidelines and smaller pub size. We ask the chartered clubs to adhere to the 200 word limit on their submissions as space will be much more restricted.
- Our third GM Update video drops this week. We have topics already scheduled for the next couple.
- We will livecast and publish the video for the Annual Meeting on Thursday to our YouTube Channel, for those who cannot attend in person. We will have all the equipment moved up, set up and tested prior to Thursday.
- We will be meeting this week with the grad student who is leading the “Watching Carnivores” project. We will get posters out soon and develop PR for August.
- We are working on specific routing to allow the Cybrarian install in the Information Center, with connectivity to two printers, and also allowing managers to release print jobs from their desks. Because this runs across two networks, it’s a bit more involved.
- We are doing all the prep work and planning the switch upgrades to accommodate the new phone upgrade. Switches will be covered as part of the capital project costs, so work cannot start until July 1. That shortens our schedule but we are confident all will be in place before the upgrade starts.
- We are building Terminal Server 4’s replacement and will get that online soon.
- A new wi-fi AP was installed in the Social Hall to improve coverage.
- We are working with Finance to deploy printer management software on the network to get a better handle on our printing needs.

### Facilities Maintenance

- No report this week.

### Capital Improvements

Report week ending 6/9/24

**Desert Trails Pro Shop- Metal Storage Roof:** Project in progress; installation begins June 12<sup>th</sup> 2024.

**Palm Ridge Indoor Pool Wainscot:** Closure of Indoor and Outdoor pools begin June 20<sup>th</sup> 2024; Indoor pool deck grinding 6/20-21, followed by wainscot tile project 6/24/24 through 7/26/24.

Report week ending 6/16/24

**Desert Trails Pro Shop- Metal Storage Roof:** Project completed 6/14/24.

**Palm Ridge Indoor Pool Wainscot:** Closure of Indoor and Outdoor pools begin June 20<sup>th</sup> 2024; Indoor pool deck grinding 6/20-21, followed by wainscot tile project 6/24/24 through 7/26/24.

## Facilities Operations

Report week ending 6/16/24

MCSO Sgt. Amanda Hughes -Lake Patrol Division has been approved to perform Sheriff Deputy Dive Team Training at the Beardsley Pool: June 26th (Wed) 9-11 am; July 17th and 18th (Wed & Thurs) from 1-4 pm.

MCSO will mostly use the deep well with a bit of shallow work.

## Sports Pavilion

Report week ending 6/9/24

June 1-9, 2024, compared to June 1-9, 2023

- League lineage negative 13%
- Open lineage positive 31%
- Total lineage positive 6%
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Report week ending 6/16/24

June 1-16, 2024, compared to June 1-16, 2023

- League lineage negative 14%
- Open lineage positive 18%
- Total lineage negative 2%

## Golf Operations

**Financials** – The first 16 days of June – Green fee and cart revenue – Revenue down 8% and rounds are down 15%. Hot weather is a big part of the reduced rounds of golf.

**Taking Bids** – For golf carts and patio furniture. More information will be available in the next month.

**Desert Trails storage area project** – In order to increase dry storage areas for the staff at Desert Trails, a roof was added behind the back door of the pro-shop. Thanks Karl.

Player Assistant Staff – Random patrols in the evening at each of our 7 golf courses. Dealing with non-resident fishermen at Trail Ridge GC. Looking at alternatives in dealing with this situation.

**Golf Genius Tournament Program** – Working with the vendor on how best to utilize their program upgrade for our special events.

**Employee Golf** – Tuesday at 2pm – Echo Mesa GC. Please sign up with Paul in Golf Ops.

**Upcoming Course Closures** – Both Pebblebrook and Stardust will be closed for the summer starting today thru October 21<sup>st</sup>. Scheduled 5-day closures coming up include: Desert Trails – June 20<sup>th</sup> – June 24<sup>th</sup>, Deer Valley – July 11<sup>th</sup> – 15<sup>th</sup>.

## **Golf Maintenance**

Aerification/Course Maintenance Closures

Grandview reopens tomorrow Tuesday 6-18

Desert Trails will close this Thursday 6-20 for aerification and other course maintenance. The golf course will reopen on Tuesday 6-25

Palm Tree Trimming – The tree trimmers will be at Grandview and Desert Trails this week.

Last week the golf course lakes were stocked with Mosquitofish. On average each lake received around 1,000 fish. There is no guarantee that Mosquitofish will provide 100% control, but they will help reduce mosquito populations. Stocking the golf course lakes is an annual program.

## **Landscape Maintenance**

General Maintenance

Large Dog Park – The two smaller sections are closed for aerification and reseeding. Opening date is scheduled for the second week of July.

Lawn Bowl Maintenance -

Greens #1 and #4 were laser leveled last week. Greens will open for play on Monday July 8<sup>th</sup>

Greens #2 and #3 are currently open for member play

## **Finance/Reserves**

- Finalizing May Financials.
- Starting on Budget Spreads with Managers this week.
- Start prepping for Year End and Annual Audit.