

**RECREATION CENTERS OF SUN CITY, INC.**  
**BOARD MEETING AGENDA**  
**Thursday, October 26, 2023**  
**Sundial Auditorium, 9:00 a.m.**

- Call to Order
- Pledge of Allegiance
- Welcome and Introductions
- Roll Call of Voting Members, Confirmation of Quorum
- Approval of Agenda
- Approval of Minutes
- Treasurer’s Report
- Management Report
- Recreation Center Update Report –General Manager
- President Comments
- Announcements
  
- Committee Recommendations
  1. ***Golf Advisory Committee - Director Collins*** – On behalf of the Golf Advisory Committee, I move to retain the non-resident pass at a cost of \$3,250 without a cart and no surcharge, capped at 250 passes. Previously sold passes will be honored until their expiration date.
  2. ***Golf Advisory Committee – Director Collins*** – At the recommendation of the Golf Advisory Committee, I move to accept RCSC Managements 2024 Budget proposal for Golf.
  3. ***Finance and Budget Committee – Treasurer Fast & Vice President McAdam***  
– I move that the 2024 Operating and Capital Budget is approved as recommended by the Finance & Budget Committee.
  4. ***Finance and Budget Committee – Vice President McAdam*** – On behalf of the Finance & Budget Committee, I move that a separate fee of \$1,000 be attached to all property transfers under the jurisdiction of RCSC. This fee shall be in addition to the current PIF fee attending property transfers and designated for major capital improvements that do not qualify for PIF funding.

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- Motions Second Reading

1. **Director Rough** – On behalf of the Bowling Committee, I move to amend Board Policy #18 titled Bowling, sections titled Use of Bowling Centers, Instruction Classes, and Bowling Tournaments.
2. **Director Rough** – I move to amend Bylaws section titled Definition for Bylaws by adding the following definition for “Business Affairs of the Corporation.”

A. “Business Affairs of the Corporation” is defined as all matters conducted by the Corporation, excluding amendment of Bylaws, that are not in violation of its Corporate Documents or The Arizona Nonprofit Corporation Act in effect at the time the matter is conducted.

3. **Director Collins** – I move to amend Board Policy#12, Section 17 titled Club Member Discipline as follows:

1. CLUB MEMBER DISCIPLINE

Club members should comply with RCSC and club rules and regulations and conduct themselves in a manner so as not to jeopardize the rights and privileges of other club members. If a club member fails to comply or conduct themselves in an appropriate manner, it may be reported on a Club Member Conduct Report ([FORM BP:12-14](#)) which will follow the process as outlined in the club’s rules and regulations or as determined by the club’s

Executive Board if no club rules and regulations have been established for such. All Club Member Conduct Reports ([FORM BP:12-14](#)) must be completed and submitted within thirty (30) days of the infraction/incident.

Any club member disciplined by the club’s Executive Board may submit a written request for an appeal to the Board which will follow the appeal hearing process in the Bylaws.

If a Board Member is the accused party in a Conduct Report, the Clubs Executive Board must not address the issue. The report should be forwarded to the club’s COC for action. If a Board Member is the accused party, further actions by the Board are not applicable and the COC shall ensure due process including any right to appeal.

4. **Secretary Totten** – Using the 5 C’s of communication (clear, correct, complete, concise, and compassionate), I move to recommend that the Outreach & Communications Committee be re-established through an amendment to BP#27 titled Standing Committees, with the committee’s purpose listed as follows:

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**Outreach & Communications Committee:**

The purpose of the Outreach and Communication Committee is to ensure that we increase our visibility, help re-establish a sense of community, identify key messages, connect with our Members, Board of Directors and our RCSC Staff; while recommending avenues for an exchange of information, encouraging active participation, and serving as a link with our community partners to promote quality messages as we all serve the same people.

- New Business

1. **Director Collins** – I move that we increase the PIF budget for the Softball Club project to \$1,380,000.

Next Meeting Date – The Exchange November 6, 2023, at 9:00am in the Sundial Auditorium. The next meeting of the Board of Directors will be November 16, 2023, at 9am in the Sundial Auditorium and the Annual Membership Meeting is November 29, 2023, at 6:00pm in the Sundial Auditorium.

- Adjournment

# RECREATION CENTERS OF SUN CITY, INC.

## BOARD POLICY RESOLUTION No. 18 (“BP 18”)

### BOWLING

WHEREAS Article V, Section 6.3 of the Corporate Bylaws empowers the Board of Directors (“Board” or “Directors”) of the Recreation Centers of Sun City, Inc. (“RCSC” or “Corporation”) to adopt Policies (“BP” or “Policies”) not in conflict with the Restated Articles of Incorporation (“Articles”) or the Corporate Bylaws (“Bylaws”).

WHEREAS the Articles and Bylaws shall take precedence over Board Policies and the definitions in the Bylaws shall apply. The following Board Policy shall provide instruction, direction and guidelines regarding Bowling and shall remain in effect until such time it is amended or removed by the Board.

NOW, THEREFORE BE IT RESOLVED the Corporation shall adhere to the following policies on Bowling at Lakeview Lanes and Bell Lanes (collectively known as “Bowling Centers”):

#### **General Bowling Rules & Regulations**

Children under 4 years of age are not allowed to bowl, nor are they allowed within the bowling game areas. Regardless of age, children must be able to safely handle a bowling ball to be allowed to bowl, as determined by RCSC personnel. All guests 18 years of age and younger must be accompanied by an adult 19 years of age or older.

1. Food and beverages are not permitted in the bowling area. Alcoholic beverages may not be brought into or out of the Bowling Centers.
2. Bowling shoes must be worn at all times while in the approach area. Socks are required for renting RCSC bowling shoes. Men must wear shirts with sleeves, women cannot wear halter or tube tops and bare feet are not allowed.
3. Powders are not allowed in the bowling area or approaches.
4. Excessive bowling ball lofting is not permitted, as determined by RCSC personnel.
5. RCSC is not responsible for damage to bowling balls. No one is allowed past the foul line, excluding RCSC personnel.

The Director of Bowling will make and publish rules and regulations in the conduct, administration, care, and maintenance of the lanes and equipment to keep them in a condition in order to comply with USBC certified play.

#### **Use of Bowling Centers**

1. Cardholders in good standing may use the Bowling Centers for Cardholder bowling rates **and shall always have priority over Non-Cardholders**. Guests of Cardholders shall pay the guest rate and are not required to use a Guest Pass or Host Punch Card to bowl.
2. Persons without a RCSC Member or Privilege Card (hereinafter referred to as “Non-Cardholders”), 55 years old and older may bowl, **only if hosted by a Cardholder**, at the Bowling Centers provided they show government issued identification, with picture, verifying their age. Such bowlers shall pay the guest rate for bowling and shall be allowed to participate in league play and may not be removed from a league/team once they have established a regular league/team status.
3. Guests under 55 years of age may use the Bowling Centers but their host, an RCSC Cardholder, must sign them in. Such guests shall pay the guest rate for bowling.

4. Non-Cardholders age 19 or older may participate in leagues at the Bowling Centers provided that the league has approved such **and they are sponsored by a Cardholder**. Any person that is on a league/team can practice during open play without being signed in by a Cardholder **assuming that no Cardholders are waiting to play**. The open bowl privilege of ~~underage~~ Non-Cardholders does not extend to their guests. All Non-Cardholders shall pay the guest rates for bowling.
5. The Recreation Centers of Sun City West (RCSCW) and Sun City Grand (SCG) cardholders may use RCSC billiard tables located within the Bowling Centers during the annual RCSCW Sports Pavilion and SCG summer shutdown period. The Director of Bowling will issue a letter to the RCSCW Sports Pavilion and SCG Managers annually outlining the rules, policies, procedures and time period for which the approval is extended. RCSCW and SCG cardholders will be allowed to purchase RCSC host punch cards after presenting a valid RCSCW or SCG card. Unused punches on the RCSC host punch cards will not be refundable. In order to use the RCSC billiard facilities, RCSCW and SCG cardholders must present their card and an RCSC host punch card. A RCSC host punch card may be used by more than one person, but they must be valid RCSCW or SCG cardholders. The RCSC host punch card will be punched one time for each person. This privilege is not extended to guests of RCSCW or SCG cardholders. RCSC Cardholders will have priority when billiard tables are issued and during busy times, RCSCW and SCG cardholders may be asked to discontinue play in order to issue a table to a RCSC Cardholder.

### **Instruction Classes**

Bowling instruction classes are open to all RCSC Cardholders and Non-Cardholders 55 years old and older **and must be guests of a Cardholder, all RCSC Cardholders have first priority**. Any person that is on a league/team can participate in bowling instruction classes regardless of age.

### **Bowling Tournaments**

Only approved tournaments will be allowed at the Bowling Centers **and Cardholders shall have first priority**. The following is the criteria for tournament approval:

1. All tournaments shall be scheduled in advance and requests for such shall be submitted to the Director of Bowling. Upon request for a tournament, the Director of Bowling will verify the validity of the request.
2. Upon the request for a bid from a USBC sponsored event, the Director of Bowling shall determine if the lanes can accommodate the tournament on the requested dates and times.
3. RCSC Cardholders and Non-Cardholders are allowed to participate in tournament events as long as they meet the requirements listed in the tournament rules **and all RCSC Cardholders shall have priority over Non-Cardholders**. All tournament participants shall pay the lineage rate posted on the entry form.

BE IT FURTHER RESOLVED that a copy of this resolution shall be posted on the RCSC website for Members and shall be made available to Members upon request at no cost.

Adopted and signed this ~~28~~**26th** day of ~~March, 2019~~ **October, 2023** at a duly called Board meeting by a majority (5) of the Recreation Centers of Sun City, Inc. Board of Directors.

ATTEST:

\_\_\_\_\_  
Kat Fimmel, President

\_\_\_\_\_  
Jean Totten, Secretary

**RECREATION CENTERS OF SUN CITY, INC.  
BOARD MEETING MINUTES**

**September 28, 2023**

At the Board meeting called to order by President Fimmel at 9:00am on September 28, 2023 at Sundial Auditorium, the following took place:

**PRESENT:** Kat Fimmel, President; Karen McAdam, Vice President; John Fast, Treasurer; Jean Totten, Secretary and Directors John Nowakowski, Jeff Darbut, Steve Collins, Denny Nichols, Jim Rough (electronically)

**ALSO PRESENT:** Brian Duthu, Director of Golf and Grounds; Michael Wiprud, Director of Buildings & Infrastructure; Kevin McCurdy, Director of Finance; Chris Herring, Director of Operations; Beth Lucas, SCVC & Marketing Manager; Joelyn Higgins Communications & RCSC Marketing Coordinator; Mike Dirmyer, Director of Bowling; Marcia Johnson, Corporate Executive Coordinator; Theresa Cirino, Director of Events & Entertainment; Allen Kleinhans and Doreen Rafferty, Audio/Video Engineers; 242 RCSC Cardholders and 0 member(s) of the press

**Pledge of Allegiance:** Everyone stood for the Pledge of Allegiance.

**President Comments:** President Fimmel explained the process for a Board meeting and how the Board conducts business. She introduced the Board and staff Members present.

**Board Quorum:** Secretary Totten verified that a Board quorum was present.

Prior to Approval of the Minutes, President Fimmel made an announcement that she wanted to make two changes to the Agenda. The first change was to move Secretary Totten's motion in front of the four golf motions and secondly was that Director of Golf Brian Duthu was going to give a presentation on golf prior to the four golf motions in lieu of the Recreation Center Update Report. The Board unanimously agreed to the changes.

**Minutes:** With no questions noted, the Minutes of the June 29, 2023 Board Meeting were approved as presented.

**Treasurers Report:** With questions answered on the Treasurers Report, the Treasurers Report was filed for audit.

**Management Report:** With questions answered on the Management Report, the Management Report has been accepted as presented.

**Committee Recommendations:**

1. **Bowling Committee – Director Rough** – On behalf of the Bowling Committee, I move to amend Board Policy #18 titled Bowling, sections titled Use of Bowling Centers, Instruction Classes, and Bowling Tournaments. Prior to vote, a motion was made by Director Nowakowski to amend the motion by striking the sentence in paragraph #2

stating: “and may only bowl if no Cardholders are waiting to bowl.” Seconded by Director Rough, the motion to amend passed unanimously. Vote was taken on the amended motion which passed unanimously.

### **Motions Second Reading:**

1. **Director Rough** – I move to amend Bylaws Article IV titled Membership Meetings; Section 3 titled Membership Quorum as follows:

#### ARTICLE IV – MEMBERSHIP MEETINGS

##### SECTION 3: MEMBERSHIP QUORUM

A quorum for any Membership meeting shall consist of not less than ~~one thousand two hundred fifty (1,250)~~ **five hundred (500)** Members in good standing. **Quorum is achieved by in person or by proxy vote. Once a quorum has been established for any meeting, the quorum must be maintained to conduct business** If, however, such quorum shall not be present or represented at any meeting of the Members, the Members entitled to vote at such meeting shall have the power to adjourn the meeting without notice other than announcement at the meeting.

Prior to the vote, Treasurer Fast moved to amend the motion by striking the sentence “Quorum is achieved by in person or by proxy vote” and replacing the sentence with “represented at the meeting in person or by proxy.” Seconded by Director Rough, motion to amend passed 8 to 1 with Director Nichols opposed.

Vote was taken on the amended motion and passed 8 to 1 with Director Nichols opposed.

#### ARTICLE IV – MEMBERSHIP MEETINGS

##### SECTION 3: MEMBERSHIP QUORUM

A quorum for any Membership meeting shall consist of not less than ~~one thousand two hundred fifty (1,250)~~ **five hundred (500)** Members in good standing **represented at the meeting in person or by proxy.** ~~Quorum is achieved by in person or by proxy vote.~~ **Once a quorum has been established for any meeting, the quorum must be maintained to conduct business** If, however, such quorum shall not be present or represented at any meeting of the Members, the Members entitled to vote at such meeting shall have the power to adjourn the meeting without notice other than announcement at the meeting.

2. **Director Rough** – I move to amend Bylaws Article IV titled Membership Meetings; Section 4 titled Membership Meeting Rules and Regulations as follows-Vote was taken, and the motion passed unanimously.

##### SECTION 4: MEMBERSHIP MEETING RULES AND REGULATIONS

Robert's Rules of Order shall govern procedure at all meetings of the Corporation provided they are consistent with the laws of the State of Arizona and the Corporate Documents. A Parliamentarian may be present at the discretion of the President.

**The bylaws may be amended, modified, revised or revoked by the directors or by the members. In the event of conflict concerning the bylaws as amended, modified, revised or revoked by the directors, the action of the Members shall prevail.**

Proposals or matters relating to the conduct of the business affairs of the Corporation, if brought before a Membership meeting, shall be referred to the Board for study. Such matters, being solely within the powers delegated to the Board in accordance with the laws of the State of Arizona and Corporate Documents, will be considered only as a recommendation to the Board.

If the disposition of these proposals or matters is determined by the Board not to be in the best interest of the Corporation, the Board shall announce its decision and such proposal or matter shall not be considered further. The Members may, by petition signed by at least ten percent (10%) of the total Membership of the Corporation as of the first day of the preceding July, bring the proposal or matter before the Membership for a majority vote of the Members present at a duly called and noticed Annual or Special Membership meeting.

### Consent Agenda Item:

Request to approve the charter of the Fun City Card Club. Secretary Totten moved to approve the Consent Agenda Item, seconded by Treasurer Fast, motion to approve passed unanimously.

### New Business:

1. **Director Rough** – I move to amend Bylaws section titled Definition for Bylaws by adding the following definition for “Affairs of the Corporation.”

A. “Affairs of the Corporation” refers to all activities and operations – it encompasses everything the Corporation is doing under: The Arizona Nonprofit Corporation Act, section 10-3801(B) & (C). Meaning, unless something is specifically carved out in the Articles of Incorporation, or other documents, for the Members to manage, then it should be managed by the Board of Directors.

Prior to vote, Treasurer Fast moved to amend the motion as follows:

I move to amend Bylaws Definition Section by adding the following definition for “Business Affairs of the Corporation.”

A. “Business Affairs of the Corporation” is defined as ~~refers to all activities and operations – it encompasses everything the Corporation is doing under:~~ all matters conducted by the Corporation, excluding amendment of the Bylaws, that are not in violation of its Corporate Documents or The Arizona Nonprofit Corporation Act in effect at the time the matter is conducted. ~~section 10-3801(B) & (C). Meaning, unless something is specifically carved out in the Articles of Incorporation, or other documents, for the Members to manage, then it should be managed by the Board of Directors.~~

The vote was taken on the amendment and the amendment passed unanimously. Prior to the vote on the amended motion, Director Nichols moved to table this motion for further discussion. No second was made so the motion to table fails. Vote was taken on the amended motion which passed 8 to 1 with Director Nichols opposed.



2. **Director Collins** – I move to amend Board Policy#12, Section 17 titled Club Member Discipline as follows. Seconded by Director Nowakowski.

1. CLUB MEMBER DISCIPLINE

Club members should comply with RCSC and club rules and regulations and conduct themselves in a manner so as not to jeopardize the rights and privileges of other club members. If a club member fails to comply or conduct themselves in an appropriate manner, it may be reported on a Club Member Conduct Report (FORM BP:12-14) which will follow the process as outlined in the club's rules and regulations or as determined by the club's Executive Board if no club rules and regulations have been established for such. All Club Member Conduct Reports (FORM BP:12-14) must be completed and submitted within thirty (30) days of the infraction/incident.

Any club member disciplined by the club's Executive Board may submit a written request for an appeal to the Board which will follow the appeal hearing process in the Bylaws.

If a Board Member is the accused party in a Conduct Report, the Clubs Executive Board must not address the issue. The report should be forwarded to the club's COC for action. If a Board Member is the accused party, further actions by the Board are not applicable and the COC shall ensure due process including any right to appeal.

Prior to the vote, Director Rough moved to amend the motion by spelling out what COC means. After discussion, it was decided that throughout the Board Policy COC is already spelled out and there was no need for an amendment. Vote was taken on the motion and the motion passed 8 to 1 with Director Rough opposed.

Director Collins moved to waive the second reading on this motion. Seconded by Director Nowakowski, the motion to waive fails 2 to 7 with Director Nowakowski and Director Collins in favor.

3. **Secretary Totten** – Using the 5 Cs of communication (clear, correct, complete, concise, and compassionate), I move to recommend that the Outreach & Communications Committee be re-established through an amendment to BP#27 titled Standing Committees, with the committee's purpose listed as follows:

Outreach & Communications Committee:

The purpose of the Outreach and Communication Committee is to ensure that we increase our visibility, help re-establish a sense of community, identify key messages, connect with our Members, Board of Directors and our RCSC Staff; while recommending avenues for an exchange of information, encouraging active participation, and serving as a link with our community partners to promote quality messages as we all serve the same people.

Seconded by Director Collins, after the vote, the motion passed 5 to 4 with Director Darbut, Director Nichols, Director Rough and Treasurer Fast opposed.

Director Collins moved to waive the second reading, no second was made and the motion to waive fails. Discussion continued and Director Collins called the question.

Vice President McAdam explained to the Members that with the four motions we had 55 Members signed up to speak on the motions and this would extend our meeting till late this afternoon. She asked the members if they would like to continue with the program or since there were amendments made to three of the motions, Director Nowakowski could read the motion and the amendments for all the motions. Director of Golf and Grounds Brian Duthu will do his presentation and then we will address the motions. The Members by a show of hands agreed to have the Board read all four motions with the amendments and see Director of Golf Brian Duthu's presentation prior to Member comments.

4. **Director Nowakowski** – I move to have all Non-Resident Annual Golf Passes removed from the RCSC Golf Pricing Structure. Active passes will be honored until their expiration and will not be renewed. Motion was seconded by Director Collins.

Prior to the vote, Director Collins moved to amend the motion to read: I move Non-Resident Annual Golf Passes be included in the RCSC Golf Pricing Structure at the Annual Price of \$3,750, golf carts are not included, and non-resident reservations will be allowed 5 days in advance of play. The amendment was seconded by Director Nowakowski.

Prior to the vote on the amendment, Treasurer Fast moved to table the amendment. Seconded by Director Nichols, motion to table the amendment passed 5 to 4 with Vice President McAdam, Director Nowakowski, Director Collins, Secretary Totten opposed.

Treasurer Fast then moved to table the original motion. Seconded by Director Nichols, motion to table the original motion passed 5 to 4 with Vice President McAdam, Director Nowakowski, Director Collins, Secretary Totten opposed.

5. **Director Nowakowski** – I move that the Resident Annual Pass be set at \$1,875.00, the Annual Pass with Surcharge be set at \$1,000 and the Surcharge per round be set at \$8 October through April and \$6 May through September. The Daily Fee Categories of Resident, Guest and Non-Resident will be increased by \$4 a round. Motion was seconded by Director Collins.

Director Nowakowski moved to amend the motion to read: I move that the Annual Resident Pass be set at \$1,800 and the Annual Resident Pass with Surcharge be set at \$925 and the Surcharge per round be set at \$7 October through April and \$6 May through September. The Daily Fee Categories of Resident walk on will increase by \$3, the Guest will increase by \$6, and the Non-Resident walk on will be increased by \$7 a round. The amendment was seconded by Director Collins.

Prior to the vote, Treasurer Fast moved to table the motion which was seconded by Director Darbut. After additional discussion, the vote was taken and the motion to table passed 5 to 4 with Vice President McAdam, Director Nowakowski, Director Collins and Secretary Totten opposed.

6. **Director Nowakowski** – I move that the Director of Golf and Grounds establish a policy and fee for Tee Time Reservations made and not used, a no-show charge. Seconded by Secretary Totten, after member comments vote was taken and the motion fails 4 to 5 with Director Darbut, Director Nichols, Director Rough, Treasurer Fast, and Secretary Totten opposed.
7. **Director Nowakowski** – I move to amend Board Policy #17 titled Golf, section titled Small Group Bookings as follows.

**Small Group Bookings**

Only approved golf groups will be allowed to prebook RCSC golf facilities ahead of the draw. The following criteria for approval will be used:

1. Requests will be accepted according to a schedule determined by the Director of Golf.
2. Requests must be accompanied by the number of participants, desired golf course(s) and desired tee times.
3. Small Group Bookings must pay a booking fee per player and play date to block tee times. This fee will be paid at the time of the booking request.
4. The minimum number of players participating in a small group event must be thirty (30). Requests for small groups of fewer than thirty (30) players will be rejected.
5. No requests will be accepted for Tuesday (Ladies Day) or Wednesday (Men's Day) or on other days that interfere with other scheduled events.
6. Small Group Bookings are not considered tournament play.
7. Approved Small Group Bookings must provide a list of pairings including RCSC Cardholder numbers and Guest Names to the appropriate pro shop six (6) days prior to each scheduled play date. Failure to provide this list may cause cancellation of the play date.
8. **Small Groups shall rotate to all courses November 1 through April 30.**
9. **Tee Time Reservations will not be allowed between 8:30am and 11:00am Monday through Friday November 1 through April 30.**

Motion was seconded by Vice President McAdam.

Director Nowakowski moved to amend the motion as follows:

8. **Small Groups shall rotate to all regulation courses November 1 through April 30.**
9. **Tee Time Reservations for small group bookings will not be allowed between 8:30am and 11:00am Monday through Friday November 1 through April 30.**

The amendment was seconded by Director Collins. After member comments Prior to the vote Treasurer Fast moved to table this motion. Seconded by Director Darbut, motion to table passed 5 to 4 with Vice President McAdam, Director Nowakowski, Director Collins and Secretary Totten opposed.

Secretary Totten admitted that she made a mistake on her vote for Motion #5 and would like a unanimous consent by the Board to change her vote. It is the motion regarding establishing a policy and fee for no show reservations. She wanted to vote in favor but voted against it in error. Treasurer Fast asked if she was looking for unanimous consent and he informed her she did not have unanimous consent, so the vote stands.

### **Announcements:**

Director Collins announced that we need members to run for the Board of Directors. Packets are available at the Corporate office. Also, for any clubs that need assistance writing their rules and regulations, I have formed a template to assist you in doing that if you have a need. Also, if you know someone who needs help paying their assessment, please come to the Corporate Office and get the information you might meet the criteria to have your assessment paid.

Secretary Totten wanted to welcome the Fun City Card Club, it provides a venue where members and guests can come together to play cards and socialize. Many games are featured, and they will have monthly potlucks and a New Years Eve party. Also, Friends of the Library has donated \$15,000 to RCSC to install power strips to their tables so members can plug in their electronic devices if they need charging. I attended the Sun City Homeowners Association (SCHOA) Roads and Safety meeting, there was a representative from Maricopa County that introduced a new program called "Notify MCDOT" it is an online tool to alert Maricopa County Department of Transportation (MCDOT) for roadway conditions or concerns. I attended the SCHOA Board Meeting on October 6<sup>th</sup> and they will be hosting a new member orientation at the Palm brook Country Club from 10:00am to 12:00pm. They are asking that you RSVP. They also need assistance in resisting a substantial wastewater rate increase in a case brought forward by EPCOR. They are asking you to stop by the SCHOA office to sign the petition in person or online and signatures are due by October 5<sup>th</sup>. On the subject of group homes, GM Gray said that she and representatives from Sun City West have met with Senator Frank Carol, a representative from Debie Lesko's office and the Attorney General's office to discuss this issue. These homes are covered by the fair housing act and at this time there is nothing that SCHOA or the RCSC can do about them.

Vice President McAdams also announced that the opportunity to become a candidate is still an option please stop at the Lakeview center to get a packet. The packet needs to be turned in by noon on Friday October 6<sup>th</sup> and there are 4 positions open this year. Also, Standing Committees are always looking for members interested in serving and the Election Committee is one of them. If you have an interest please reach out to me. The last item is that the Annual Membership Meeting is coming up Wednesday November 29<sup>th</sup> at 6:00pm here at Sundial. There is a list of deadlines for submitting motions and there is a piece of paper on the back table with this information on it, but she announced the dates for anyone not in attendance.

Treasurer Fast announced that the Strategic Alternatives Committee (SAC) has moved the October Town Hall meetings into November. There will still be four but all in November as the committee is waiting for the architect to come back with cost estimates.

**Next Meeting:** President Fimmel reported that the next meeting will be The Exchange on Monday, October 9, 2023 at 6:00pm in the Sundial Auditorium. She also noted that the next Regular Board Meeting is Thursday October 26, 2023 at 9:00am in the Sundial Auditorium and the Annual Membership Meeting is Wednesday, November 29, 2023 at 6:00pm in the Sundial Auditorium.

**Adjournment:** President Fimmel stated that with no further business, the meeting will be adjourned. The meeting was adjourned at 12:26pm.

Respectfully submitted,

Jean Totten, Secretary

## **Recreation Centers of Sun City, Inc.**

Treasurer's Report

October 26, 2023

The balance of unrestricted funds as of September 30, 2023, was \$18.8 million, which includes a \$2.5M cash reserve. Restricted funds include the Preservation and Improvement Fund ("PIF") and the Capital Reserve Fund. As of September 30, 2023, PIF had a balance of \$31.2 million and the Capital Reserve Fund had a balance of \$5.7 million.

The Carryforward balance (which is a component of the \$18.8 million unrestricted funds balance) was \$10.0 million as of September 30, 2023.

The corporation operated within its budget year-to-date in 2023.

### **Investment Report: Third Quarter 2023:**

RCSC's Investment Policy (Bylaws Article XIII) is stringent in its requirements with the priority of investment objectives which are placed in this order: 1) safety, 2) liquidity, and 3) yield.

As of September 30th, 2023, \$4,263,735 (cost basis) of the \$2.5M unrestricted cash reserve and other unrestricted funds have been invested in various FDIC insured treasury bills and corporate bonds. In 2023, these investments along with the unrestricted money market account have produced interest income of \$77,097 with management fees of \$7,008 for a net income on unrestricted fund investments of \$70,089.

At the end of September 2023, \$4,557,814 (cost basis) of the \$5.6M restricted capital reserve plus interest earned has been invested in various FDIC insured treasury bills, mutual funds, and corporate bonds. Year-to-date, these investments have produced interest income of \$52,209 with management fees of \$7,134 for a net income on restricted capital reserve investments of \$45,075.

At the end of the third quarter of 2023, \$25,591,486 (cost basis) of the \$31.2M in the restricted Preservation and Improvement Fund has been invested in various FDIC insured treasury bills, mutual funds, and corporate bonds. Year-to-date these investments have produced interest income of \$182,646 with management fees of \$34,446 for a net income on restricted fund investments of \$148,200.

Respectively submitted by

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John Fast, Treasurer

# Recreation Centers of Sun City, Inc

## Balance Sheet

Saturday, September 30, 2023

	Current Year	Prior Year
<b>ASSETS</b>		
Cash and Investments		
Petty Cash	\$12,287	\$12,287
Cash in Bank	13,360,963	13,589,596
Cash - Money Market	2,972,533	2,871,547
Operating Reserve	2,500,000	2,500,000
Subtotal Cash and Investments	18,845,783	18,973,430
Preservation/Improvement Fund	31,225,763	31,711,262
Capital Reserve	5,660,053	5,603,513
PIF Pending	0	582,559
Accounts Receivable	99,346	121,033
Accounts Receivable - Assessments	285,025	2,236,887
Deposits & Prepaids	233,227	267,693
Inventory	165,195	135,805
Subtotal Cash, Investments and Other Current		
Assets	56,514,392	59,632,182
Fixed Assets		
Land	4,397,807	4,397,807
Land Improvements	40,931,594	40,872,170
Buildings & Structures	98,711,634	90,740,619
Furniture, Fixtures & Equipment	33,361,326	32,302,712
Vehicles	2,005,551	1,882,190
Less: Accumulated Depreciation	(99,165,807)	(93,834,778)
Net Fixed Assets	80,242,105	76,360,720
Work in Progress	9,337,345	7,123,300
Total Assets	146,093,842	143,116,202
<b>LIABILITIES &amp; NET WORTH</b>		
Current Liabilities		
Accounts Payable	705,255	1,313,017
Other Current Liabilities	321,308	341,459
Deferred Income	7,704,853	7,724,201
Deferred PIF Income	30,825,631	27,816,933
Pre Billed Assessments	0	1,909,982
Total Current Liabilities	39,557,047	39,105,592
Other Liabilities		
Net Worth		
Net Worth	100,536,669	97,664,481
Excess/Deficit Year to Date	6,000,126	6,346,129
Total Net worth	106,536,795	104,010,610
Total Liabilities and Net Worth	146,093,842	143,116,202

Footnote: The 2022 year-end Carryforward balance was \$9.9 million.

**Recreation Centers of Sun City, Inc**  
**STATEMENT OF INCOME AND EXPENSES**  
**For the Nine Months Ending Saturday, September 30, 2023**

	<b>September Actual</b>	<b>September Budget</b>	<b>YTD Actual</b>	<b>YTD Budget</b>	<b>YTD Variance</b>	<b>Prior YTD</b>
<b>Operating Income:</b>						
Property Assessments	\$1,122,921	\$1,171,220	\$9,871,172	\$10,302,686	(431,514)	\$9,712,985
Transfer & Access Fees	44,400	62,500	468,900	562,500	(93,600)	600,630
Privilege & Guest Cards	59,611	60,274	669,617	625,639	43,978	633,405
Food/Liquor Sales	63,721	56,865	690,907	714,926	(24,019)	613,667
Bowling Fees	86,806	76,396	660,387	564,554	95,833	553,776
Prepaid Green Fees	179,097	176,106	1,586,070	1,584,954	1,116	1,550,043
Prepaid Green Fees - Non Resident	34,488	26,615	284,359	241,480	42,879	228,908
Daily Green Fees & Surcharge	167,048	144,411	3,232,113	3,166,777	65,336	3,422,280
Range Fees	18,231	15,465	247,145	257,140	(9,995)	250,466
Cart Rental	26,668	23,918	358,127	350,838	7,289	337,714
Grant Revenue	155,293	0	379,041	0	379,041	0
Merchandise Sales	10,091	10,250	131,516	124,172	7,344	125,054
Cardholder Events & Club Fees	0	50	308,936	304,450	4,486	268,214
Rental Income	25,252	24,725	228,705	242,172	(13,467)	208,770
Contributions	0	300	16,675	16,050	625	17,666
Miscellaneous Income	8,596	287	36,393	6,672	29,721	25,569
<b>Total Operating Income</b>	<b>2,002,223</b>	<b>1,849,382</b>	<b>19,170,063</b>	<b>19,065,010</b>	<b>105,053</b>	<b>18,549,147</b>
<b>Operating Expenses:</b>						
Salaries and Wages	818,958	828,436	7,701,181	7,912,987	(211,806)	6,935,586
Payroll Taxes & Benefits	153,594	185,861	1,499,674	1,903,725	(404,051)	1,507,951
Repairs and Maintenance	404,358	200,999	2,643,813	2,727,415	(83,602)	2,063,689
Utilities Expense	259,035	236,628	2,146,728	1,991,621	155,107	1,919,575
General Operating Expense	238,177	336,958	1,995,533	2,364,181	(368,648)	2,087,186
Cost of Goods Sold -Food & Liquor	20,366	19,049	224,647	239,574	(14,927)	208,460
Cost of Goods Sold - Merchandise	11,147	12,821	195,790	181,798	13,992	167,218
Cost of Goods Sold - Events	761	300	87,292	83,850	3,442	89,661
<b>Total Operating Expenses</b>	<b>1,906,396</b>	<b>1,821,052</b>	<b>16,494,658</b>	<b>17,405,151</b>	<b>(910,493)</b>	<b>14,979,326</b>
<b>Net Operating Excess/(Deficit)</b>	<b>95,827</b>	<b>28,330</b>	<b>2,675,405</b>	<b>1,659,859</b>	<b>1,015,546</b>	<b>3,569,821</b>
<b>Other Income:</b>						
Other Income	121,180	0	121,180	0	121,180	0
Insurance Proceeds	0	0	1,000	0	1,000	0
Interest Income	64,322	0	436,875	22,500	414,375	57,925
Proceeds - Sale of Assets	0	0	2,000	0	2,000	100
Investment Income (Unrestricted)	4,717	4,688	71,323	42,192	29,131	35,453
Unrealized Gains/Losses						
Investments (Unrestricted)	0	0	384,825	0	384,825	136,721
<b>Total Other Income</b>	<b>190,219</b>	<b>4,688</b>	<b>1,017,203</b>	<b>64,692</b>	<b>952,511</b>	<b>230,199</b>



**Recreation Centers of Sun City, Inc**  
**STATEMENT OF INCOME AND EXPENSES**  
**For the Nine Months Ending Saturday, September 30, 2023**

	<b>September Actual</b>	<b>September Budget</b>	<b>YTD Actual</b>	<b>YTD Budget</b>	<b>YTD Variance</b>	<b>Prior YTD</b>
<b>Other Expense:</b>						
Property Tax	12,232	12,255	110,085	110,295	(210)	107,616
Insurance	91,478	77,384	732,755	671,170	61,585	576,414
Investment Fees (Unrestricted)	0	0	7,008	7,500	(492)	5,983
Insured/Uninsured Losses	(25,341)	0	(7,507)	0	(7,507)	0
Total Other Expense	78,369	89,639	842,341	788,965	53,376	690,013
<b>Net Excess/(Deficit) Before Depreciation</b>	<b>207,677</b>	<b>(56,621)</b>	<b>2,850,267</b>	<b>935,586</b>	<b>1,914,681</b>	<b>3,110,007</b>

### FINANCE:

#### **Financials:**

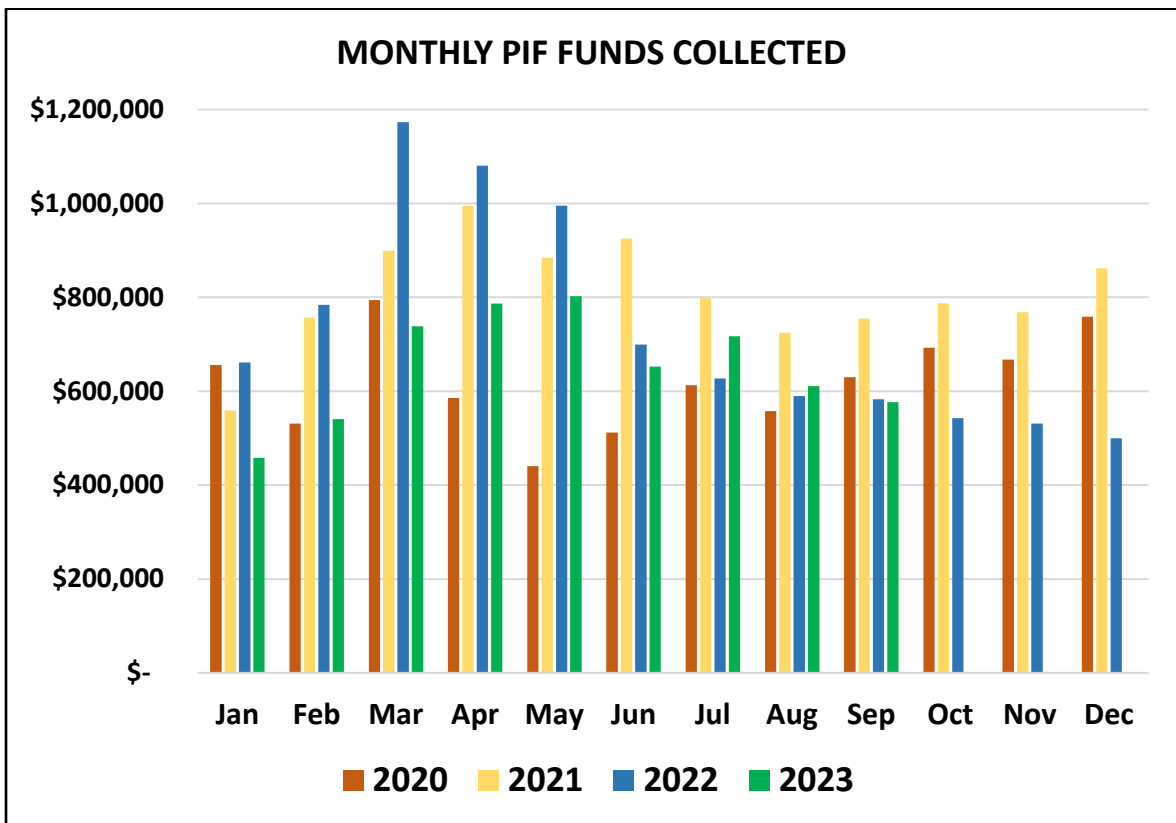
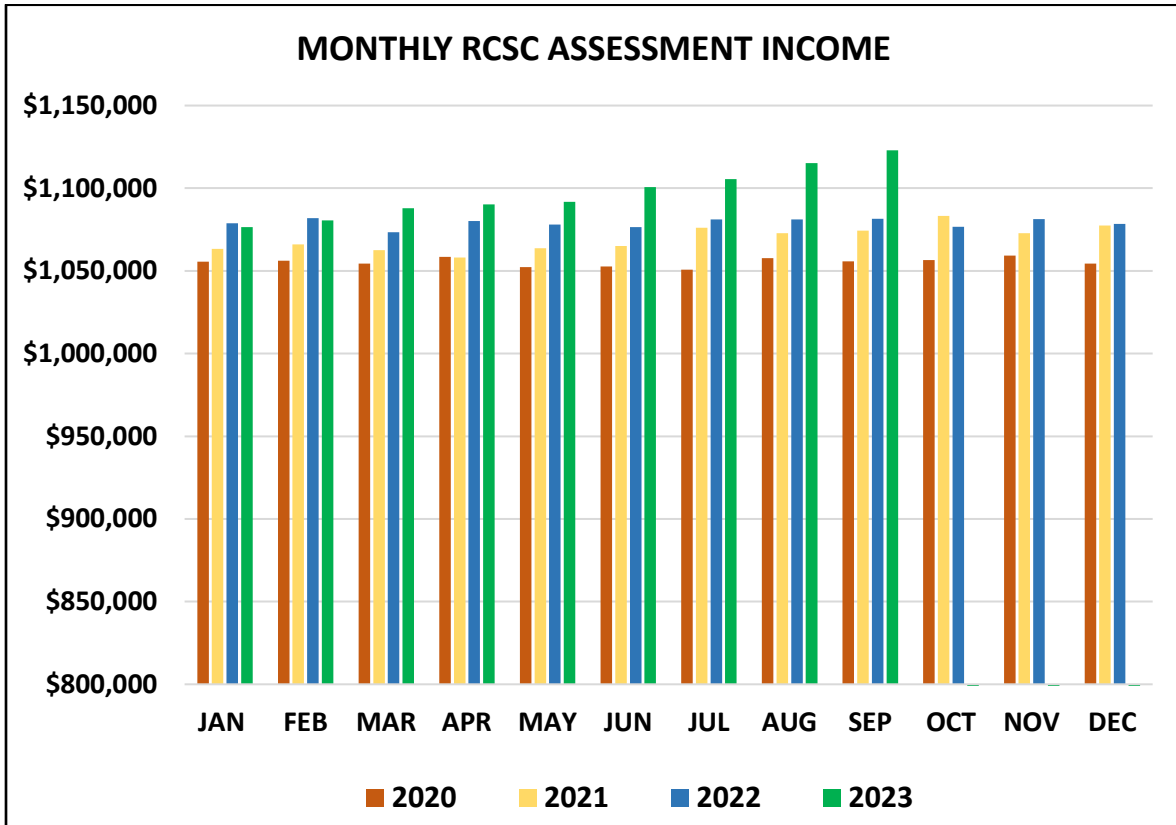
The Recreation Centers of Sun City, Inc. (RCSC) ended September within its operating and capital budget year to date. All Divisions except Food & Beverage have met or exceeded their net operating budget projections year to date. Food & Beverage is (\$106.9k) unfavorable year to date due to food and liquor sales being negatively impacted by weather in Q1 2023, and Building and Equipment repairs at the cafes being \$29.5k over budget. Operating Income for September totaled \$2,002k and was \$152.8k favorable to budget due primarily to booking of \$155.3k in unbudgeted revenue from the AZ Tourism Board golf water reduction grant. Operating expenses for the month were \$1,874k and \$85.2k unfavorable to budget due to the timing of the Grounds and Building Projects. Year to date Net Operating Excess was \$2,675k and favorable to budget by \$1,015k (38%). This favorable year to date Operating Excess was due to Wages and Benefits being \$615.9k favorable to budget, and Projects being \$190.5k favorable to budget due to the timing of project completion.

#### **Cardholder Services:**

Payments on past due assessments in September were 14.9% of past due balances. Overall accounts receivable decreased in September by (3.2%) and are down (3.0%) since the end of 2022. Overall accounts receivable past due balances decreased in September by (3.3%). August assessments went 30 days past due at a rate of 6.7% and July assessments went 60 days past due at a rate of 3.0%.

Payments from third-party collections firms totaled \$38,200 in September, and total \$219,081 year to date. September payments made through the online Web Portal totaled \$172,458 from 349 property owners. Year to date online portal payments total \$1,793,062 from 3,651 property owners.

In September, property transfer balances decreased by (5.3%). Outstanding balances related to property transfers represent 53% of all receivables and 54% of past due balances. September trustee sale notices on Sun City AZ properties decreased by five to 23, and properties owned by lending institutions remained at 1.



## RCSC Management Report: October 26, 2023

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### Information Technology:

In September, the Information Technology team received 72 new service requests, and closed 82 requests by month end, leaving 4 tickets remaining open. On average, IT closed service requests in less than one day in September. Year to date, IT has opened 690 tickets, and closed 686 tickets.

The new networking service - SDWAN - is fully implemented at Willow and Lakes Maintenance, B&I, and Quail Run. The IT closets at both North and Quail have been organized, toned out and labeled. The new TEG Server is online at the new Server Room, waiting for the migration from the old TEG machine to the new server, which is planned for November. The new network environment is complete at Lakeview, and IT has begun migrating users from the old network environment to the new equipment. IT is also beginning to rewire the Wifi environment at Lakeview to improve wifi access for clubs and members there.

### Human Resources:

Human Resources added 16 new requisitions during the month of August and filled 17 requisitions, ending the month with 6 open positions. Year to date, HR has opened 140 requisitions, and filled 141 open positions. The time-to fill requisition KPI in August was 11.5 days.

HR has begun to update the new employee orientation paperwork and will continue working on that in October. HR also completed salary benchmark data collection for the 2024 Budget and has begun to prepare for the Open Enrollment meetings for the 2024 employee medical insurance renewals.

## BUILDINGS & INFRASTRUCTURE:

### PROJECTS:

#### In Process:

#### **Mountain View Rec Center Phases 1 and 2 (PIF) Status: Red**

- Budget: \$27.3M. Total Cost to date: \$391,467.
- Project suspended per Board direction, 04/05/23.

#### **Sun Bowl Softball Field Improvements (PIF) Status: Yellow**

- Budget: \$1.0M. Total Cost to date: \$48,950.
- 3 bids received 6/20/23; Bids subsequently rejected by the Board.
- 2 additional bids received 08/31/23.
- Board Packet for authorization available as of 09/19/23.

#### **Viewpoint Lake Repair (PIF) Status: Green**

- Budget: \$8.0M. Total Cost to date: \$6.9M.

# RCSC Management Report: October 26, 2023

- Viewpoint Lake refill process began 08/04/23.
- Project to be completed by the end of October 2023.

## Recently Completed

### Fairway Recreation Center

- Fabricated and replaced a 35'x64' shade canopy at Best Friends Dog Club. Project was completed on 10/03/23 at a cost of \$10,384. Contractor: Total Shade.

### Marinette Recreation Center

- Repaired patches of deteriorating pool deck rubber material with a new binder product and re-rolled entire pool deck surface with binder. Complete rebuild of the deck at the outdoor shower area with new Rubber Stone product. Project was completed on 09/15/23 at a cost of \$22,365. Contractor: Rubber Stone.

### Oakmont Recreation Center

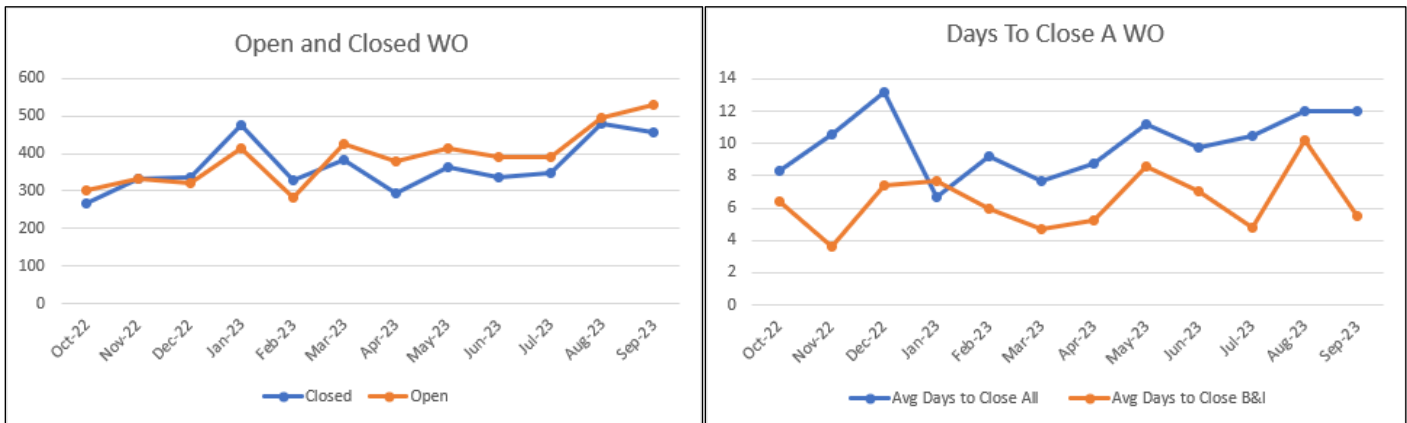
- Installed 3 bollards and repaired stucco wall at trash enclosure. Project was completed on 10/05/23 at a cost of \$4,990. Contractor: DFG Builders LLC.

### Sundial Recreation Center

- Improved drainage area for A/C condensate. The existing drainage system was over-saturated. Project was completed on 09/25/23 at a cost of \$14,310. Contractor: DFG Builders LLC.
- Replaced playing surface on all 18 holes at the mini-golf course. Project was completed on 09/27/23 at a cost of \$56,563. Contractor: Baker Brothers.

## WORK ORDERS (Skilled Trades Repair and Maintenance):

- B&I opened 530 new work orders and completed 455 work orders in September. The average time to close a work order in September was 10 days. B&I has completed a total of 3,441 work orders in 2023.



## SOLAR:

**New Issues:** Mountain View Inverter Number 13, Lakeview Inverters Number 5 & 10, Qual Run Inverter Number 13: Units are down.

### Open Issues:

#### **Willow Maintenance Inverter Number 3, 7, and 9. Lakeview Inverter Number 9. Bell Lanes Inverter Number 5, Bell Rec Center Inverter #8:**

- Kortman emailed Firmer on 05/03/23 requesting what action is being taken on the warranty replacement units. These units have been down since last fall.
- Firmer has filed for chapter 11 bankruptcy; working with Kortman Electric and Nexus Integrated Solutions to come up with an alternative Inverter product.

#### **Mountain View Inverter Number 13:**

- Experiencing outages consistently during midday timeframes. Kortman is investigating.

### Production Data:

After including September's production data, the lifetime to date production versus expected went down slightly to 2.15%. The percentage of inverters producing above expected went down to 71%.

## **GOLF & GROUNDS:**

### **Superintendent Update:**

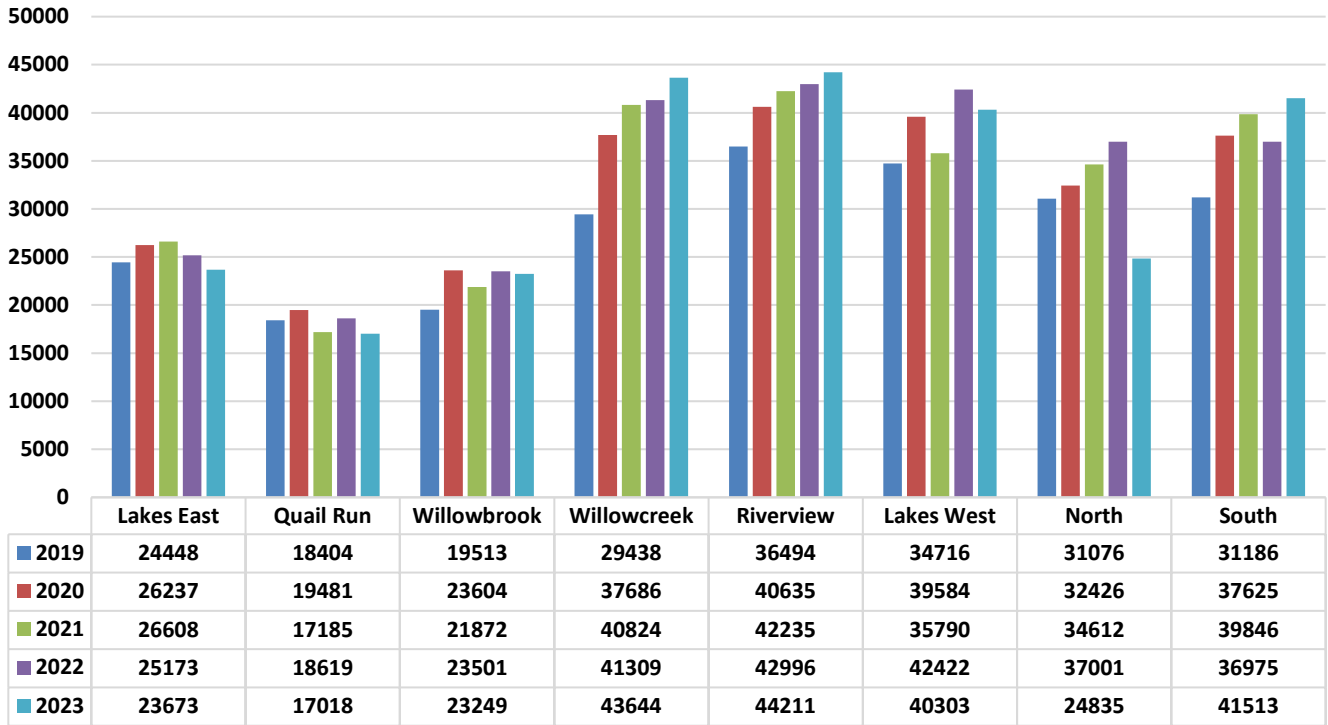
After battling heat and weed pressure throughout the Summer, we head into Fall very optimistic that RCSC's eight golf courses will be nothing short of an enjoyable experience. Our teams have put forth extraordinary effort to regain control, and we are moving forward with great momentum. We expanded overseed on our green banks, and moved to a straight Perennial Ryegrass (as opposed to a blend of seed varieties) that should provide golfers with optimal conditions from Tee to Green.

We were really excited to open Willowcreek, North, Lakes East and Quail on Saturday, October 14<sup>th</sup>. The weather has been great during the grow in, with minimal wind, so our courses are in great shape. A gentle reminder for you and your playing partners: please abide by the cart restrictions, and fix all ball marks on the greens. South, Lakes West, Riverview and Willowbrook began overseeding on Monday, October 16<sup>th</sup>. The weather was favorable; however, the afternoon winds will certainly kept us on our toes during grow in. We are excited to have you all back playing this Fall.

### **Pro Shops:**

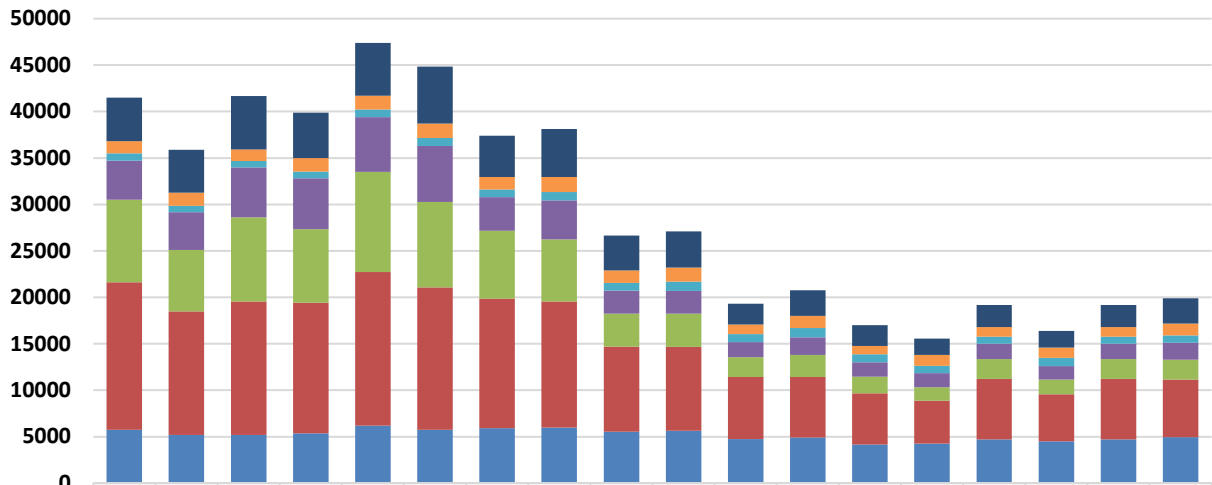
Year to Date total rounds played in 2023 was 258,446, which was 9,550 rounds less than the same timeframe in 2022. The main cause of the drop was the closure of the front nine holes at North to replace the turf with Tif Tuf grass.

YTD Rounds Played by Course



■ 2019 ■ 2020 ■ 2021 ■ 2022 ■ 2023

YTD Rounds Comparisons by Month



	Jan-22	Jan-23	Feb-22	Feb-23	Mar-22	Mar-23	Apr-22	Apr-23	May-22	May-23	Jun-22	Jun-23	Jul-22	Jul-23	Aug-22	Aug-23	Sep-22	Sep-23
Public - 18 Hole	4674	4637	5779	4901	5699	6139	4428	5161	3757	3874	2268	2739	2226	1770	2376	1804	2376	2721
Non Resident no fee	1327	1401	1238	1445	1484	1552	1348	1607	1328	1506	1021	1341	892	1165	1039	1120	1039	1269
Staff	762	683	687	730	821	859	844	902	843	1010	851	998	884	789	766	873	766	789
Guest	4200	4068	5377	5471	5898	6023	3618	4196	2487	2451	1624	1864	1548	1510	1651	1461	1651	1839
Cardholder Daily	8915	6608	9053	7913	10788	9207	7276	6684	3547	3567	2143	2389	1781	1433	2126	1578	2126	2130
Annual fee	15857	13302	14363	14074	16510	15324	13949	13563	9136	9033	6662	6500	5514	4625	6527	5059	6527	6181
Annual no fee	5753	5200	5182	5358	6202	5741	5930	5994	5551	5645	4757	4930	4152	4268	4702	4506	4702	4966

■ Annual no fee ■ Annual fee ■ Cardholder Daily ■ Guest ■ Staff ■ Non Resident no fee ■ Public - 18 Hole

A breakdown of year-to-date rounds by type reveals:

- 33.9% of total YTD rounds were played by Member Surcharge Passholders
- 18.0% of total YTD rounds were played by Member No Fee Passholders
- 16.0% of total YTD rounds were played by Cardholder Daily golfers
- 13.0% of total YTD rounds were played by Public golfers
- 11.2% of total YTD rounds were played by Guests
- 4.8% of total YTD rounds were played by Non-Resident Passholders

Total Golf Revenue year to date was \$6,251k and was \$518k favorable to Budget. Guest greens fees and Tournament income were \$98k and \$58k favorable to budget, respectively, and \$379k in unbudgeted Grant revenue has been booked out of the \$525k grant received from the AZ Tourism Board.

Lawn Bowl and Grounds

The pace of the greens ranged from a low of 12.2 seconds at Mountain View to a high of 14.0 seconds on Lakeview West. Moisture readings range from a low of 13.0 at Oakmont and a



## RCSC Management Report: October 26, 2023

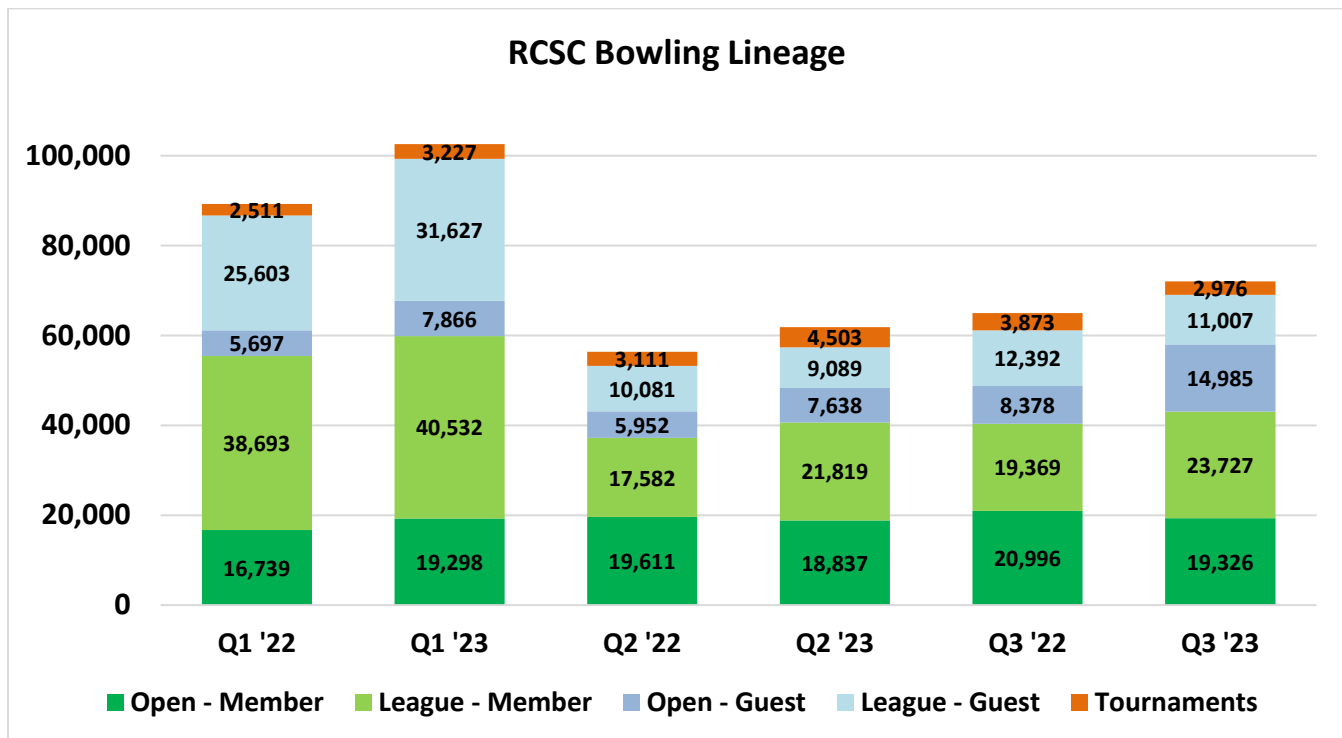
high of 14.8 on Mountain View. The Lawn Bowl team is putting the final touches on the summer leveling program in preparation for the fall and winter season of play.

The softball field has been overseeded, fertilized and is being mowed regularly. With fall preparations completed, the Grounds team is back on normal schedule of trimming, mowing and cleaning up around the centers.

### BOWLING:

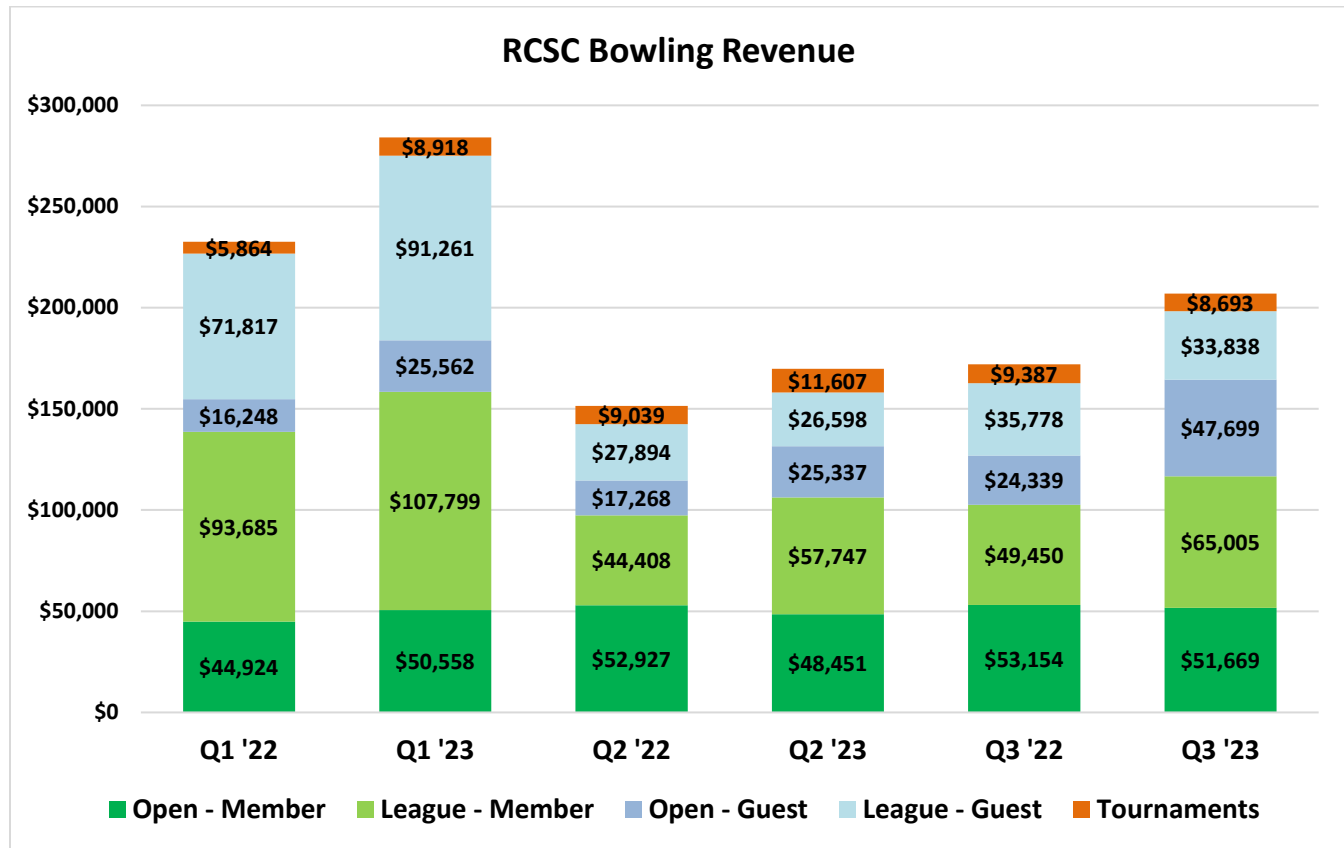
Bowlers are off to a hot start on the lanes. There have been thirteen 300 games and ten 800 series bowled in this league season. Bowl with the Director continued in October and will continue the first Thursday of every month from 10:30 am until 12:00 pm at Lakeview Lanes. The October event had 28 people in attendance. This event is free to all RCSC Member/Cardholders. The purpose of this event is for anyone who may be interested in getting back into bowling, for current league bowlers to come by and get some extra practice and coaching, and for an opportunity to chat with Mike Dirmyer about any bowling related topic. The next event is November 2, 2023.

In September 2023, Bowling lineage continued to outpace 2022 totals. September 2023 lineage totaled 30,951, compared to 29,536 in September of 2022, an increase of 5%. Year to date lineage through September 2023 totaled 242,503 lines, compared to 215,961 through September 2022, an increase of 12%.



## RCSC Management Report: October 26, 2023

Bowling Revenue in September 2023 totaled \$86,806 which was 10% higher than the September 2022 revenue of \$78,744. Year to date, 2023 Bowling revenue was \$660,742, or 19% greater than the total revenue through September of 2022.



### OPERATIONS:

#### Centers Operations:

Several projects have been completed or in progress at RCSC centers that affected the centers. These included:

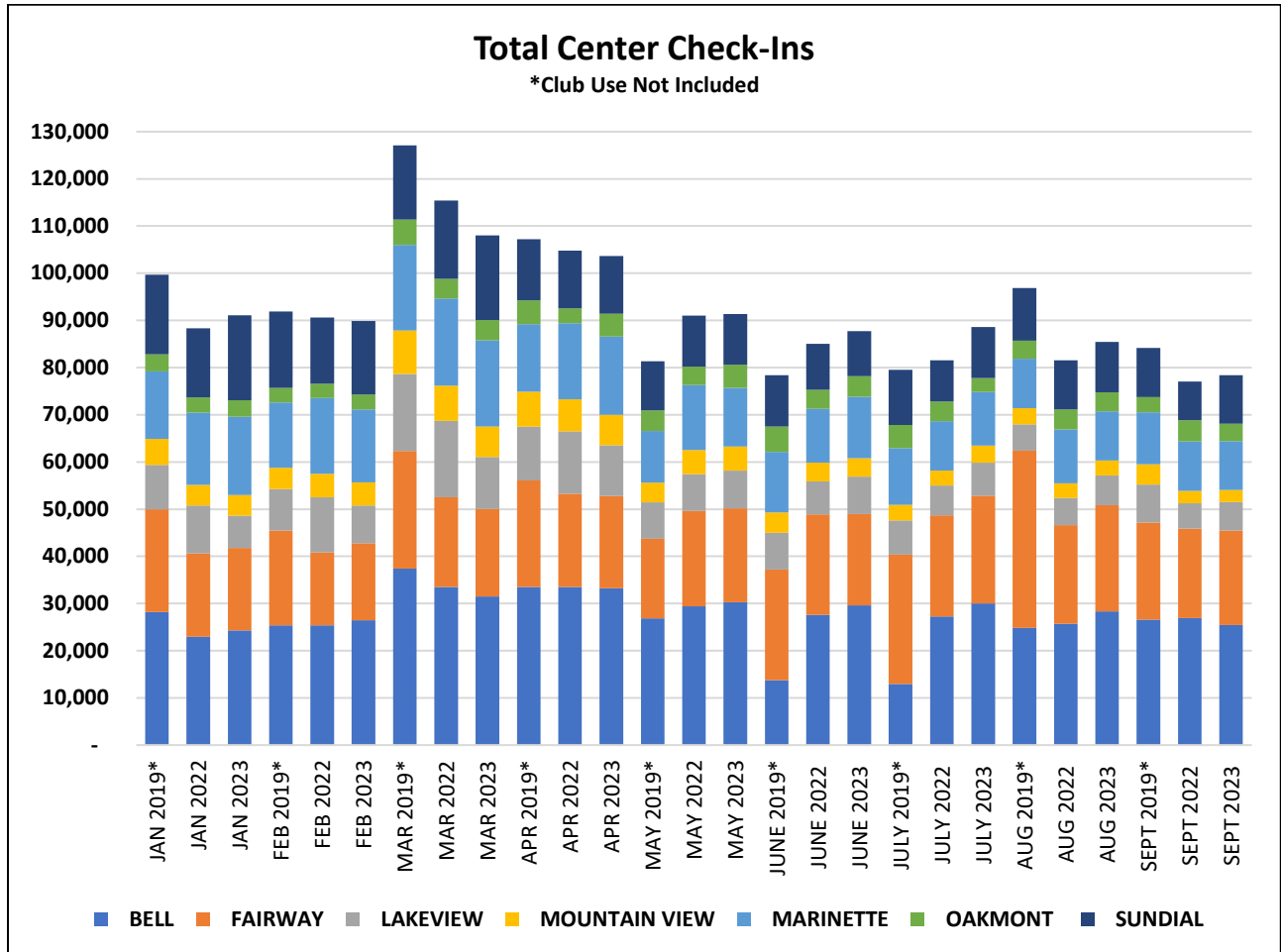
- Repair and resealing of pool deck at Marinette Center.
- Repair and reopening of the mini golf course at Sundial Center.
- Closure of the spas at Lakeview Center for refinishing of the interior surfaces in the spas and repairs in the spa room.

We continue to be in the onboarding processes at Granicus for the new online comment card platform. We anticipate this being completed soon with the platform being available to RCSC to configure user interface screens and back-end workflows. Communication and deployment to come after the platform configuration and validation.

Check-ins for Monitored Activities at recreation centers continue to be relatively flat compared to 2022 as well as below the pre-pandemic levels in 2019 for most months. The

## RCSC Management Report: October 26, 2023

differences to 2019 are higher than reflected in the graphic due to club use of monitored activity areas not being included in tracking statistics until 4Q2021. Bell and Fairway centers represent over 50% of all monitored activity usage with this pushing up to almost 60% for the summer months in 2023.



### Chartered Clubs:

The Chartered Clubs office has been working on the upgrade to the room reservations software over the past several months and is now live on the upgraded application in a hosted cloud-based environment.

## MARKETING & COMMUNICATIONS:

### Sun City Visitor & Welcome Center:

The center welcomed 434 guests in September, as the team celebrated the 20<sup>th</sup> anniversary of its location at the Bell Center with a soft launch of an expanded name to include the important word "Welcome." The center is working toward launching a new digital version of welcome letters in partnership with Cardholder Services to align efforts. The center also had visits from touring groups from South Korea and Australia/New Zealand. Efforts are

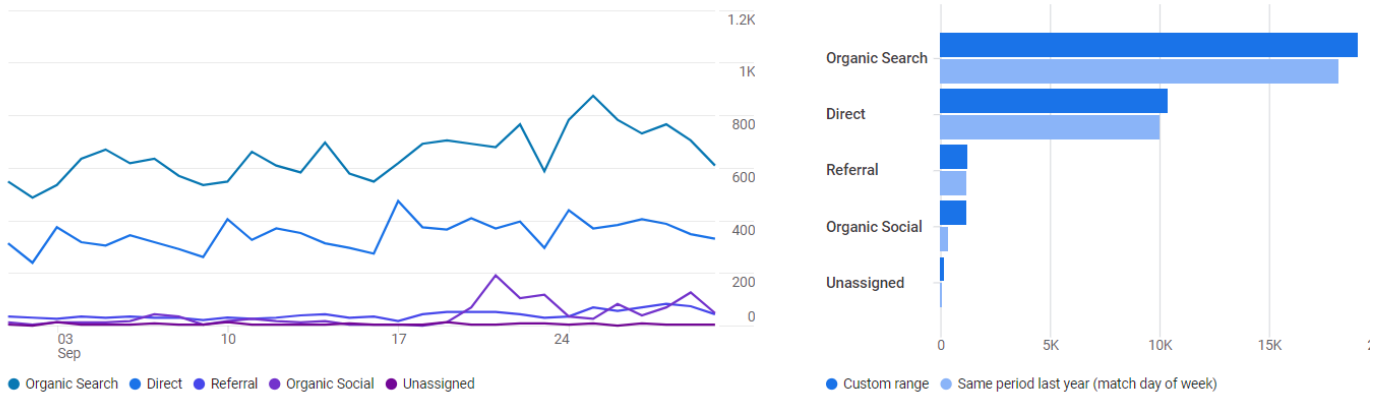
## RCSC Management Report: October 26, 2023

underway to attract more volunteers to support the center as we work to ensure it is utilized more as a welcome/orientation center for new and current members. The greatest interests in activities expressed by guests included walking, arts and crafts, pickleball, fitness centers and other club activities.

### Website:

In September, a small increase in visits to the Website has continued, with guests growing to 17,845 from 17,104 in September 2022. The top sites visited were the home page, the general About Us (RCSC) page, employment page, golf course/pro shops page, concerts page, landing recreation page, cost of living/value page and the portal.

Work is underway to make improvements to the Website by the end of the year. We will make the mobile Website, the search bar and other elements more effective as commonly sought after information is added to the site map. The graphic below shows that the majority of guests visit from an organic search, while there are still a large number of direct links visits given regular business that can be done on the site. The organic search results will be improved to more effectively utilize commonly sought after terms as part of the Website maintenance. To assist Members and Cardholders in finding information about specific activities, additional domain names will be registered that reflect these activities. The blog will also allow social media posts to link back to the Website, and we will add an RSS feeds as an option to receive regular updates.

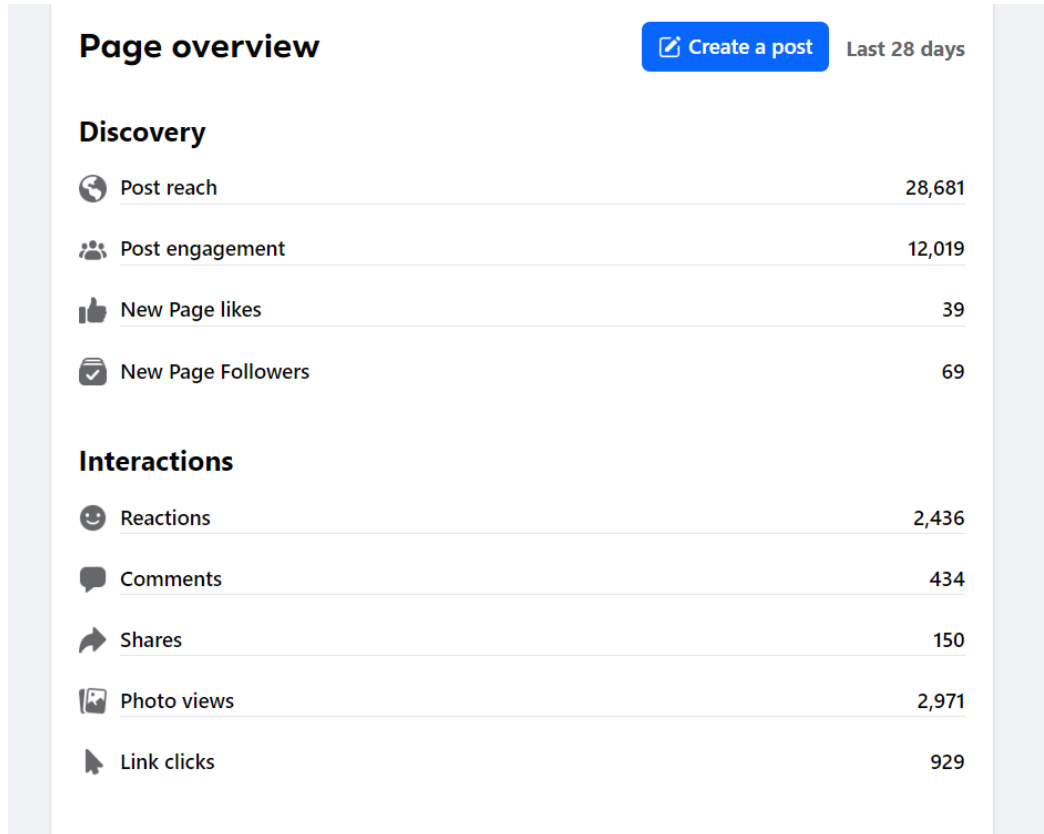


### Social Media:

The next steps in regard to social media involves claiming additional professional accounts that either were never claimed or which were claimed but no longer utilized. This includes a wide variety of Google My Business pages that will support Members seeking recreation information when they look up specific addresses/locations. Facebook continues to be an active resource of information, with an average reach of about 30,000 maintained with educational and feature updates. The RCSC Communications team seeks to support Members in all appropriate methods of communication, and we thank those who reach out to provide what have been largely supportive reviews. Below is a monthly update of the

## RCSC Management Report: October 26, 2023

Facebook activity, which averages roughly 30K individuals reading, and thousands engaging with comments, likes and shares. Nearly 1,000 individuals clicked on links. As the Website improvements launch, that number should increase with improved blog opportunities and pages to send followers to visit.



### EVENTS:

The new ticketing system for the RCSC show tickets is in place and up and running. It became necessary to delay the on-sale of Season Tickets to Monday, October 23, 2023, at 8:00am to ensure that there are no glitches in the system either on-line or in person. Season Passes may be purchased on-line at [www.suncityaz.org](http://www.suncityaz.org); in person, at Sundial Auditorium located at 14801 N 103rd Ave; or via phone at 623-561-4680, (you must speak to a live agent when purchasing by phone) the opportunity to purchase Season Passes will end November 22, 2023. Individual Show Tickets will now be on sale Monday, November 27, 2023, at 8:00am up until the time of each individual show.

Sun Bowl shows have been enjoyed by all with non-stop dancing. We are still perfecting the Video projection of the performances on the stage.

Tickets are still available for the "Royal Autumn Ball" Senior Prom. This event will take place at Sundial Auditorium on Friday, November 10, 2023, from 6-9pm. This is a free event;

## RCSC Management Report: October 26, 2023

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however, you must get a ticket by Monday, November 6<sup>th</sup> at the Events and Entertainment office at Sundial Auditorium.

The “Grand Re-Opening” of Lakeview Lake celebration has been postponed. Our goal is to reschedule this event for early December in conjunction with our Annual Boat Parade. Stay tuned for details.

### **Facility Rentals:**

There were 12 Facility rentals in September, 2023 grossing \$7,350 in revenue.

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