

**RECREATION CENTERS OF SUN CITY, INC.**  
**BOARD MEETING AGENDA**  
**Thursday, November 16, 2023**  
**Sundial Auditorium, 9:00 a.m.**

- Call to Order
- Pledge of Allegiance
- Welcome and Introductions
- Introduction of Board Candidates
- 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
- Motions Second Reading
  1. ***Finance and Budget Committee – Director Fast & Vice President McAdam*** – I move that the 2024 Operating and Capital Budget is approved as recommended by the Finance & Budget Committee.
  2. ***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.

**RECREATION CENTERS OF SUN CITY, INC.**  
**BOARD MEETING AGENDA**  
**Thursday, November 16, 2023**  
**Sundial Auditorium, 9:00 a.m.**

3. **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.
- New Business
  1. **Director Fast** – I move that senior management is hereby directed to assist the Board to draft and present a Board Policy setting forth the principles and process by which a long-range plan must be prepared with the goal of presenting the Board Policy to the Board at the February Board meeting.
  2. **Director Rough** - I move to change the referenced Bylaws section in each of the following Board Policies, which reference a non-existent Article Section.

**BOARD POLICY RESOLUTION No. 1 (“BP 1”)**

CONFLICT OF INTEREST

WHEREAS Article **V Section 6.3** ~~IV, Section 7~~ 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”).

**BOARD POLICY RESOLUTION NO. 2 (“BP2”)**

SENIOR MANAGEMENT

WHEREAS Article **V Section 6.3** ~~IV, Section 7~~ 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”).

**BOARD POLICY RESOLUTION No. 3 (“BP 3”)**

CORPORATE RECORDS

WHEREAS **V Section 6.3** ~~IV, Section 7~~ 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”).

**RECREATION CENTERS OF SUN CITY, INC.**  
**BOARD MEETING AGENDA**  
**Thursday, November 16, 2023**  
**Sundial Auditorium, 9:00 a.m.**

**BOARD POLICY RESOLUTION No. 6 (“BP 6”)**

CORPORATE PRIVACY POLICY

WHEREAS **V Section 6.3** ~~IV, Section 7~~ 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”).

**BOARD POLICY RESOLUTION No. 6 (“BP 6”)**

CORPORATE PRIVACY POLICY

WHEREAS **V Section 6.3** ~~IV, Section 7~~ 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”).

**BOARD POLICY RESOLUTION No. 8 (“BP 8”)**

PRIVILEGE CARDHOLDERS

WHEREAS Article **V Section 6.3** ~~IV, Section 7~~ 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”).

**BOARD POLICY RESOLUTION No. 9 (“BP 9”)**

CARDHOLDER GUESTS & HOST PUNCH CARDS

WHEREAS Article **V Section 6.3** ~~IV, Section 7~~ 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”).

**BOARD POLICY RESOLUTION No. 16 (“BP 16”)**

BUDGET & FINANCIAL REPORTING

WHEREAS Article **V Section 6.3** ~~IV, Section 7~~ 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”).

**RECREATION CENTERS OF SUN CITY, INC.**  
**BOARD MEETING AGENDA**  
**Thursday, November 16, 2023**  
**Sundial Auditorium, 9:00 a.m.**

**BOARD POLICY RESOLUTION No. 19 (“BP 19”)**

PRESS & MEDIA

WHEREAS Article **V Section 6.3** ~~IV, Section 7~~ 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”).

**BOARD POLICY RESOLUTION No. 20 (“BP 20”)**

SUN CITY FOUNDATION

WHEREAS Article **V Section 6.3** ~~IV, Section 7~~ 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 not in conflict with the Restated Articles of Incorporation (“Articles”) or the Corporate Bylaws (“Bylaws”).

**BOARD POLICY RESOLUTION No. 21 (“BP 21”)**

MEMBERSHIP DOCUMENTATION REQUIREMENTS

WHEREAS Article **V Section 6.3** ~~IV, Section 7~~ 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”).

**BOARD POLICY RESOLUTION No. 24 (“BP 24”)**

PRESERVATION & IMPROVEMENT FEE/FUND

WHEREAS Article **V Section 6.3** ~~IV, Section 7~~ 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”).

**BOARD POLICY RESOLUTION BP No. 27 (“BP 27”)**

STANDING COMMITTEES

WHEREAS Article **V Section 6.3** ~~IV, Section 7~~ 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”).

No Bylaws reference.

**RECREATION CENTERS OF SUN CITY, INC.**  
**BOARD MEETING AGENDA**  
**Thursday, November 16, 2023**  
**Sundial Auditorium, 9:00 a.m.**

**BOARD POLICY RESOLUTION No. 31 (“BP 31”)**

RISK MANAGEMENT POLICY

WHEREAS Article **V Section 6.3** ~~IV, Section 7~~ 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”).

**BOARD POLICY RESOLUTION No. 33 (“BP 33”)**

INVESTMENTS

WHEREAS Article **V Section 6.3** ~~IV, Section 7~~ 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”).

3. **Director Fast** – I move that management contract to complete the minor improvements requested by the Mini-Golf Club and recarpet the Mountainview mini golf course as soon as possible.
4. **Director Fast** – To expedite the completion of the minor improvements requested by the mini-golf club and recarpet the Mountainview Mini-Golf course as soon as possible, I move to waive the requirement for obtaining three bids as long as the General Manager in his sole discretion determines the contract price is a market value.
5. **Director Collins** – I move to pull up funding into 2024 for an Arizona Department of Water Resources water reduction PIF project at Quail Run. This project is currently included in the Board approved PIF Plan but not allocated until 2025. The 2024 funding is being requested to complete design documents and civil engineering work required for the Quail Run irrigation system replacement / TifTuf turf replacement / greens reconstruction project. The cost for this design work will be \$160,000. The end product will be a competitively bid work proposal and cost estimate for the irrigation system / turf replacement project. This proposal will then need to be reviewed / approved by the Board before any actual construction work is initiated.

**RECREATION CENTERS OF SUN CITY, INC.**  
**BOARD MEETING AGENDA**  
**Thursday, November 16, 2023**  
**Sundial Auditorium, 9:00 a.m.**

6. **Director Rough** – I move to revoke all Board approvals relating to Option 2 for Mountainview Recreation Center and Pickleball Courts at Lakeview and to cancel all contracts relating to either project.
7. **Director Rough** – I move to amend Board Policy #32 titled General Manager as follows:

Management consists of **employees designated as Directors by the General Manager.** ~~Director of Finance, Director of Operations, Director of Buildings and Infrastructure, Director of Golf and Grounds, Director of Bowling, Director of Events and Entertainment, Communications and RCSC Marketing Coordinator, Sun City Visitors Center and Marketing Manager, Corporate Executive Coordinator, Human Resources Manager, Cardholder Services Supervisor, Controller, IT Manager, Pro Shop Manager, Custodian Manager, Facility Attendants Supervisor, Chartered Clubs Supervisor, Support and Services Administrator and anyone else the GM would designate.~~

8. **Director Rough** – I move to amend Bylaws, section titled Definitions, Letter L as follows:

L. “Senior Management” is defined as the **employees designated as Directors by the General Manager.** ~~Director of Finance, Director of Operations, Director of Buildings and Infrastructure, Director of Golf and Grounds, Director of Bowling, and Director of Events & Entertainment.~~

The Next meeting will be the Annual Membership Meeting on November 29, 2023 at 6:00pm in the Sundial Auditorium. The next Exchange Meeting is on December 4, 2023, at 9:00am in the Sundial Auditorium. The next meeting of the Board of Directors will be on December 14, 2023, at 9:00am in the Sundial Auditorium.

Adjournment

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

**October 26, 2023**

At the Board meeting called to order by President Fimmel at 9:00am on October 26, 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, Steve Collins, Denny Nichols, Jim Rough

**ALSO PRESENT:** Matthew D'Luzansky, General Manager; 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; 67 RCSC Cardholders and 0 member(s) of the press

**ABSENT:** Director Jeff Darbut

**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, Staff and Board Candidates in attendance.

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

**Approval of Agenda:** Prior to approval of the agenda, Secretary Totten stated that she would like to request of my fellow Board Members' permission to tweak the Committee Recommendation portion of the agenda.

Could we please move the recommendation brought forth by Treasurer Fast and Vice President McAdam on behalf of the Finance and Budget Committee (F&B) to "approve the 2024 Operating and Capital Budget" from the third item on the list of Committee Recommendations to the first item?

I am asking for this change to allow our Director of Finance, Kevin McCurdy, plenty of time to promote his budget, answer our questions, and perhaps to comment on his vision for the next few years. Sitting in the F&B committee meetings throughout the summer and listening to these same topics aided me greatly in understanding the "money" part of RCSC and perhaps will help you understand it better.

However, on that same subject, and because it was very confusing to me, I would like to hear as he explained to me yesterday, how a budget that was already approved by its recommending committee can possibly be accepted now and then two recommendations later in this same meeting, can possibly be voted on with changes.

**Approval of Minutes:** Vice President McAdam asked to amend the Minutes to reflect that the Long-Range Planning Committee (LRP) not the Strategic Alternatives Committee (SAC) moved the dates of the Town Hall Meetings to November. The Minutes of the September 28, 2023 Board Meeting were approved as amended.

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

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

**Recreation Center update Report:** General Manager D'Luzansky gave an update on the Centers with three topics discussed. The three topics were appreciation, the Sundial Paint job, and the 2024 Budget.

Director of Finance Kevin McCurdy gave a presentation on the 2024 Budget. The recommendation to approve the 2024 Budget, from the Finance & Budget Committee, is a motion on the agenda today.

President Fimmel stated that she wanted to speak about an incident that happened at last month's Board Meeting where she made a comment about Director Nichols and Technology. He was bothered by my comment and at the break he came over to me and resigned his position as Chair of the Technology Committee. The following morning with Director Nichols sitting next to me I asked the Audio-Visual engineers to edit out those 20 seconds of the film. I mistakenly believed that I was keeping Director Nichols from further embarrassment. Shortly thereafter I realized that some members might think that I moved the 20 seconds to protect myself. I have written enough about transparency and the members have said enough about transparency that it didn't take a second for me to realize that I needed to contact the Audio-Visual engineers to have them restore the recording. Please know with clarity that this is the first, last and only time that I have requested that a recording be edited. All of you who have followed the Board this past year know that we are focused on transparency, ownership and accountability. I am holding myself personally accountable for the decision I made in this matter. Nothing is more important to me than having your trust and respect, that is why I am addressing this issue in this manner today. Thank you for your time.

#### **Announcements:**

Secretary Totten, Liaison for Friends of the Library announced that they are seeking additional Board Members. If anyone has an interest you can reach her at the RCSC email address which is [jtotten@suncityaz.org](mailto:jtotten@suncityaz.org).

Secretary Totten, Liaison for the Sun City Homeowner Association Roads and Safety (SCHOA). Reported that residents commented once again about the problem of speeders in our city. The motorcycle unit from the sheriff's office is not yet in operation, but they do have new "stealth" undercover cars catching speeders throughout. They reported that most of the tickets issued are to Sun City residents.

The November SCHOA Roads and Safety meeting is cancelled due to the Maricopa County's Attorney Office Safety and Fraud Summit being held on November 15th from 9:00am – 12:00pm in the Sundial Auditorium. Maricopa County Attorney Rachel Mitchell and Sheriff Paul Penzone will be speaking as well as Captain Brian Stutsman and Coordinator Joan Campbell. This is a free event for all residents of Sun City to keep you safe at home and free from scammers.

Secretary Totten also reported on the Sun City Homeowner Associations (SCHOA) monthly meeting. The annual election for their Board members starts next week. If you are a member of SCHOA, you can vote in person or by accessing their website. SCHOA is our Homeowners Association (HOA) in Sun City for all 17,500 single-family homes; their membership is up over 900 from last year but still lacking. If you are not a member, you should consider joining. The fee to join is \$25 per year.

They are also holding their Lifestyle Senior Expo on November 1<sup>st</sup> from 9:00am – 1:00pm at the Sundial auditorium. This event will give their business partners a chance to showcase their business. There will be food vendors available, plenty of gift baskets, drawings, and staff will be there to answer questions.

Secretary Totten, Co-Chair of the Clubs Organization Committee (COC) reported that the volunteer members of this committee, along with the Chair and Co-Chair, have begun the process of reworking Board Policy #12 and creating a SOP (Standard of Operating Procedures) to guide both COC Committee members, new clubs, and clubs that have been in existence for years. Clubs should be examining their own Rules and Regulations and updating yearly.

Director Collins, Chair of the Clubs Organization Committee (COC) announced that last month the Stitchers club at Bell, the Silversmiths club at both Bell and Sundial and the Crafters Club at Sundial all asked for the temple to redo their Clubs Rules and Regulations.

Vice President McAdam announced that the Annual Membership Meeting in on November 29, 2023 at 6:00pm in the Sundial Auditorium and that on the back table is a document with the dates for submitting motions.

Vice President McAdam also announced that the Proxy Form and procedure was revised and will be posted on the website shortly.

Director Nichols, Liaison of the for Sun City Community Assistance Network (SCCAN) reported that they are coming into their Season of Donations. One thing I would like to share is if you pay Arizona Income Tax, you can get up to an \$800 tax credit with a donation to SCCAN. Please consider it, they do an excellent job and help people in need. He explained what SCCAN stood for and what they offered Sun City Residents.

## Committee Recommendations:

1. **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. After discussion, the vote was taken, and the motion passes its first reading unanimously.
2. **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. After discussion, the vote was taken, and the motion passes its first reading 7 to 1 with Secretary Totten opposed.
3. **Golf Advisory Committee – Director Collins** – At the recommendation of the Golf Advisory Committee, I move to accept RCSC Managements 2024 Budget proposal for Golf. The vote was taken, and the motion passes its first reading 7 to 1 with Secretary Totten abstaining.

Director Collins moved to waive the second reading of this motion. Seconded by Treasurer Fast, the motion to waive passes unanimously.

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.

Prior to the vote, Treasurer Fast moved to amend the motion and after discussion withdrew his motion to amend.

The vote was taken on the original motion, and it passes 7 to 1 with Treasurer Fast abstained.

President Fimmel called for a ten-minute break at 10:52am.

At 11:05am the meeting reconvened and Treasurer Fast did not return to the meeting.

## 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. The vote was taken, and the motion passes its second reading unanimously.
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.

The vote was taken, and the motion passes its second reading unanimously.

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.

The vote was taken, and the motion passes its second reading unanimously.

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:

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.

The vote was taken, and the motion passes its second reading 6 to 1 with Director Nichols abstaining.

**New Business:**

1. **Director Collins** – I move that we increase the PIF budget for the Softball Club project to \$1,380,000. The vote was taken, and the motion passes 6 to 1 with Director Nichols abstaining.

Director Collins moved to waive the second reading of the motion. Seconded by Vice President McAdam, the motion to waive passes 5 to 2 with Director Nichols and Secretary Totten opposed.

**Next Meeting:** President Fimmel reported that the next meeting will be The Exchange on Monday, November 6, 2023 at 9:00am in the Sundial Auditorium. She also noted that the next Regular Board Meeting is Thursday November 16, 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 11:43pm.

Respectfully submitted,

Jean Totten, Secretary

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

Treasurer's Report  
November 16, 2023

The balance of unrestricted funds as of October 31, 2023, was \$18.7 million which includes a \$2.5M cash reserve. Restricted funds include the Preservation and Improvement Fund ("PIF") and the Capital Reserve Fund. As of October 31, 2023, PIF had a balance of \$31.6 million. The Capital Reserve Fund had a balance of \$5.6 million at month end. The Carryforward balance as of October 31<sup>st</sup> was \$10.1 million.

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

Respectively submitted by

---

Kat Fimmel, Board President

# Recreation Centers of Sun City, Inc

## Balance Sheet

Tuesday, October 31, 2023

|                                              | Current<br>Year | Prior<br>Year |
|----------------------------------------------|-----------------|---------------|
| <b>ASSETS</b>                                |                 |               |
| Cash and Investments                         |                 |               |
| Petty Cash                                   | \$12,287        | \$12,287      |
| Cash in Bank                                 | 13,378,390      | 13,484,457    |
| Cash - Money Market                          | 2,838,382       | 2,870,804     |
| Operating Reserve                            | 2,500,000       | 2,500,000     |
| Subtotal Cash and Investments                | 18,729,059      | 18,867,548    |
|                                              |                 |               |
| Preservation/Improvement Fund                | 31,651,632      | 32,107,912    |
| Capital Reserve                              | 5,566,321       | 5,603,514     |
| PIF Pending                                  | 0               | 542,633       |
|                                              |                 |               |
| Accounts Receivable                          | 109,234         | 93,028        |
| Accounts Receivable - Assessments            | 318,616         | 2,204,828     |
| Deposits & Prepaids                          | 284,127         | 264,436       |
| Inventory                                    | 167,587         | 132,516       |
| Subtotal Cash, Investments and Other Current |                 |               |
| Assets                                       | 56,826,576      | 59,816,415    |
|                                              |                 |               |
| Fixed Assets                                 |                 |               |
| Land                                         | 4,397,807       | 4,397,807     |
| Land Improvements                            | 40,931,594      | 40,872,170    |
| Buildings & Structures                       | 98,718,284      | 90,958,746    |
| Furniture, Fixtures & Equipment              | 33,361,326      | 32,871,042    |
| Vehicles                                     | 2,005,551       | 1,882,190     |
| Less: Accumulated Depreciation               | (100,139,028)   | (94,320,621)  |
| Net Fixed Assets                             | 79,275,534      | 76,661,334    |
| Work in Progress                             | 9,917,532       | 7,041,642     |
| Total Assets                                 | 146,019,642     | 143,519,391   |
| <b>LIABILITIES &amp; NET WORTH</b>           |                 |               |
| Current Liabilities                          |                 |               |
| Accounts Payable                             | 740,659         | 1,250,282     |
| Other Current Liabilities                    | 329,077         | 352,430       |
| Deferred Income                              | 7,922,475       | 7,894,156     |
| Deferred PIF Income                          | 31,003,999      | 27,816,933    |
| Pre Billed Assessments                       | 0               | 2,055,310     |
| Total Current Liabilities                    | 39,996,210      | 39,369,111    |
|                                              |                 |               |
| Other Liabilities                            |                 |               |
| Net Worth                                    |                 |               |
| Net Worth                                    | 100,536,669     | 97,664,481    |
| Excess/Deficit Year to Date                  | 5,486,763       | 6,485,799     |
| Total Net worth                              | 106,023,432     | 104,150,280   |
| Total Liabilities and Net Worth              | 146,019,642     | 143,519,391   |

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

**Recreation Centers of Sun City, Inc**  
**STATEMENT OF INCOME AND EXPENSES**  
**For the Ten Months Ending Tuesday, October 31, 2023**

|                                       | October<br>Actual | October<br>Budget | YTD<br>Actual     | YTD<br>Budget     | YTD<br>Variance  | Prior<br>YTD      |
|---------------------------------------|-------------------|-------------------|-------------------|-------------------|------------------|-------------------|
| <b>Operating Income:</b>              |                   |                   |                   |                   |                  |                   |
| Property Assessments                  | \$1,124,912       | \$1,126,856       | \$10,996,084      | \$11,429,542      | (433,458)        | \$10,789,842      |
| Transfer & Access Fees                | 47,723            | 62,500            | 516,623           | 625,000           | (108,377)        | 644,430           |
| Privilege & Guest Cards               | 64,911            | 63,684            | 734,527           | 689,323           | 45,204           | 692,941           |
| Food/Liquor Sales                     | 63,050            | 68,940            | 753,958           | 783,866           | (29,908)         | 674,378           |
| Bowling Fees                          | 91,032            | 86,067            | 751,419           | 650,621           | 100,798          | 637,347           |
| Prepaid Green Fees                    | 180,770           | 176,106           | 1,766,839         | 1,761,060         | 5,779            | 1,725,951         |
| Prepaid Green Fees - Non Resident     | 35,437            | 26,271            | 319,796           | 267,751           | 52,045           | 259,180           |
| Daily Green Fees & Surcharge          | 211,390           | 214,462           | 3,443,503         | 3,381,239         | 62,264           | 3,631,927         |
| Range Fees                            | 20,108            | 23,140            | 267,253           | 280,280           | (13,027)         | 268,367           |
| Cart Rental                           | 26,385            | 31,673            | 384,512           | 382,511           | 2,001            | 360,651           |
| Grant Revenue                         | 145,959           | 0                 | 525,000           | 0                 | 525,000          | 0                 |
| Merchandise Sales                     | 9,683             | 12,440            | 141,198           | 136,612           | 4,586            | 136,843           |
| Cardholder Events & Club Fees         | 0                 | 100               | 308,936           | 304,550           | 4,386            | 268,214           |
| Rental Income                         | 26,084            | 20,127            | 254,788           | 262,299           | (7,511)          | 236,523           |
| Contributions                         | 300               | 300               | 16,975            | 16,350            | 625              | 18,866            |
| Miscellaneous Income                  | 4,447             | 1,147             | 40,839            | 7,819             | 33,020           | 30,457            |
| <b>Total Operating Income</b>         | <b>2,052,191</b>  | <b>1,913,813</b>  | <b>21,222,250</b> | <b>20,978,823</b> | <b>243,427</b>   | <b>20,375,917</b> |
| <b>Operating Expenses:</b>            |                   |                   |                   |                   |                  |                   |
| Salaries and Wages                    | 840,651           | 843,128           | 8,541,831         | 8,756,115         | (214,284)        | 7,672,737         |
| Payroll Taxes & Benefits              | 154,551           | 185,314           | 1,654,225         | 2,089,039         | (434,814)        | 1,656,887         |
| Repairs and Maintenance               | 392,634           | 234,013           | 3,036,445         | 2,961,428         | 75,017           | 2,426,024         |
| Utilities Expense                     | 244,933           | 200,552           | 2,391,663         | 2,192,173         | 199,490          | 2,108,836         |
| General Operating Expense             | 333,546           | 187,373           | 2,329,078         | 2,551,554         | (222,476)        | 2,306,429         |
| Cost of Goods Sold -Food & Liquor     | 20,439            | 22,135            | 245,086           | 261,709           | (16,623)         | 231,900           |
| Cost of Goods Sold - Merchandise      | 11,725            | 15,080            | 207,516           | 196,878           | 10,638           | 178,945           |
| Cost of Goods Sold - Events           | 918               | 150               | 88,209            | 84,000            | 4,209            | 90,275            |
| <b>Total Operating Expenses</b>       | <b>1,999,397</b>  | <b>1,687,745</b>  | <b>18,494,053</b> | <b>19,092,896</b> | <b>(598,843)</b> | <b>16,672,033</b> |
| <b>Net Operating Excess/(Deficit)</b> | <b>52,794</b>     | <b>226,068</b>    | <b>2,728,197</b>  | <b>1,885,927</b>  | <b>842,270</b>   | <b>3,703,884</b>  |
| <b>Other Income:</b>                  |                   |                   |                   |                   |                  |                   |
| Other Income                          | 0                 | 0                 | 121,180           | 0                 | 121,180          | 0                 |
| Insurance Proceeds                    | 0                 | 0                 | 1,000             | 0                 | 1,000            | 0                 |
| Interest Income                       | 62,440            | 7,500             | 499,316           | 30,000            | 469,316          | 87,449            |
| Proceeds - Sale of Assets             | 0                 | 0                 | 2,000             | 0                 | 2,000            | 100               |
| Investment Income (Unrestricted)      | 253,268           | 4,688             | 324,590           | 46,880            | 277,710          | 37,164            |
| Unrealized Gains/Losses               |                   |                   |                   |                   |                  |                   |
| Investments (Unrestricted)            | (384,825)         | 0                 | 0                 | 0                 | 0                | 136,721           |
| <b>Total Other Income</b>             | <b>(69,117)</b>   | <b>12,188</b>     | <b>948,086</b>    | <b>76,880</b>     | <b>871,206</b>   | <b>261,434</b>    |

**Recreation Centers of Sun City, Inc**  
**STATEMENT OF INCOME AND EXPENSES**  
**For the Ten Months Ending Tuesday, October 31, 2023**

|                                                     | <b>October<br/>Actual</b> | <b>October<br/>Budget</b> | <b>YTD<br/>Actual</b> | <b>YTD<br/>Budget</b> | <b>YTD<br/>Variance</b> | <b>Prior<br/>YTD</b> |
|-----------------------------------------------------|---------------------------|---------------------------|-----------------------|-----------------------|-------------------------|----------------------|
| <b>Other Expense:</b>                               |                           |                           |                       |                       |                         |                      |
| Property Tax                                        | 12,232                    | 12,255                    | 122,318               | 122,550               | (232)                   | 119,848              |
| Insurance                                           | 91,478                    | 77,384                    | 824,233               | 748,554               | 75,679                  | 640,460              |
| Investment Fees (Unrestricted)                      | 2,594                     | 2,500                     | 9,602                 | 10,000                | (398)                   | 8,436                |
| Other Expense                                       | 92                        | 0                         | 92                    | 0                     | 92                      | 0                    |
| Insured/Uninsured Losses                            | 1,197                     | 0                         | (6,310)               | 0                     | (6,310)                 | 0                    |
| <b>Total Other Expense</b>                          | <b>107,593</b>            | <b>92,139</b>             | <b>949,935</b>        | <b>881,104</b>        | <b>68,831</b>           | <b>768,744</b>       |
| <b>Net Excess/(Deficit) Before<br/>Depreciation</b> | <b>(123,916)</b>          | <b>146,117</b>            | <b>2,726,348</b>      | <b>1,081,703</b>      | <b>1,644,645</b>        | <b>3,196,574</b>     |

### FINANCE:

#### **Financials:**

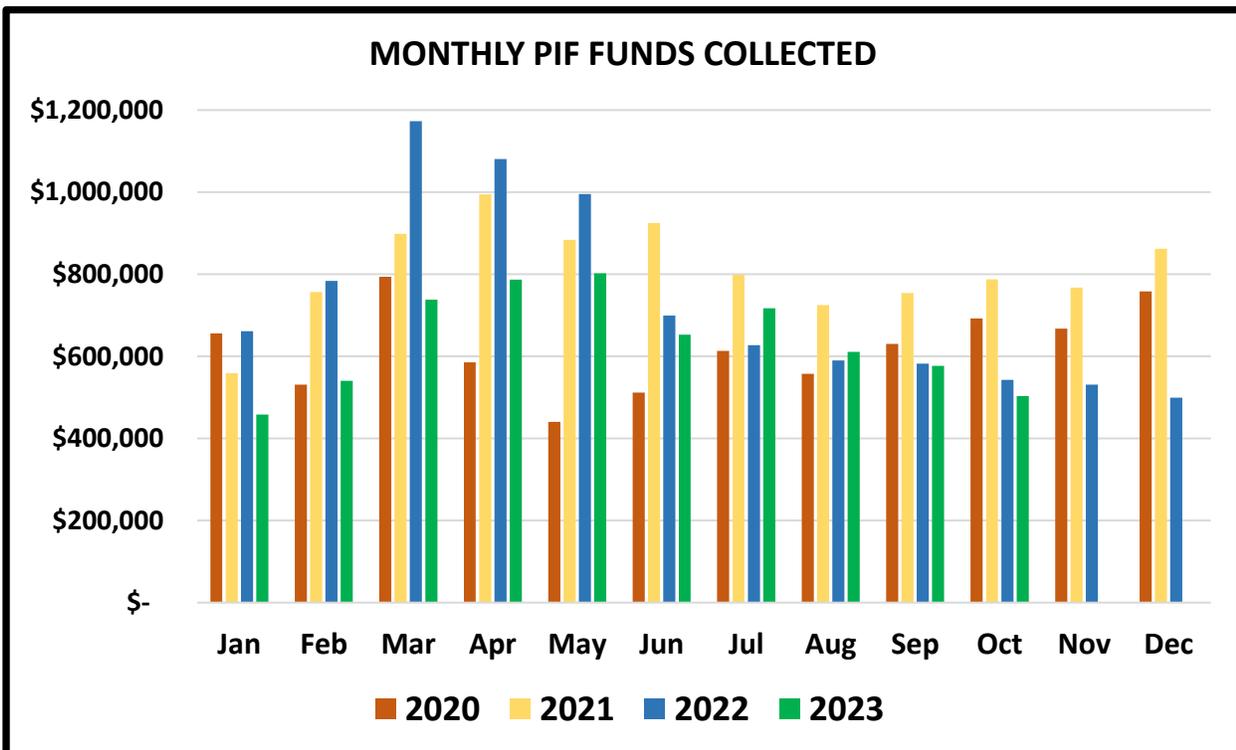
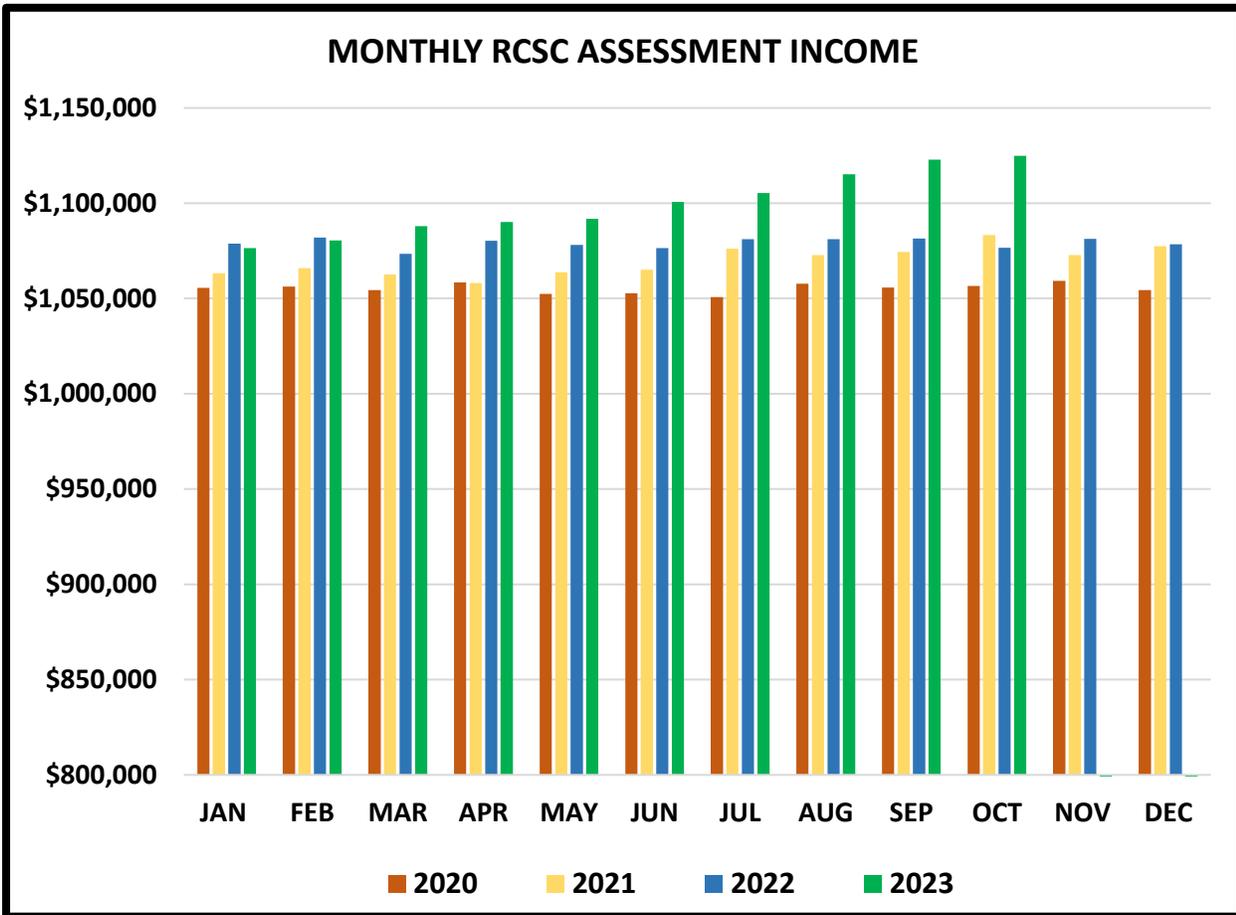
The Recreation Centers of Sun City, Inc. (RCSC) ended October within its operating and capital budget year to date. All Divisions except Food & Beverage have met or exceeded their net operating budget projections year to date. Food & Beverage is (\$122.0k) unfavorable year to date due to food and liquor sales being negatively impacted by weather in Q1 2023, and Building and Equipment repairs at the cafes being (\$20.2k) over budget. Operating Income for October totaled \$1,906k and was (\$7.6k) unfavorable to budget due primarily to the timing of Equipment and Game Supply purchases. Operating expenses for the month were \$1,966k and (\$319.9k) unfavorable to budget due to increased spending on Equipment (\$49.5K), Fertilizer (\$23.5k), and Game Supplies (\$32.5k). Year to date Net Operating Excess was \$2,203k and favorable to budget by \$317.2k (14.4%). This favorable year to date Operating Excess was due to Wages and Benefits being \$649k favorable to budget, offset by Repairs and Maintenance being (\$280.1k) over budget.

#### **Cardholder Services:**

Payments on past due assessments in October were 12.2% of past due balances. Overall accounts receivable increased in October by 3.7% and are up 0.6% since the end of 2022. Overall accounts receivable past due balances decreased in October by (1.0%). September assessments went 30 days past due at a rate of 5.7% and August assessments went 60 days past due at a rate of 2.2%.

Payments from third-party collections firms totaled \$22,046 in October, and total \$241,127 year to date. October payments made through the online Web Portal totaled \$171,553 from 351 property owners. Year to date online portal payments total \$1,964,615 from 4,002 property owners.

In October, property transfer balances increased by 11.9%. Outstanding balances related to property transfers represent 57% of all receivables and 55% of past due balances. October trustee sale notices on Sun City AZ properties increased by four to 27, and properties owned by lending institutions remained at 1.



## RCSC Management Report: November 16, 2023

---

### Information Technology:

In October, the Information Technology team received 107 new service requests, and closed 103 requests by month end, leaving 8 tickets remaining open. On average, IT closed service requests in less than one day in October. Year to date, IT has opened 797 tickets, and closed 789 tickets.

The IT closets at Riverview and South have been organized, toned out and labeled, joining North and Quail Run. IT has completed the WIFI cabling project at Lakeview. Cox has installed the connection to the server room and need to finish the setup before IT can launch the new WIFI environment at Lakeview. Lakeview will be a test environment for the rest of the RCSC environment. IT has saturated the Lakeview building by adding 27 new WIFI access points. IT also provided a dedicated wifi access point for each Club location. The hope is that by installing these additional access points, we can provide significantly better wifi connection despite the concrete block walls that disrupt wifi signals at Lakeview.

### Human Resources:

Human Resources added 7 new requisitions during the month of October and filled 6 requisitions, ending the month with 7 open positions. Year to date, HR has opened 147 requisitions, and filled 147 open positions. The time-to fill requisition KPI in October was 12.0 days. HR has been working on setting up for Open Enrollment meetings to be held in November, where employees will have the opportunity to change their medical insurance plan.

## BUILDINGS & INFRASTRUCTURE:

### PROJECTS:

#### *In Process:*

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

- Budget: \$27.3M. Total Cost to date: \$391,596.
- Project suspended per Board direction, 04/05/23.

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

- Budget: \$1.38M. Total Cost to date: \$50,591.
- 3 bids received 6/20/23; Bids subsequently rejected by the Board.
- 2 additional bids received 08/31/23.
- Board authorized increase of PIF budget to \$1,380,000 on 10/26/23
- B&I preparing stipulated sum contract with selected GC; Estimated completion date for contract signing is 11/17/23.

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

- Budget: \$8.0M. Total Cost to date: \$7.2M.

## RCSC Management Report: November 16, 2023

---

- Viewpoint Lake refill process began 08/04/23.
- Static Water Test completed 11/06/23.
- Boat ramp open for homeowner boat launches beginning 11/11/23 at Noon.

### Recently Completed

#### **Bell Recreation Center**

- Performed air balance test on dust collector system at the wood shop. Project was completed on 09/22/23 at a cost of \$1,100. Vendor: ETB Arizona

#### **Lakes E/W Golf Course**

- Removed and replaced Evap Cooler serving the snack shop. Project was completed on 11/01/23 at a cost of \$3,742. Contractor: CMS/Nextech

#### **Lakeview Recreation Center**

- Performed air balance test on dust collector system at the wood shop. Project was completed on 09/22/23 at a cost of \$1,350. Vendor: ETB Arizona

#### **Quail Run Golf Course**

- Converted lighting at Pro Shop to LED fixtures. Project was completed on 10/10/23 at a cost of \$9,123. Contractor: Accel Electric

#### **Sundial Recreation Center**

- Complete exterior re-paint of Sundial Buildings A&B plus the sundial itself. Project was completed on 11/01/23 at a cost of \$109,995. Contractor: Ghaster Painting
- Re-line of compromised sewer line in Building B, by the pool deck. Project was completed on 10/31/23 at a cost of \$24,500. Contractor: Sunland Plumbing

#### **Quail Run Golf Course**

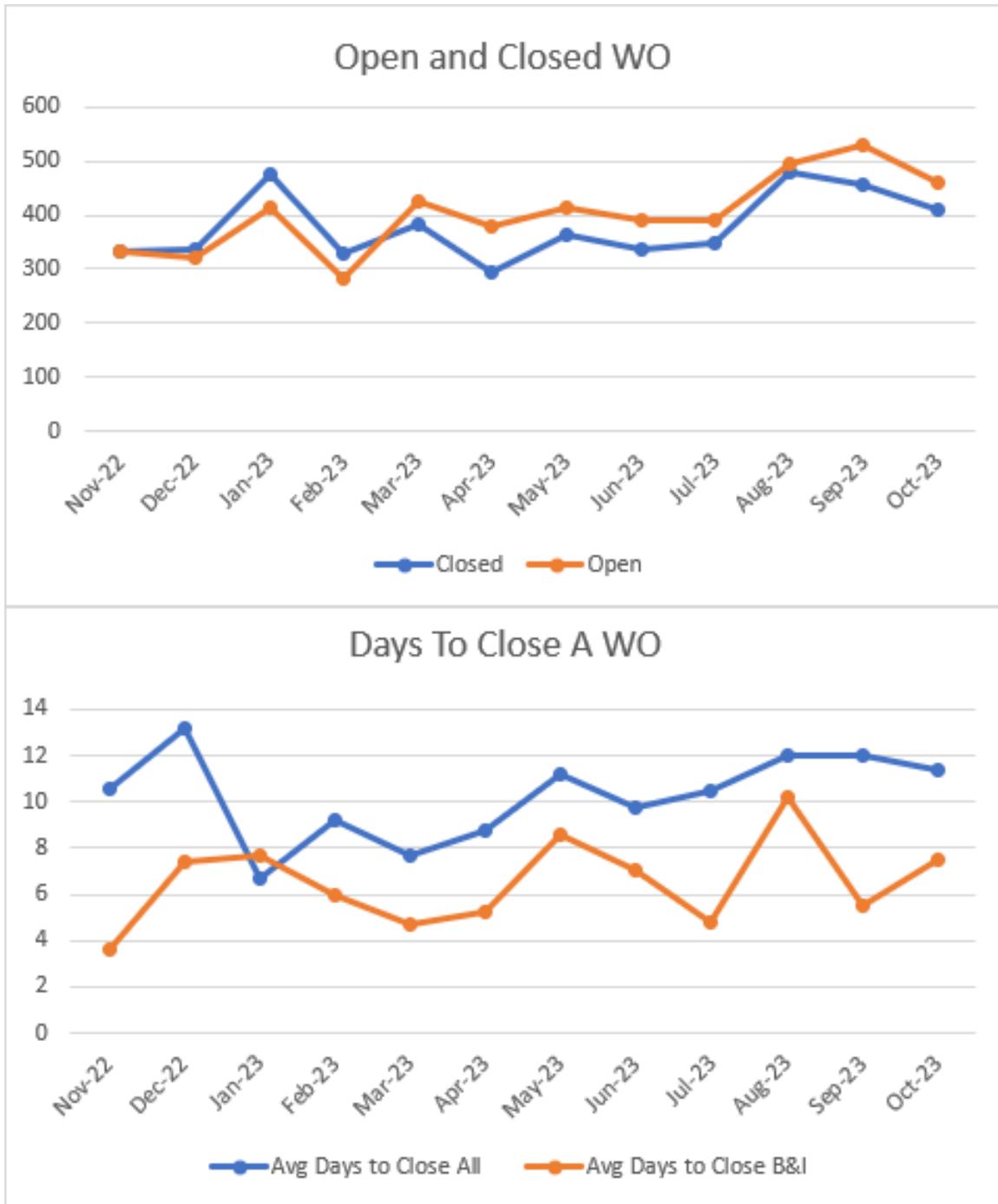
- Converted lighting at Pro Shop to LED fixtures. Project was completed on 10/10/23 at a cost of \$9,123. Contractor: Accel Electric

#### **Willow Maintenance**

- Removed and replaced mini-split A/C unit serving the Trades office. Project was completed on 09/18/23 at a cost of \$4,194.

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

- B&I opened 459 new work orders and completed 411 work orders in October. The average time to close a work order in October was 11.4 days. B&I has completed a total of 3,852 work orders in 2023.



**SOLAR:**

**New Issues:**

**Bell Lanes Café - Number 12:**

- Unit is down

**Resolved Issues:**

**Mountain View Inverter Number 13**

- Repaired and operational

## RCSC Management Report: November 16, 2023

---

### 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.

### Production Data:

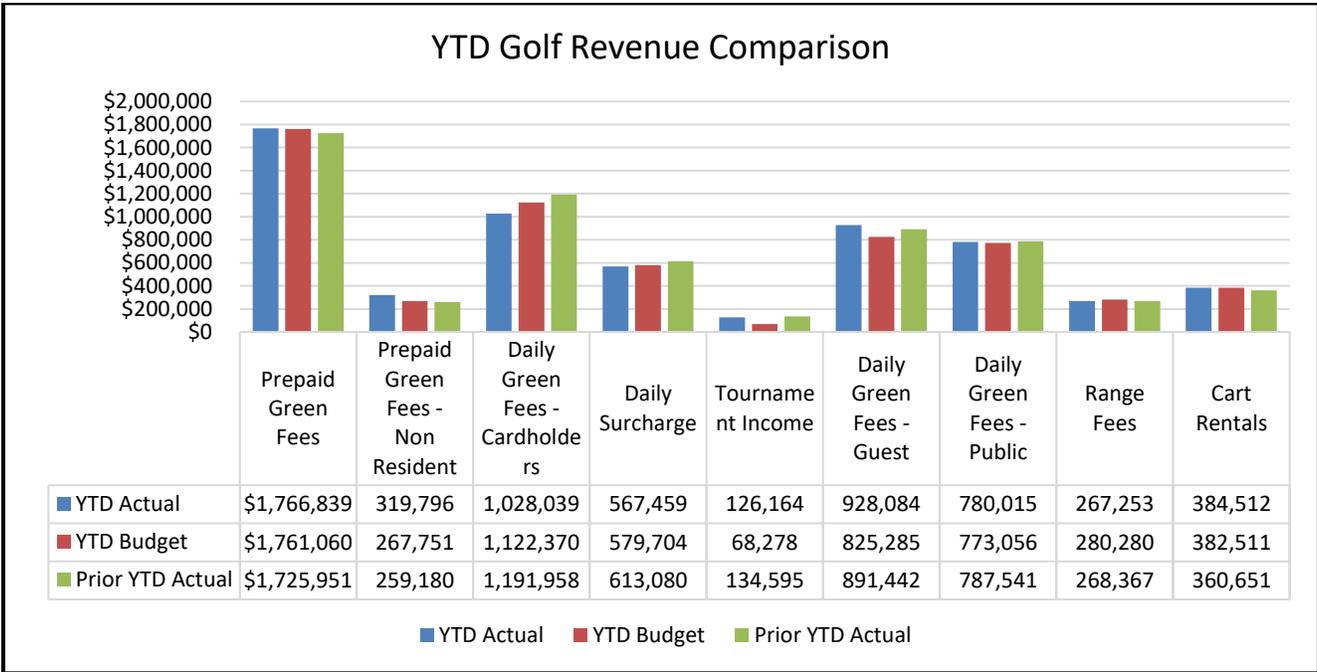
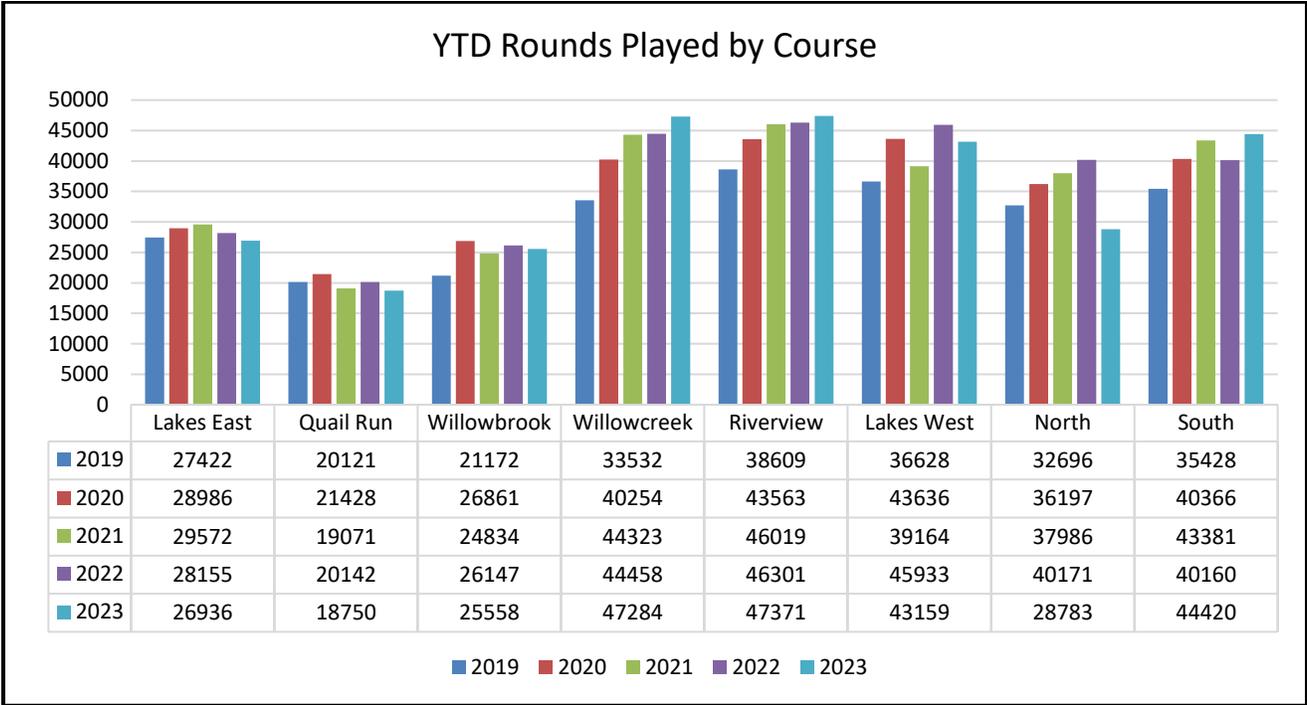
- After including October's production data, the lifetime to date production versus expected went down slightly to 2.13%. The percentage of inverters producing above expected went down to 70%.

## GOLF & GROUNDS:

### Superintendent Update

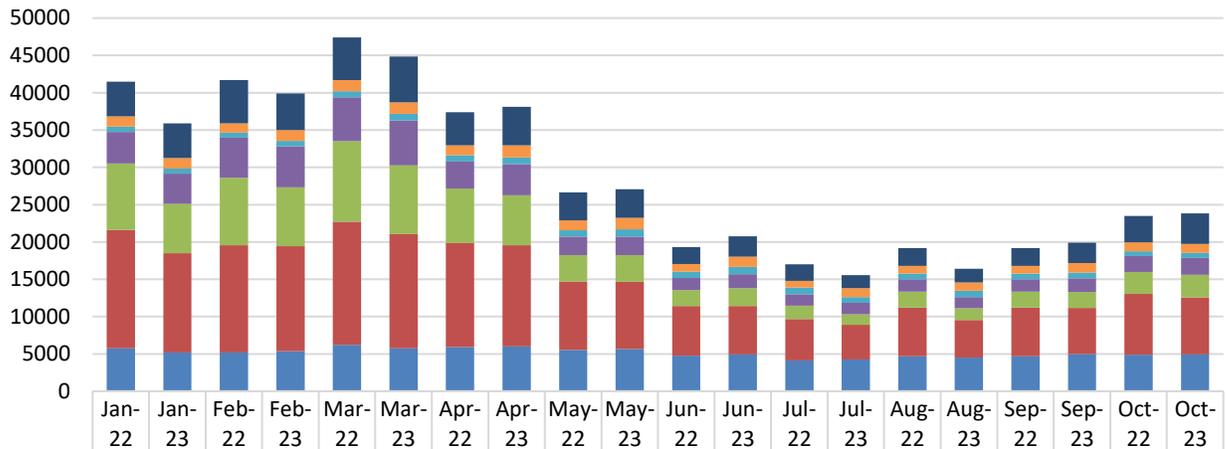
All 8 of our RCSC golf courses have been successfully overseeded and are reopened for play. The expansion of the seeded green banks should provide golfers with many options to play shots from around the greens. Although some areas of the courses may still be a little on the wet side from the grow-in, be assured this is being closely monitored on a daily basis. Green speeds on the courses will slowly be speeding up to our desired pace as we will be dropping heights of cut based on the density of the putting surface. A critical piece to our Fall schedule is the application of our pre-emergent Herbicide in our non-overseeded roughs. This is currently in progress and will be one of our main points of focus through the month of November. This application will provide us with a barrier to keep unwanted weeds and volunteer grasses from becoming prevalent in our roughs. We ask that you and your playing partners abide by the cart restrictions at each course. This will help tremendously with compaction as well as allow the young Ryegrass a chance to become an established plant. Lastly, please repair your ball marks and rake the bunkers after each use. We look forward to seeing you all out there enjoying these wonderful courses this Fall and Winter.

### Pro Shops



# RCSC Management Report: November 16, 2023

## YTD Rounds Comparisons by Month



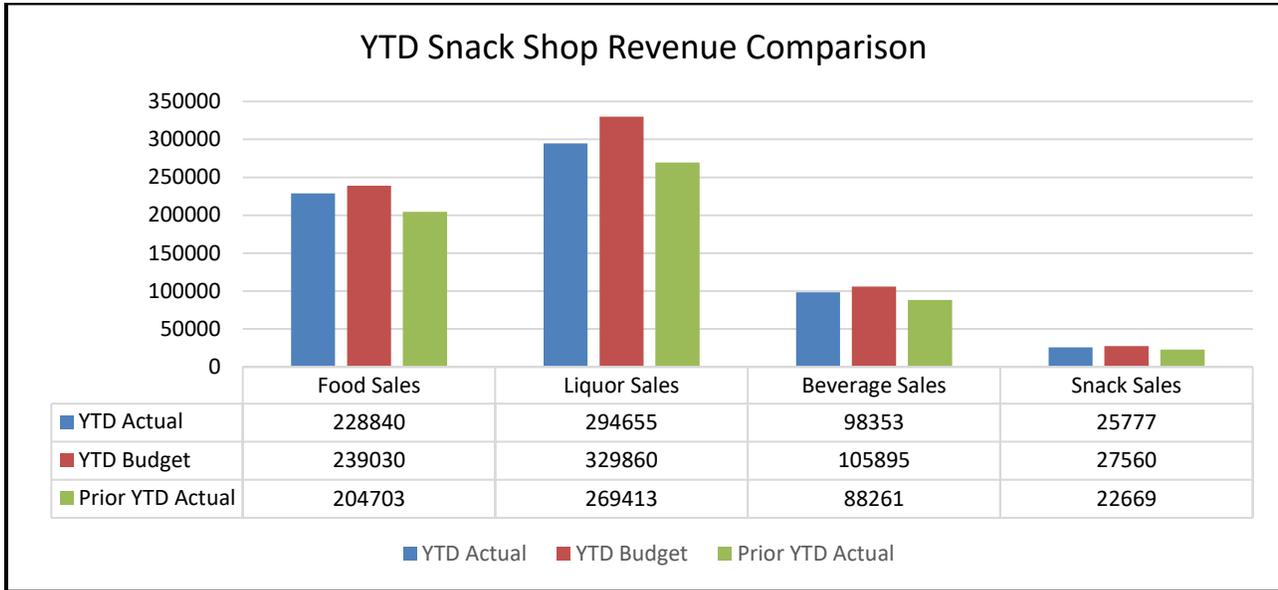
|                     | Jan-22 | Jan-23 | Feb-22 | Feb-23 | Mar-22 | Mar-23 | Apr-22 | Apr-23 | May-22 | May-23 | Jun-22 | Jun-23 | Jul-22 | Jul-23 | Aug-22 | Aug-23 | Sep-22 | Sep-23 | Oct-22 | Oct-23 |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Public - 18 Hole    | 4674   | 4637   | 5779   | 4901   | 5699   | 6139   | 4428   | 5161   | 3757   | 3874   | 2268   | 2739   | 2226   | 1770   | 2376   | 1804   | 2376   | 2721   | 3537   | 4075   |
| Non Resident no fee | 1327   | 1401   | 1238   | 1445   | 1484   | 1552   | 1348   | 1607   | 1328   | 1506   | 1021   | 1341   | 892    | 1165   | 1039   | 1120   | 1039   | 1269   | 1163   | 1203   |
| Staff               | 762    | 683    | 687    | 730    | 821    | 859    | 844    | 902    | 843    | 1010   | 851    | 998    | 884    | 789    | 766    | 873    | 766    | 789    | 636    | 674    |
| Guest               | 4200   | 4068   | 5377   | 5471   | 5898   | 6023   | 3618   | 4196   | 2487   | 2451   | 1624   | 1864   | 1548   | 1510   | 1651   | 1461   | 1651   | 1839   | 2163   | 2275   |
| Cardholder Daily    | 8915   | 6608   | 9053   | 7913   | 10788  | 9207   | 7276   | 6684   | 3547   | 3567   | 2143   | 2389   | 1781   | 1433   | 2126   | 1578   | 2126   | 2130   | 2948   | 3022   |
| Annual fee          | 15857  | 13302  | 14363  | 14074  | 16510  | 15324  | 13949  | 13563  | 9136   | 9033   | 6662   | 6500   | 5514   | 4625   | 6527   | 5059   | 6527   | 6181   | 8126   | 7630   |
| Annual no fee       | 5753   | 5200   | 5182   | 5358   | 6202   | 5741   | 5930   | 5994   | 5551   | 5645   | 4757   | 4930   | 4152   | 4268   | 4702   | 4506   | 4702   | 4966   | 4898   | 4936   |

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

- 18.3% of total rounds played by Annual (Resident) No Fee Passholders YTD
- 33.8% of total rounds played by Annual Surcharge Passholders YTD
- 15.8% of total rounds played by Resident Cardholders YTD
- 4.8% of total rounds played by Annual (Non-Resident) Passholders YTD
- 13.4% of total rounds played by Public Golfers YTD
- 11.0% of total rounds played by Guests
- 2.9% of total rounds played by Staff

On December 1st we will be hosting a fundraising tournament to raise money for the Sun City Foundation. The format will be Beat the Pro(s), which will be Brian Duthu (PGA) and Chris Linam (Pro Shop Manager) and will be made up of two person teams. Teams that beat the Scramble score of the Pros will equally share the prize pool. The entry fee will be \$40, and the event will be held at the South Golf Course. In addition to bragging rights for beating the pro, there will also be a chance at a Pebble Beach Vacation.

**Snack Shops**



**Lawn Bowl and Grounds**

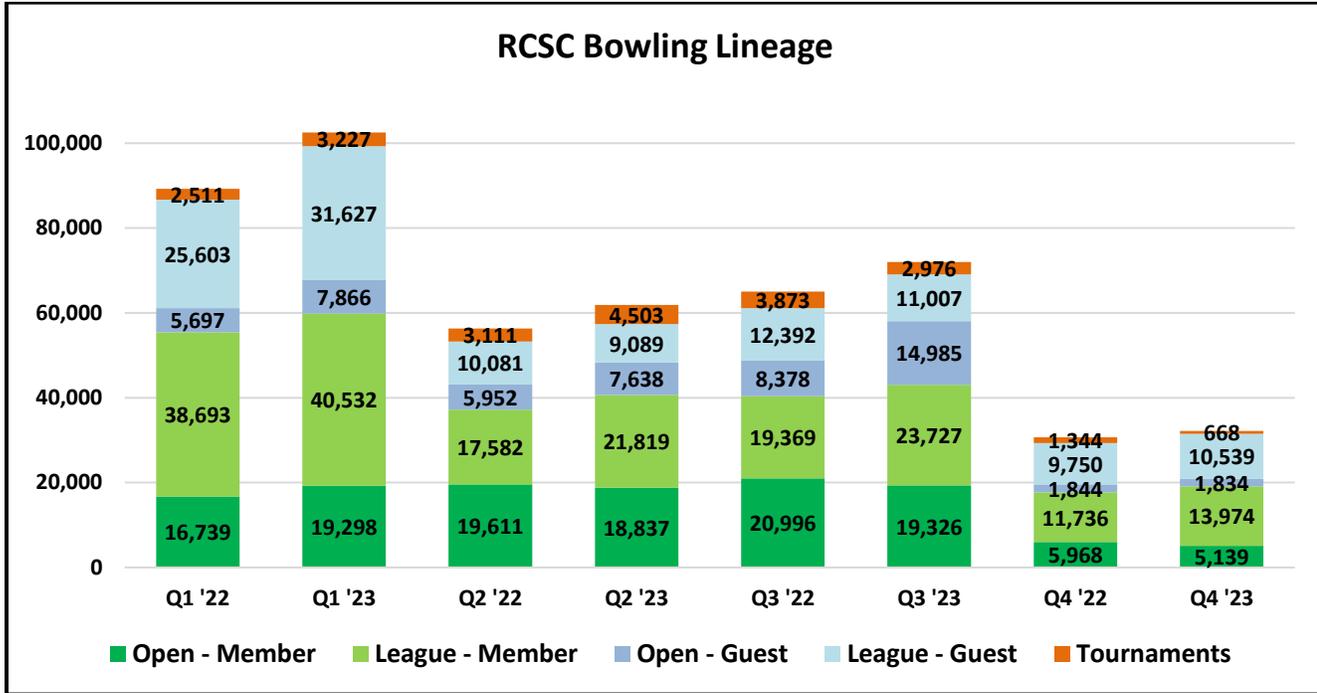
The average pace of the greens is 13.5 seconds. Moisture readings range from a low of 8.9 at both greens at Bell and a high of 17.5 on Lakeview West. The lawn bowl greens are now ready for their busy season.

Overseeded areas have had weak spots touched up with additional seed and are looking healthy. The grounds team is back on their normal schedule of trimming around centers and mowing overseeded areas.

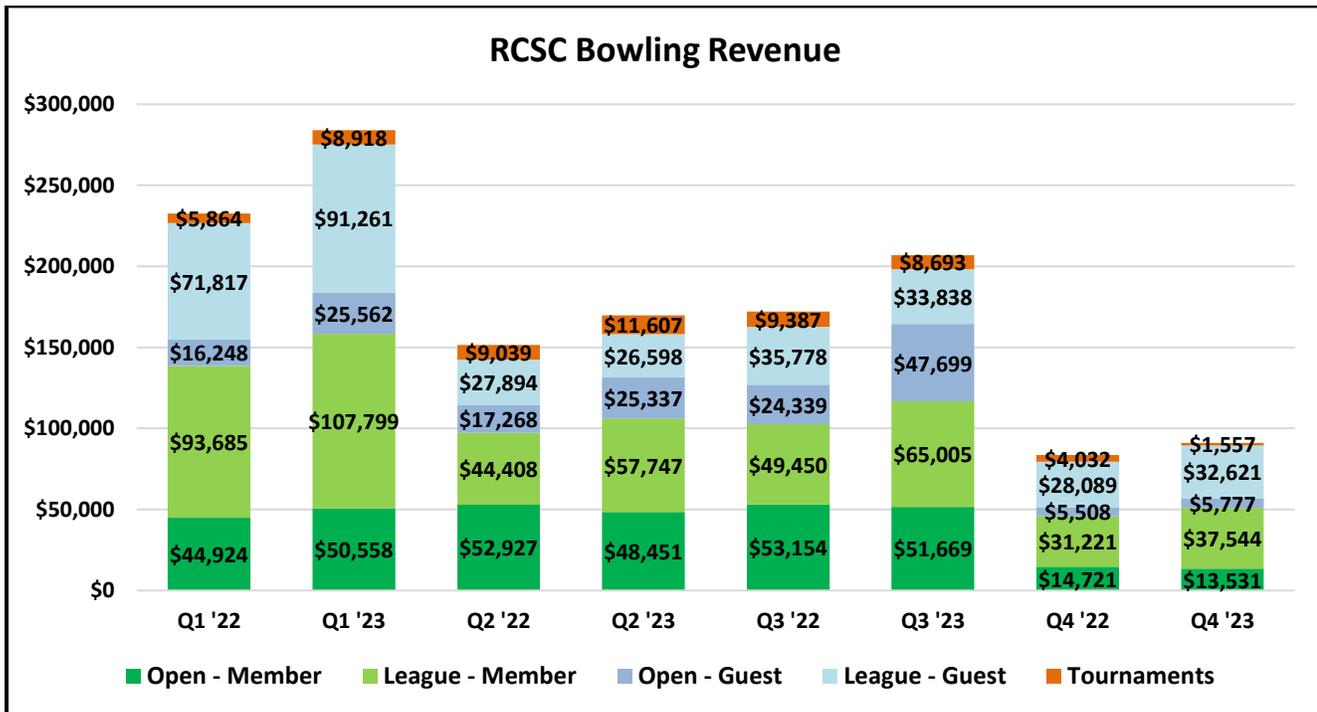
**BOWLING:**

The USBC (United States Bowling Congress) is scheduled to complete the center certification inspection at Bell Lanes December 7, 2023. The inspection involves the lane surface, foul lights, and pin spots. The bowling department anticipates this will go well. Bowl with the Director continued in November and will continue the first Thursday of every month from 10:30 am until 12:00 pm at Lakeview Lanes. The November event had thirty-four people that attended. 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 extra practice and coaching, and for an opportunity to chat with Mike Dirmyer about any bowling related topic. The next event is December 7, 2023.

In October of 2023, Bowling lineage continued to outpace 2022 totals. October 2023 lineage totaled 32,824, compared to 31,104 in October of 2022, an increase of 6%. Year to date lineage through October 2023 totaled 275,327 lines, compared to 247,065 through October 2022, an increase of 11%.



Bowling Revenue in October 2023 totaled \$91,032 which was 9% higher than the October 2022 revenue of \$83,571. Year to date, 2023 Bowling revenue was \$751,774, or 18% greater than the total revenue through October of 2022.



### OPERATIONS:

### MARKETING & COMMUNICATIONS:

#### **Website Update:**

The Website is the core of any communication effort, and multiple projects are underway to improve communications to and with Members/Cardholders:

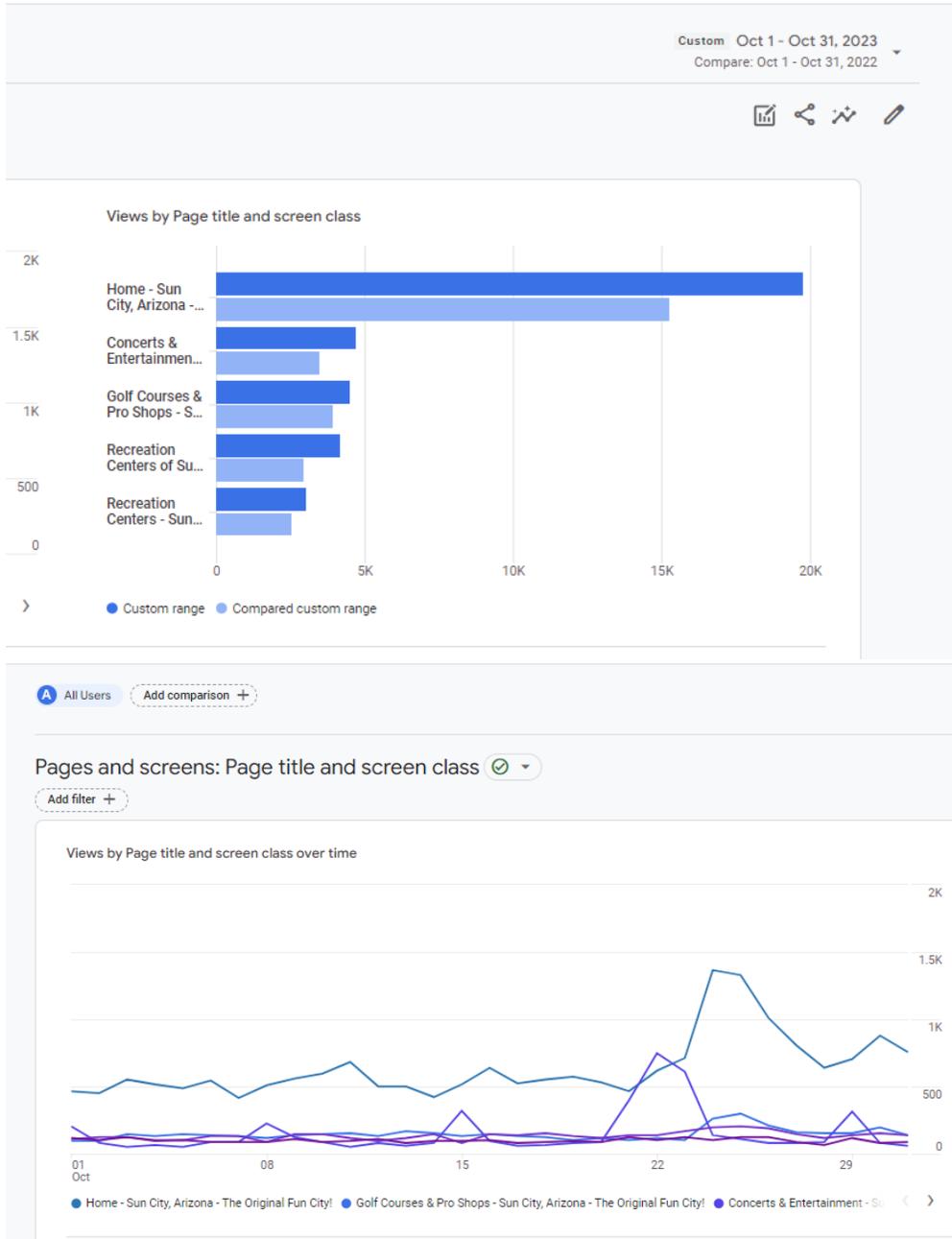
- A Website update that will have improved function, organization and content. The goal is to make information, including commonly sought data, easy to find and intuitive. Member feedback is always welcome at [rcsc@suncityaz.org](mailto:rcsc@suncityaz.org).
- During the transition to November from October, a central News page was developed that will include regular and weekly news updates and links to all sources of news, to assist Members in being well informed. This page is located on the top menu of the Website, at [suncityaz.org/news](http://suncityaz.org/news). Feedback is always welcome at [rcsc@suncityaz.org](mailto:rcsc@suncityaz.org).
- Work to claim and improve Google My Business and other pages to impact search engine optimization in a positive manner.

The Website continues to see some growth year to year. In October 2023, [suncityaz.org](http://suncityaz.org) had 22,658 visitors compared to 21,472 in 2022. Visitors stayed longer on the Website, with engagement increasing by more than 23 percent and average time on the Website doubling to two minutes. Pages most often visited in October 2023 show a need for the ongoing work to increase recreation center information online but showed the top pages landed on being:

Home page, Concerts and Entertainment, Golf Courses & Pro Shops, Recreation Centers (About Us), Golf Calendar, Green Fees, Portal, Clubs.

This graphic shows the jumps in visits to these top pages in 2023 compared to 2022.

# RCSC Management Report: November 16, 2023



## Sun City Welcome Center:

The Sun City Visitor & Welcome Center has continued to transition its focus, following a soft rename launch, to zero in on our primary goal with the further improved name, Sun City Welcome Center. The soft transition is aimed at ensuring those who know the “Visitors Center” know that the Sun City Welcome Center located at Bell Center is home to information they need about clubs, amenities, activities, and community support.

In October, the center assisted 481 guests, and held one Sun City Experience presentation for new and prospective members. Seven new home purchases in October were members who

## RCSC Management Report: November 16, 2023

---

had inquired about Sun City at the Welcome Center. Top interests recorded among prospective members this month were cooking classes, concerts and golf. Guests to the center have grown more than 10 percent in both September and October in 2023 compared to 2022. Work is underway to transition welcome post cards to electronic and to better track their impact in drawing new members to the Welcome Center. Staff is also reviewing and making brochures that feature the recreation centers more user friendly. The goal is to connect more members to activities and amenities that would further enhance their quality of life.

### EVENTS:

Season Ticket sales began Monday, October 23; to date we have sold 473 Season Passes. Individual Show Tickets go on sale Monday, November 27, 2023, at 8:00am up until the time of each individual show.

We concluded the fall Sun Bowl shows on Sunday, November 5, with a wonderful performance and tribute to our veterans by the Ahwatukee Foothills Concert Band. The "Royal Autumn Ball" Senior Prom is Friday, November 10, from 6-9pm at Sundial Auditorium. There are over 300 tickets out for this event.

There are many upcoming events for the remainder of the year:

Town Hall meeting @ Fairway Arizona Rooms 1 & 2, Wednesday, November 8, 7-9pm.

Safety Fraud & Summit Seminar, hosted by Sheriff Penzone and MCSO @ Sundial Auditorium 9am-12pm.

RCSC Board Meeting @ Sundial Auditorium, Thursday, November 16, 9am.

Town Hall Meeting @ Sundial Auditorium Monday, November 20, 1-3pm.

RCSC Arts and Crafts Festival @ Sundial Center Friday, November 24, 8am-4pm and Saturday, November 25, 8am-3pm.

Annual Membership meeting @ Sundial Auditorium, Wednesday, November 29, 6pm-9pm.

Mark your calendar for December events:

Board Member Exchange @ Sundial Auditorium, Monday, December 4, 9am.

Holiday Celebration @ Sundial Auditorium, including Duck Race, Games, and Golf Cart Parade, Friday, December 8, 3pm-7:30pm.

Christmas Spectacular Concert "In the Christmas Mood" @ Sundial Auditorium, doors at 5:00pm and show begins at 6pm. Complimentary Hot Cocoa and Hot Apple Cider will be served at this event.

"Grand Re-Opening" of Viewpoint Lake celebration in conjunction with the Annual Boat Parade, including an ice cream social, demonstrations of RC Boats by the Sun City Yacht Club, and tours of Viewpoint Hill accompanied by the history of the lake as presented by the Sun City Museum

## **RCSC Management Report: November 16, 2023**

---

Historiographers. This event is Friday, December 15, 3:30pm-7:30pm. The boat parade is expected to begin at 6:10pm.

### **Facility Rentals:**

There were 15 Facility/Room rentals during the month of October 2023, grossing \$6,850 in revenue.

---