

RECREATION CENTERS OF SUN CITY, INC.
BOARD MEETING AGENDA
Thursday, March 28, 2024
Sundial Auditorium, 9:00 am.

- Call to Order
- Pledge of Allegiance
- Welcome and Introductions
- Roll Call of Voting Members, Confirmation of Quorum
- Installation of 2024 Appointed Board of Directors
- Approval of Agenda
- Approval of Minutes
- Treasurer's Report
- Management Report
- Committee Reports
- Recreation Center Update Report – General Manager
- President Comments
- Announcements
- Consent Agenda Item
 1. The Apple Macintosh Club has requested to merge with the Computer Club of Sun City.
 2. Name change from The Frat Club to The Fun & Games Club per club request.
- Motion Second Readings
 1. ***Treasurer Borski*** – I move to amend Board Policy #10 titled RCSC Rules and Regulations, Section titled Household Pets and Service Animals, Item # 3 as follows:

Household Pets and Service Animals (*also see Dog Parks*)

 1. Pets are not allowed at any RCSC Facilities, including but not limited to all buildings, golf courses, grounds, parking lots, except for dogs at RCSC dog parks, Best Friends Dog Club and/or dogs trained as service animals.
 2. For RCSC Dog Parks, refer to the Dog Park(s) section in this policy.

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3. The Best Friends Dog Club members, guests, instructors may bring their dogs for training, classes and events in the fenced area designated for such (must remain confined to this area) at the Fairway Recreation Center. In addition, active members of the Best Friends Dog Club whose dogs have passed the American Kennel Club's Canine Good Citizen Advanced certification evaluation, shall be permitted to participate in Best Friends Dog Club events on RCSC properties, after obtaining approval from RCSC Management.
2. **Director Richtmyre** – I move that the expenditure for the replacement of two remaining dehumidification units, purchased in 2007, be moved from the Capital Project expenditure list to the PIF (Preservation Improvement Fund) expenditure list and approve the use of PIF monies in 2024 for the replacement of the two Sundial dehumidifier units. The estimated operational life for the new dehumidification units is estimated to exceed 15 years with proper scheduled maintenance. The actual cost of this project is estimated to be approximately \$1,000,000.
3. **Director Collins** – I move to fund the PIF Project for the Best Friends Dog Club (BFDC) building with an amount of \$1.5 million.
4. **Director Kise** – I move to amend Board Policy #17 titled Golf, Section titled General Golf Rules & Regulations as follows:

General Golf Rules & Regulations

All guests 18 years of age and younger must be accompanied by an adult (*19 years of age or older*). Children under 8 years of age are not permitted to play the courses or use the practice facilities. Children 8 years of age and older are permitted on all driving ranges and practice facilities and may play the Executive Courses after 1:00pm seven days a week. Children 12 years of age and older are permitted to use all courses and practice facilities. During the period of April 1 through October 31, organized junior golf events may be booked for participants ages five and older. Such events must be organized by a recognized local, state or national organization, be highly supervised and follow established guidelines for booking events. A Cardholder is not required to play with an adult guest 19 years of age or older, but the Cardholder must be in good standing and send his/her valid and current RCSC card with the guest to sign in for play.

1. All RCSC Member and Privilege Cardholders (hereinafter referred to as “Cardholders”), in good standing, and their invited guests may use RCSC golf facilities for a reduced rate by presenting a Member or Privilege card. All players and their guests must check in with RCSC personnel at the pro shop prior to entering the course and at least 15 minutes prior to their scheduled tee time. After 5 pm when the pro shops are closed, All Course No Fee Golf Permits and After 5 Golf Cardholders are allowed to play without checking in with RCSC personnel.

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- ~~2. Men must wear shirts with sleeves; women cannot wear halters or bra-type tops. Bare feet are not allowed, and metal spikes and turf type athletic shoes are not permitted. Shorts must be hemmed; short shorts, cut-off shorts and bathing or swimming attire is not permitted.~~
- ~~3. Cardholders and their invited guests shall follow golf etiquette rules common to the game of golf.~~
- 2.** The Director of Golf, or his/her designee, shall have the authority to enact and enforce any administrative rule or policy which contributes to good golf etiquette; speeds up play; and/or protects the safety of the golfers or spectators. Such rules may be posted in the pro shops and/or on the golf course and/or on the scorecard.
- ~~4. For safety reasons, no more than two people and two golf bags are permitted on the cart. The driver must have a valid driver's license. There should be no more than three carts for any group on all courses. During periods of normal operation, riders in rental carts will be required to ride two persons per cart when possible. At the discretion of the Director of Golf, fivesomes may be allowed on executive courses. Motorized carts must be kept at least 30 feet from the greens and parked on the path while putting. It is permissible to park off the path around tee boxes for the purpose of seeking shade. Carts should stay on the paths or in the "rough" as much as possible. Special attention should be given to avoid leaving the path in areas where the grass is wet or worn. When it is necessary to leave the path, the 90-degree rule should be followed. This means staying on the path until opposite your ball, driving straight to it, and straight back after hitting. All pull carts must remain in the highest cut of grass around greens and tee boxes. Handicap golf permits are available at the Golf Administrative Office at the Riverview Pro Shop. Rules may differ for golfers who have a handicap golf permit. Handicap golf rules will be disbursed at the same time the permit is issued.~~
- ~~5. Non-golfers are not allowed on the course, including cart paths, during golfing hours, excluding a rider who must remain in the golf cart at all times. Golfing hours are defined as beginning at the first tee time until sunset. Organized events may allow spectators at the discretion of the Director of Golf.~~
- ~~6. Except for bicycles specifically manufactured for golf course use and approved by the Director of Golf, bicycles are not allowed on the golf course, including cart paths, during golfing hours, defined as beginning at the first tee time until sunset.~~
- ~~7. Practicing is not allowed on the course at any time; use practice facilities for this purpose. Range baskets are not permitted outside of practice facilities.~~
- 8.3.** Renewal of annual golf permits/passes can be done prior to the expiration date, however, if the card is due to expire after such time that there is an increase in the fee for an annual golf permit/pass, the renewal will be done at the new increased rate or at an earlier date. If annual property assessments are not current, annual golf permits/passes will not be honored.
- ~~9. The Recreation Centers of Sun City has established the following guidelines for tires used on our eight (8) golf courses:~~
 - ~~a. Tires used on the vehicle must be referred to as a golf course tire by the manufacturer~~
 - ~~b. Tires must have a rounded vertical tread with a depth not to exceed ¼ inch~~
 - ~~c. Tire width must be minimum of eight (8) inches~~
 - ~~d. The pressure of the tire must not exceed 28 PSI~~

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- New Business

1. ***Director Richtmyre*** – I move to authorize the Sun City Lawn Bowling Clubs to host the 2024 U.S. Lawn Bowling Open at RCSC Lawn Bowling facilities in Sun City November 1, 2024 through November 10, 2024.

The Next meeting will be the Exchange Meeting on April 8, 2024 at 9:00am in the Sundial Auditorium. The next meeting of the Board of Directors will be on April 25, 2024, at 9:00am in the Sundial Auditorium.

- Adjournment

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

February 29, 2024

At the Board meeting called to order by President Fimmel at 9:00am on February 29, 2024 at Sundial Auditorium, the following took place:

PRESENT: Kat Fimmel, President; Karen McAdam, Vice President; Anita Borski, Treasurer; Jean Totten, Secretary and Directors John Fast, Jim Rough, Steve Collins, Preston Kise, Connie Jo Richtmyre

ALSO PRESENT: Matthew D'Luzansky, General Manager; Brian Duthu, Golf Sr. Leader; Kevin McCurdy, Support/Finance Sr. Leader; Mike Dirmyer, Non-Golf Sr. Leader; Debbie Giles, Assistant to GM; Marcia Johnson, Board Coordinator; Allen Kleinhans, Doreen Rafferty Audio/Video Engineers; 77 RCSC Cardholders and 1 member(s) of the press

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

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

Approval of Agenda: Director Fast stated that he objects to the reading of motion #2 which is to be the second reading of the motion. In looking back, he claims the elements were not in existence in this form and it would be improper under Roberts Rules to call this a second reading of the motion because it is the first reading of all the final elements. After further discussion, Director Collins called the question. Seconded by Director Kise; a vote was taken to remove the motion from the agenda and failed 7 to 2 with Director Fast and Secretary Totten in favor. The Agenda was approved as presented. Director Fast stated that he objects to the ruling.

Approval of Minutes: With no questions noted, the Minutes of the January 25, 2024 Board Meeting were approved as presented.

Treasurers Report: Treasurer Borski read the Treasurers Report, and the Treasurers Report was filed for audit.

Management Report: With questions answered in the Management Report, the Management Report was accepted as presented.

Recreation Center update Report: General Manager D'Luzansky gave an update on the centers and current projects.

President Comments: None

Announcements:

Director Kise, Liaison for the SC Fire Department, attended their monthly meeting and reported that the Fire Department does a good job of getting grants to get CPR airway devices, and they are currently working on getting a grant to get an ambulance. Also, the softball building passed the Fire Department Suppression Pressure Test which confirms that it is a safe environment for our members.

Secretary Totten asked if we were still allowing members to speak at the end of the Annual Meeting. President Fimmel confirmed that the process has not changed; after the business portion of the meeting was complete, time allowing, we would open the floor for member comments.

Director Collins announced the Spring Fling free car show being held on Saturday March 2, 2024 at the Sunbowl. It starts at 10:00am with food, raffles and beautiful cars. "Please come down and see the car show".

Consent Calendar Items:

1. Request to approve the decharter of the Stamp Club at the request of the club.
Motion was made by Director Fast, seconded by Treasurer Borski. The vote was taken, and the motion passed unanimously.

Motion Second Readings:

1. ***Vice President McAdam*** – I move to amend Board Policy 24 currently titled Preservation and Improvement Fee and Fund to be renamed to Preservation & Improvement Fee/Capital Improvement Fee and to add verbiage on the Capital Improvement Fee. The vote was taken, and the motion passed its second reading unanimously.
2. ***Director Kise*** – I move to approve the Mountain View Recreation Center and Performing Arts Center elements developed by the Board of Directors and to direct the General Manager to use the elements to seek bids to renovate the recreation center and to build or renovate a performing arts center.

Discussion by the Board was had, and Director Collins called the question. Treasurer Borski seconded the calling of the question, and after the vote, the motion to call the question failed 1 to 8 with all opposed except Director Collins. After continued discussion, the vote was taken on the motion which passed its second reading 7 to 2 with Director Fast and Secretary Totten opposed.

New Business:

1. ***Treasurer Borski*** – I move to amend Board Policy #10 titled RCSC Rules and Regulations, Section titled Household Pets and Service Animals, Item # 3 as follows:

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After discussion and prior to the vote, Director Fast moved to amend the motion by striking the word “sanctioned.” Seconded by Director Kise, the amendment passed unanimously. The vote was taken on the amended motion and passed unanimously.

2. ***Director Richtmyre*** – I move that the expenditure for the complete replacement of the Sun Bowl parking lot be moved from the Capital Project expenditure list to the PIF (Preservation Improvement Fund) expenditure list and approve the use of PIF monies in 2024 for replacement of the Sun Bowl Parking Lot. The estimated useful life for the new parking lot is expected to exceed twenty years. The actual cost of the project is estimated to be approximately \$600,000. Seconded by Director Fast, the motion passed unanimously.

Director Fast moved to waive the second reading of the motion. Seconded by Director Kise, the motion to waive passed 8 to 1 with Secretary Totten opposed.

3. ***Director Richtmyre*** – I move that the expenditure for the replacement of two remaining dehumidification units, purchased in 2007, be moved from the Capital Project expenditure list to the PIF (Preservation Improvement Fund) expenditure list and approve the use of PIF monies in 2024 for the replacement of the two Sundial dehumidifier units. The estimated operational life for the new dehumidification units is estimated to exceed 15 years with proper scheduled maintenance. The actual cost of this project is estimated to be approximately \$1,000,000. Seconded by Director Rough, the vote was taken, and the motion passed unanimously.

Director Collins moved to waive the second reading then withdrew the motion to waive.

4. **Director Collins** – I move to fund the PIF Project for the Best Friends Dog Club (BFDC) building with an amount of \$1.5 million.

Prior to the vote Director Fast moved to table the motion, seconded by Director Rough. Director Rough then pulled his second of Director Fast's motion to table and proposed a motion to postpone the motion till the next meeting. Director Fast then pulled his motion to table and seconded Director Rough's motion to postpone the motion. The vote was taken, and the motion to postpone failed 3 to 6 with Director Fast, Director Rough and Secretary Totten in favor.

After lengthy discussion, Director Collins called the question, and Director Kise seconded the motion to call. The vote was taken, and the motion passed 5 to 4 with Vice President McAdam, Director Rough, Director Fast and Secretary Totten opposed.

5. **Director Fast** – I move that the Board hereby approves an amount for the 2024 budget not to exceed \$150,000 for the long-neglected maintenance on the Lakeview Tennis Courts. With no second on the motion, the motion died.
6. **Director Kise** – I move to amend Board Policy #17 titled Golf, Section titled General Golf Rules & Regulations as follows. Seconded by Vice President McAdam, the motion passed unanimously.

General Golf Rules & Regulations

All guests 18 years of age and younger must be accompanied by an adult (*19 years of age or older*). Children under 8 years of age are not permitted to play the courses or use the practice facilities. Children 8 years of age and older are permitted on all driving ranges and practice facilities and may play the Executive Courses after 1:00pm seven days a week. Children 12 years of age and older are permitted to use all courses and practice facilities. During the period of April 1 through October 31, organized junior golf events may be booked for participants ages five and older. Such events must be organized by a recognized local, state or national organization, be highly supervised and follow established guidelines for booking events. A Cardholder is not required to play with an adult guest 19 years of age or older, but the Cardholder must be in good standing and send his/her valid and current RCSC card with the guest to sign in for play.

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 - ~~a. Tires used on the vehicle must be referred to as a golf course tire by the manufacturer~~
 - ~~b. Tires must have a rounded vertical tread with a depth not to exceed ¼ inch~~
 - ~~c. Tire width must be minimum of eight (8) inches~~

Next Meeting: President Fimmel reported that the next meeting will be the Exchange Meeting on March 11, 2024 at 9:00am in the Sundial Auditorium. The Annual Meeting is March 12, 2024 at 6:00pm in the Sundial Auditorium. The next meeting of the Board of Directors will be on March 28, 2024, at 9:00am in the Sundial Auditorium.

Adjournment: President Fimmel stated that with no further business, the meeting will be adjourned. The meeting was adjourned at 12:57pm.

Respectfully submitted,

Jean Totten, Secretary

Recreation Centers of Sun City, Inc.

Treasurer's Report

March 28, 2024

The balance of unrestricted funds as of February 29, 2024, was \$19.6 million which includes a \$2.5M cash reserve. Restricted funds include the Preservation and Improvement Fund ("PIF") and the Capital Reserve Fund. As of February 29, 2024, PIF had a balance of \$33.0 million, and the Capital Reserve Fund had a balance of \$5.6 million. Capital Improvement Funds ("CIF") received to date totaled \$194k.

The Carryforward balance as of February 29 was \$5.9 million. This balance decreased from the 2023 year-end balance of \$10.4 million due to the allocation of \$6.5 million in Carryforward funds towards the 2024 budgeted Capital Projects.

The corporation operated within its budget year to date in 2024.

Respectively submitted by

Anita Borski, Treasurer

Recreation Centers of Sun City, Inc
Balance Sheet
Thursday, February 29, 2024

	Current Year	Prior Year
ASSETS		
Cash and Investments		
Petty Cash	\$11,787	\$12,287
Cash in Bank	14,208,766	15,414,868
Cash - Money Market	2,922,643	2,908,145
Operating Reserve	2,500,000	2,500,000
Subtotal Cash and Investments	19,643,196	20,835,300
Preservation/Improvement Fund	33,070,135	31,848,827
Capital Reserve	5,574,214	5,617,991
CIF Fees	193,950	0
Accounts Receivable	91,914	72,229
Accounts Receivable - Assessments	(30,115)	44,985
Deposits & Prepaids	157,420	350,568
Inventory	177,055	168,878
Subtotal Cash, Investments and Other Current Assets	58,877,769	58,938,778
Fixed Assets		
Land	4,397,807	4,397,807
Land Improvements	41,599,856	40,925,972
Buildings & Structures	99,616,309	90,992,560
Furniture, Fixtures & Equipment	33,657,582	33,110,451
Vehicles	2,005,551	1,882,190
Less: Accumulated Depreciation	(102,096,104)	(96,283,350)
Net Fixed Assets	79,181,001	75,025,630
Work in Progress	9,743,998	9,651,106
Total Assets	147,802,768	143,615,514
LIABILITIES & NET WORTH		
Current Liabilities		
Accounts Payable	527,531	859,398
Other Current Liabilities	298,261	370,822
Deferred Income	8,275,651	8,117,624
Deferred PIF Income	32,182,987	31,538,905
Total Current Liabilities	41,284,430	40,886,749
Other Liabilities		
Net Worth		
Net Worth	105,869,726	100,536,669
Excess/Deficit Year to Date	648,612	2,192,096
Total Net worth	106,518,338	102,728,765
Total Liabilities and Net Worth	147,802,768	143,615,514

Footnote: The 2023 year-end Carryforward balance was \$10.4 million.

Recreation Centers of Sun City, Inc
STATEMENT OF INCOME AND EXPENSES
For the Two Months Ending Thursday, February 29, 2024

	February Actual	February Budget	YTD Actual	YTD Budget	YTD Variance	Prior YTD
Operating Income:						
Property Assessments	\$1,158,329	\$1,159,859	\$2,308,011	\$2,310,407	(2,396)	\$2,156,979
Transfer & Access Fees	44,100	55,000	75,600	110,000	(34,400)	79,800
Privilege & Guest Cards	99,013	100,101	189,309	193,058	(3,749)	178,395
Food/Liquor Sales	106,528	104,133	198,481	199,594	(1,113)	188,460
Bowling Fees	96,126	88,111	193,308	183,246	10,062	180,464
Prepaid Green Fees	178,099	180,674	355,034	359,495	(4,461)	352,573
Prepaid Green Fees - Non	29,653	39,000	59,761	78,000	(18,239)	60,648
Daily Green Fees & Surcharge	705,396	701,431	1,261,416	1,313,606	(52,190)	1,158,965
Range Fees	35,383	43,217	66,703	82,835	(16,132)	77,778
Cart Rental	65,517	59,728	113,618	116,079	(2,461)	110,223
Merchandise Sales	17,209	18,405	30,660	35,728	(5,068)	35,093
Cardholder Events & Club Fees	107,208	111,500	203,486	225,600	(22,114)	153,071
Rental Income	24,081	27,384	69,848	57,412	12,436	69,235
Contributions	550	1,500	6,186	7,325	(1,139)	9,525
Miscellaneous Income	3,420	1,075	7,642	2,059	5,583	10,233
Total Operating Income	2,670,612	2,691,118	5,139,063	5,274,444	(135,381)	4,821,442
Operating Expenses:						
Salaries and Wages	967,749	1,009,484	1,871,227	2,020,515	(149,288)	1,578,915
Payroll Taxes & Benefits	201,585	280,084	401,175	560,366	(159,191)	355,131
Repairs and Maintenance	281,527	316,889	567,541	771,647	(204,106)	422,227
Utilities Expense	215,324	200,048	443,475	415,067	28,408	373,268
General Operating Expense	200,536	165,616	345,206	580,655	(235,449)	289,355
Cost of Goods Sold -Food &						
Liquor	34,479	33,768	63,103	64,447	(1,344)	61,981
Cost of Goods Sold - Merchandise	25,042	32,008	45,934	57,321	(11,387)	51,919
Cost of Goods Sold - Events	30,919	28,886	67,601	61,973	5,628	52,769
Total Operating Expenses	1,957,161	2,066,783	3,805,262	4,531,991	(726,729)	3,185,565
Net Operating Excess/(Deficit)	713,451	624,335	1,333,801	742,453	591,348	1,635,877
Other Income:						
Insurance Proceeds	0	0	0	0	0	1,000
Interest Income	62,612	28,750	126,737	58,125	68,612	79,865
Proceeds - Sale of Assets	0	0	0	0	0	500
Investment Income (Unrestricted)	24,059	0	72,869	7,500	65,369	1,891
Unrealized Gains/Losses						
Investments (Unrestricted)	0	0	123,797	0	123,797	384,825
Total Other Income	86,671	28,750	323,403	65,625	257,778	468,081
Other Expense:						
Property Tax	12,007	12,100	24,013	24,200	(187)	24,465
Insurance	91,478	87,675	182,956	175,350	7,606	128,092
Investment Fees (Unrestricted)	0	1,917	2,647	3,875	(1,228)	1,965
Insured/Uninsured Losses	673	0	673	0	673	0
Total Other Expense	104,158	101,692	210,289	203,425	6,864	154,522
Net Excess/(Deficit) Before Depreciation	695,964	551,393	1,446,915	604,653	842,262	1,949,436

FINANCE/SUPPORT

Financials:

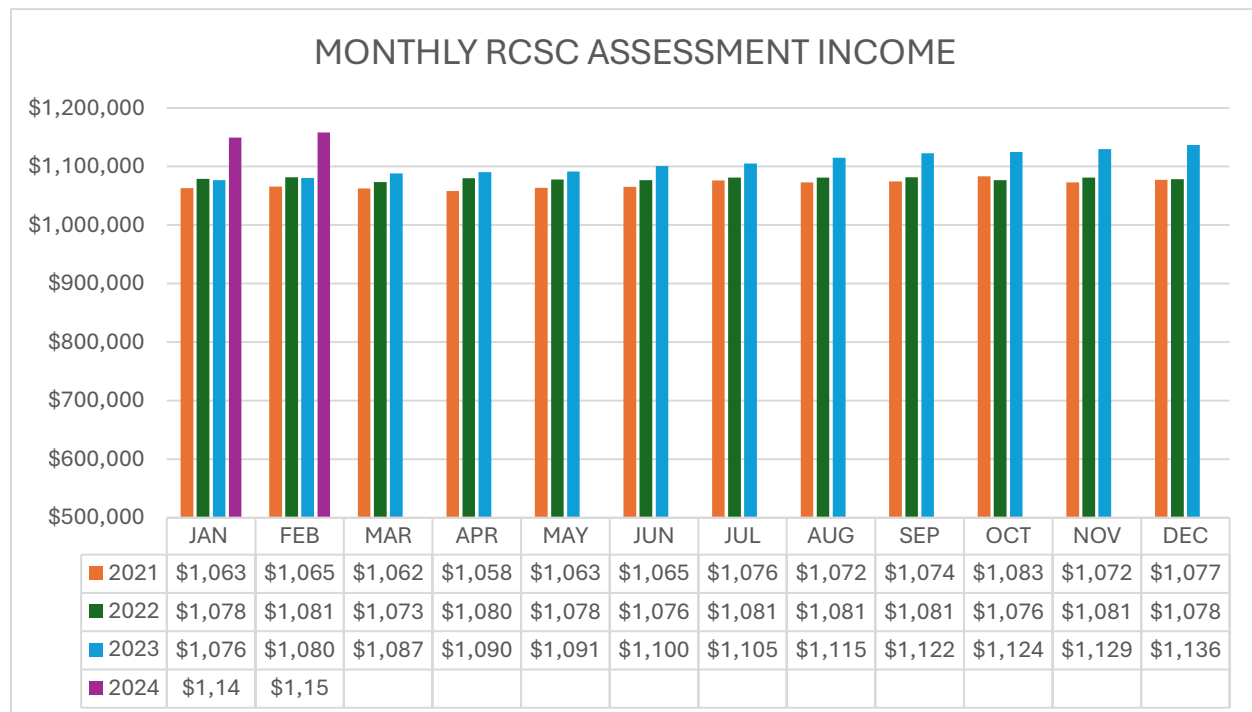
The Recreation Centers of Sun City, Inc. (RCSC) ended February within its operating and capital budget year to date. All Divisions except Bowling, Golf, and Food & Beverage have met or exceeded their net operating budget projections year to date.

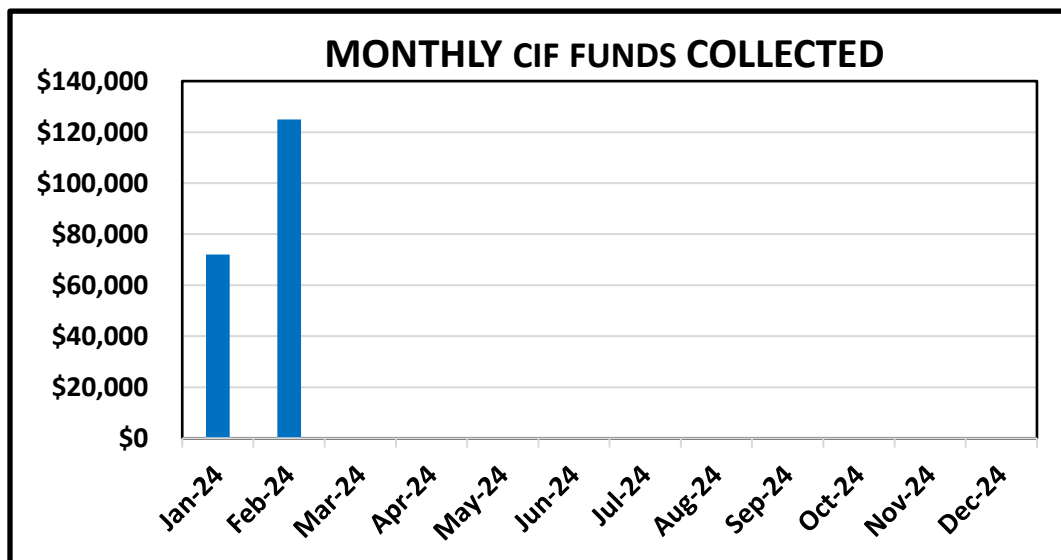
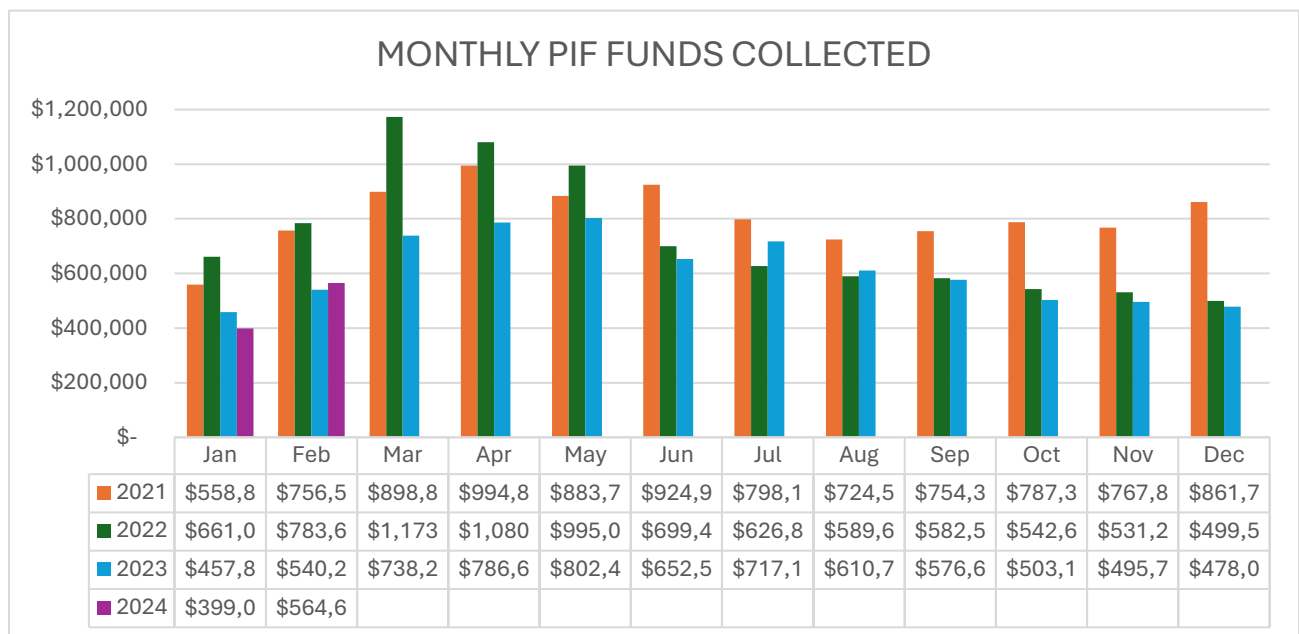
Bowling was (\$9.3k) unfavorable to budget due to timing of the purchase of \$17.0k worth of bowling pins, budgeted in the month of May.

Golf was (\$10.7k) unfavorable due to Public and Guest Greens Fees being (\$27.1k) and (\$20.5k) under budget, respectively, partially offset by a \$29.0k favorable variance in Chemicals purchasing.

Food & Beverage was (\$9.3k) unfavorable due to Equipment Repair (\$9.9k) unfavorable due to budget.

Operating Income for February totaled \$2,670k and was (\$20.5k) unfavorable due to the Golf revenue items mentioned above. Operating expenses for the month were \$1,867k and \$105.4k favorable to budget due to Wages and Benefits being \$120.2k favorable to budget. Through the end of February, the Net Excess from Operations (Gross Income less Total Operating Expenses) was favorable to Budget by \$591k. This favorable variance was 44% of the actual Net Operating expense year-to-date. This favorable year-to-date Operating Excess was due to the \$719.6k favorable Operating Excess variance, offset by a (\$135.4k) shortfall in Total Income year-to-date.





Purchasing:

In February, the new Purchasing Department continued to bring existing vendors under formal Master Service Agreements, drafting 15 agreements and executing five in February. Purchasing has identified a state purchasing contract that RCSC is eligible to join, under which we get favorable pricing from many of our existing vendors. Purchasing has begun to migrate key vendors over to this purchasing contract. Purchasing has obtained three quotes to replace many of our old company vehicles and will be completing the bid package in March. Purchasing continues to review available software options to better track our vendors' certificates of insurance.

Cardholder Services:

Payments on past due assessments in February were 17.5% of past due balances. Overall accounts receivable increased in February by 0.3% and are down (1.9%) from the end of 2023. Overall accounts receivable for past due balances decreased in February by (6.3%). January assessments went 30 days past due at a rate of 6.2% and December assessments went 60 days past due at a rate of 2.9%.

Payments from third-party collections firms totaled \$26,305 in February and totaled \$35,711 year-to-date. February payments made through the online Web Portal totaled \$257,167 from 467 property owners. Year-to-date online Web Portal payments totaled \$470,703 from 859 property owners.

In February, property transfer balances increased by 1.2%. Outstanding balances related to property transfers represent 53% of all receivables and 54% of past due balances. February trustee sale notices on Sun City AZ properties decreased to 15, and properties owned by lending institutions remained at 2.

Safety:

Safety and Compliance is a newly created department that is responsible for all aspects of security and safety at RCSC, including responding to all Incident Reports, interfacing with insurance companies on claims, operating RCSC's security cameras and access control systems, and responding to Member concerns submitted via comment cards.

RCSC will implement a new online member service request system, replacing paper Comment Cards. A beta release of this new system will be released at the end of March. Safety will be requesting engagement and feedback from Members prior to the full system release.

New first aid cabinets and AEDs have been installed throughout our facilities to bring RCSC into compliance with OSHA/ANSI standards for workplace safety. Basic first aid supplies, band-aids and ice packs are available if individuals are injured while using RCSC amenities and an incident report is required. First Aid, CPR, and AED training is scheduled for RCSC employees in April. This class is voluntary to start (all staff should be trained by this fall), and will be scheduled by supervisors, staff who participate will be paid. Classes will be held at Grand and Fairway Centers. Training will be conducted by the Safety & Compliance Manager and training will be performed by a Sun City Fire & Medical EMS firefighter who has done the training in the past. An email calendar was provided to department managers for staff sign-ups.

Comment Cards responded to in February:	343
Incident Reports investigated in February:	28

Human Resources:

Human Resources added 14 requisitions during the month of February and filled 12 requisitions, ending the month with 8 open positions. Year-to-date, HR has opened 31

requisitions and filled 28 open positions. The time-to fill requisition KPI in February was 4.9 days. The February turnover rate was 3.0% or 35.8% on an annualized basis. Year-to-date annualized turnover was 28.2% which slightly exceeds the 27.3% annualized turnover rate of February 2023.

FACILITIES

Projects:

In Process:

Mountain View Recreation Center

- Preparing RFP for architectural design services; expect release by 3/28/2024.

Sun Bowl Softball Field Improvements (PIF) STATUS GREEN

- Budget \$1.38M. Total cost to date \$446,305
- Project began 11/27/2023
- Contractor: Robert E. Porter Construction
- Expected project duration: 6 months

Viewpoint Lake Repair (PIF) STATUS GREEN

- Budget \$8.0M Total cost to date \$7.59M
- Procuring two new fountains. Expect installation early April

Recently Completed:

Bell Recreation Center

- Remodel of Ceramics Club. Work included painting, new flooring, new ceiling tiles. Project was completed on 2/29/24 at a cost of \$147,263. General Contractor RCSC Projects Group
- Installed new LED lights over billiard tables. Project was completed on 2/9/24 at a cost of \$8,800. Contractor Copper King Electric
- Added additional LED lighting in the fitness room. Project was completed on 2/8/24 at a cost of \$11,250. Contractor Copper King Electric

Fairway Recreation Center

- Added 200-amp panel to support more electrical outlets for the Computer Club. Project was completed on 3/1/24 at a cost of \$49,488. Contractor Accel Electric
- Installed new LED lighting at the east parking lot. Project was completed on 2/14/24 at a cost of \$17,203. Contractor Copper King Electric

Lakes Pro Shop

- Replaced old fluorescent lighting and replaced with new LED lighting. Project was completed on 2/27/24 at a cost of \$12,150. Contractor Copper King Electric

Lakeview Recreation Center

- Installed new LED lights over billiard tables. Project was completed on 2/9/24 at a cost of \$7,700. Contractor Copper King Electric

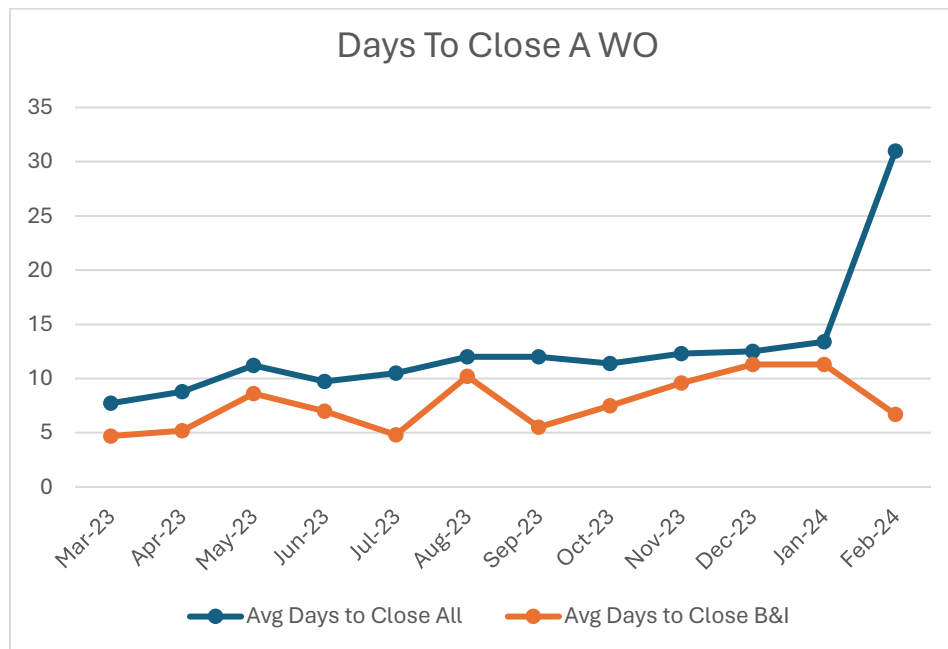
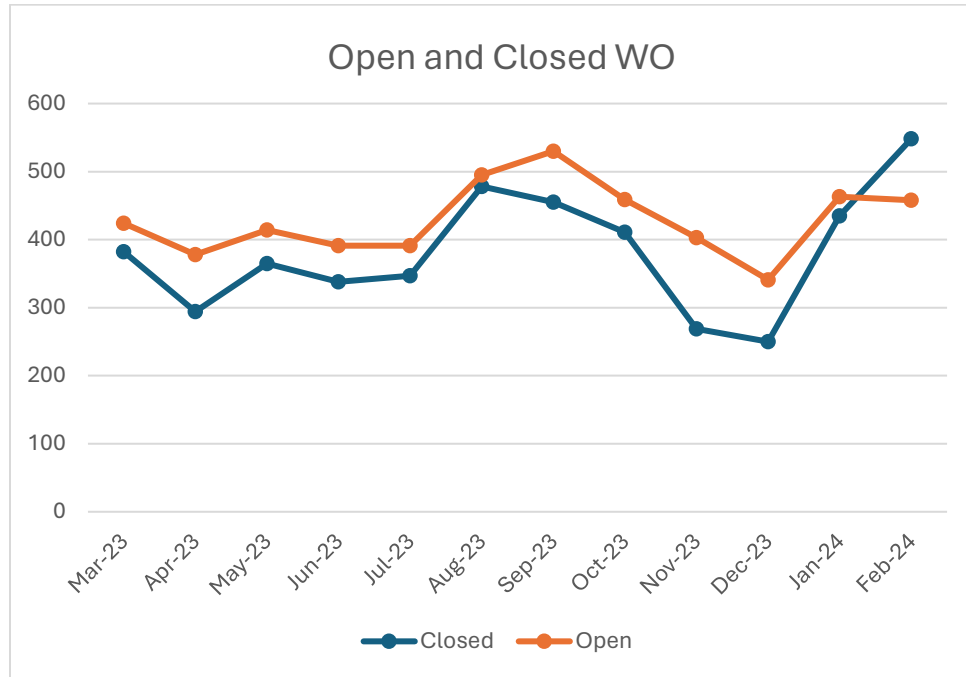
Marinette Recreation Center

- Added drop-down electrical outlets for the Clay Club. Project was completed on 2/1/24 at a cost of \$3,000. Contractor Copper King Electric

- Added 10-foot wall mounted ballet bars in auditorium. Project was completed on 1/16/24 at a cost of \$4,519. Vendor Exquisite Painting

Work Orders (skilled trades repair & maintenance):

Facilities had 177 open work orders as of March 1, and completed 548 work orders in February. The average time to close a work order in February was 31 days. Facilities has completed a total of 883 work orders in 2024.



Lawn Bowls:

Green speeds range from a low of 12.9 seconds at Mountain View to a high of 14.0 seconds at Lakeview West. Moisture readings range from a low of 7.5 at Lakeview West to a high of 10.2 at Oakmont. The lawn bowl greens are being mowed once per week, and the “Billy Goat” is being used once per week to clean the greens.

Grounds:

We mow the softball field twice a week and grade the infield four times a week. Getting ready to do our summer maintenance program, trimming bushes around the centers and spraying weeds. Mowing Lakeview and Sunbowl once a week. Putting rocks around Mountain view mini golf. Pulling brush out at Marinette between the pickleball courts.

Information Technology:

Total Number of Tickets Submitted (since installed in 9/2021)	2,803
New Tickets submitted February	110
Tickets Closed this February	98
Tickets still open	12
Average time spent on ticket	19 mins

Ticket numbers are staying steady; however, we continue to do training which helps to keep ticket numbers down.

The Infrastructure Project first phase migration to the new TEG server is now completed. We are estimating the end of February into March for completion of the migration to the new server environment.

The IT Department is working on several projects simultaneously. These projects overlap and the staff is working to get through them. Updating of the WIFI environment, updating of the RCSC telephone system; going from several outdated systems to integrating to one new system, and also the re-wiring of the Bell Center.

Multiple COX outages in February, we understand they are upgrading their nodes that are within Sun City. We have asked COX if we can have fiber run to the major Rec Centers, waiting to see if COX will waive the construction cost.

Major Accomplishments/Progress for February:

New cubicles have been installed, and the IT staff have moved into their new offices. With the addition of Diane and Ken, we are fully staffed. There are about two dozen employees in the new network environment.

Our inventory is complete, over 95 PC/Laptops have been replaced to date, also 32 printers replaced and over 34 have been taken out of service. IT has built over 15 PCs/Laptops in

December. 2 new laptops for Accounting; 5 PCs for Starters, and 1 for Bowling. Also, bult but not deployed, 5 PCs for the FA environment which will be deployed later.

Oakmont & Bell rewiring projects are complete.

Sundial new cables for HVAC completed.

Working on new Teams phones for RCSC.

Working on new WIFI project.

Working with Facilities on the baseball field project

Working with Bluekey on telephone evaluation

GOLF

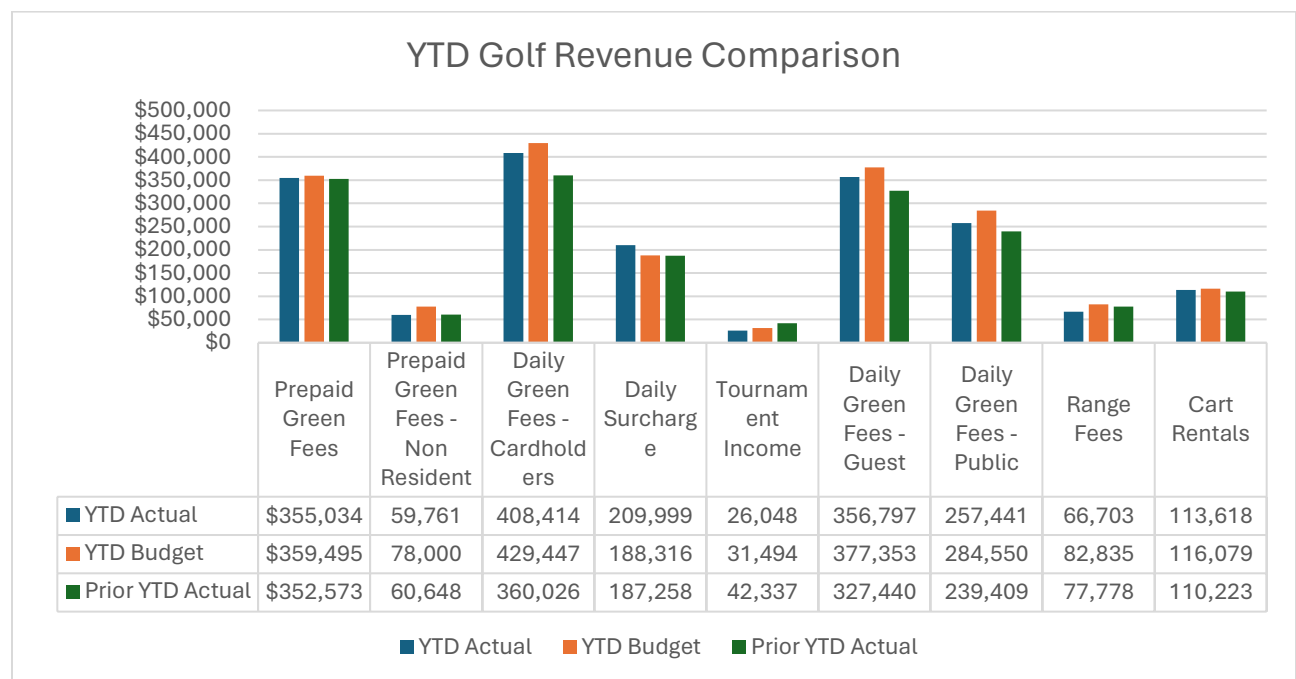
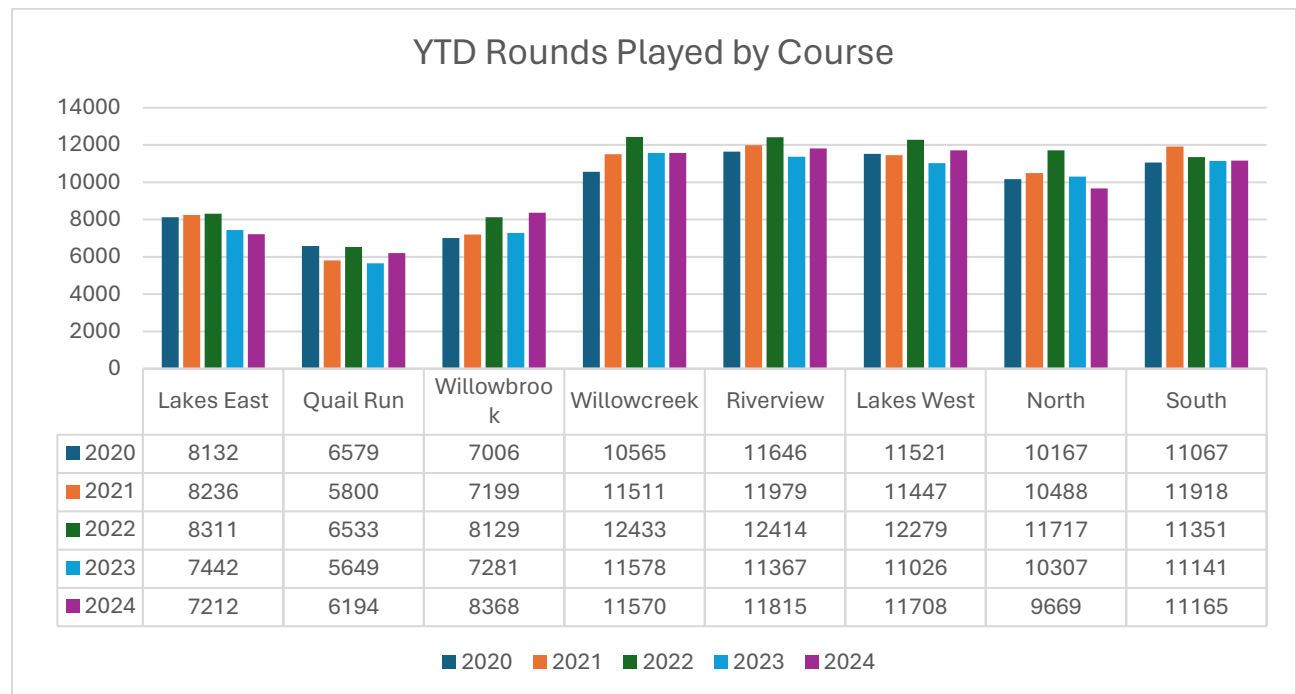
Superintendent Update – Mike Wermers North – Tif Tuf:

The Back 9 fairways (common Bermuda grass) went dormant the week of October 16th causing the height to be .250" almost instantly, due to the high traffic, inferior grass, and pre-emergent. The Front 9 fairways (Tif Tuf) went dormant the week of December 25th. The Tif Tuf held up to the cart traffic better, the height did not drop to .250" until the week of January 1st.

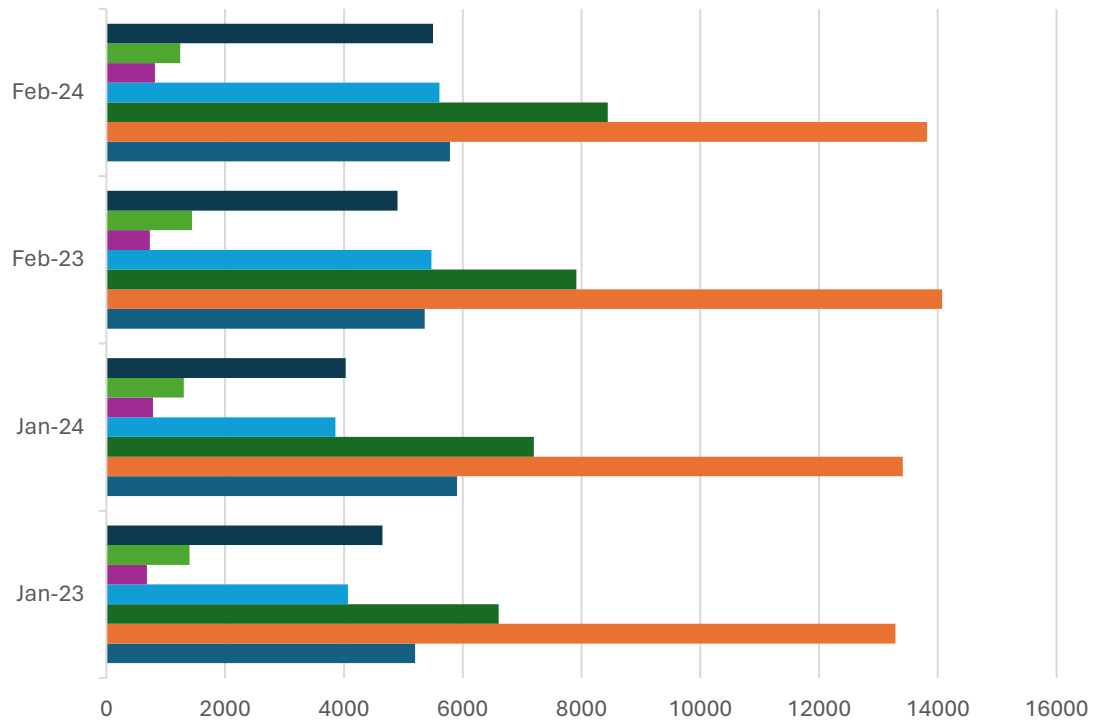
The week of February 5th, the Tif Tuf started to come out of dormancy which was 6 weeks. The fairways became green the week of February 12th. With this, North has been mowing them 3-4 days a week at .400" to help push Tif Tuf growth, and to stunt/kill the common Bermuda left in the fairway. With the Tif Tuf growing actively, it is beginning to choke out common in areas. The front 9 collars slowly came out of dormancy, as a result of a lot of Poa Annua growing in them, resulting in a little bit of a growth ding.

We met with the Tif Tuf expert on February 15th, he was pleased to see the condition of the Tif Tuf. He did comment how even though the grass looked 'flat', it looked a lot better than the common in the rough. He gave the 'flat' comment due to us pushing the growth to dormancy. He said that others in the valley that have matured Tif Tuf had constant growth all winter long and were able to keep the height of cut very close all season long and we should have the same results. He did say that Poa was going to be a problem for us this season because we were not able to pre-emerge and post-emerge the weeds due to the grass being so new. Going into spring, we will continue to push the Tif Tuf; allowing spring pre-emergent to be applied. He suggested some great fertilizers to use in the summer to really give it a push. We will be implementing them all summer.

PRO SHOPS:



YTD Rounds Comparisons



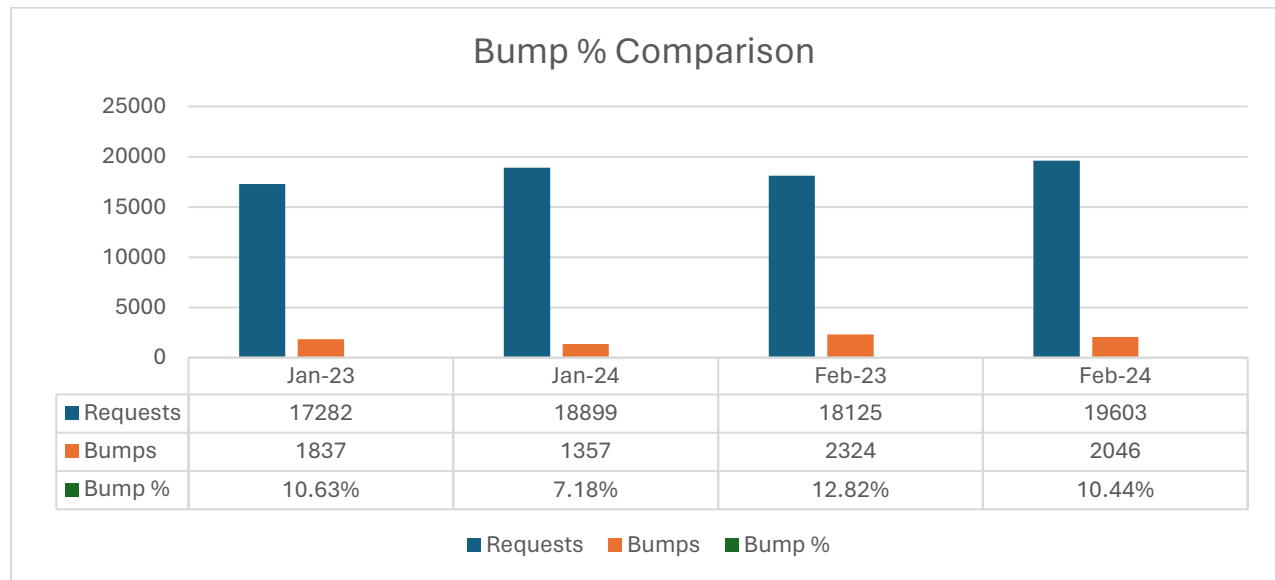
	Jan-23	Jan-24	Feb-23	Feb-24
Public - 18 Hole	4649	4029	4901	5502
Non Resident no fee	1401	1301	1445	1241
Staff	683	785	730	819
Guest	4068	3855	5471	5609
Cardholder Daily	6606	7198	7913	8444
Annual fee	13289	13408	14074	13819
Annual no fee	5199	5907	5358	5784

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

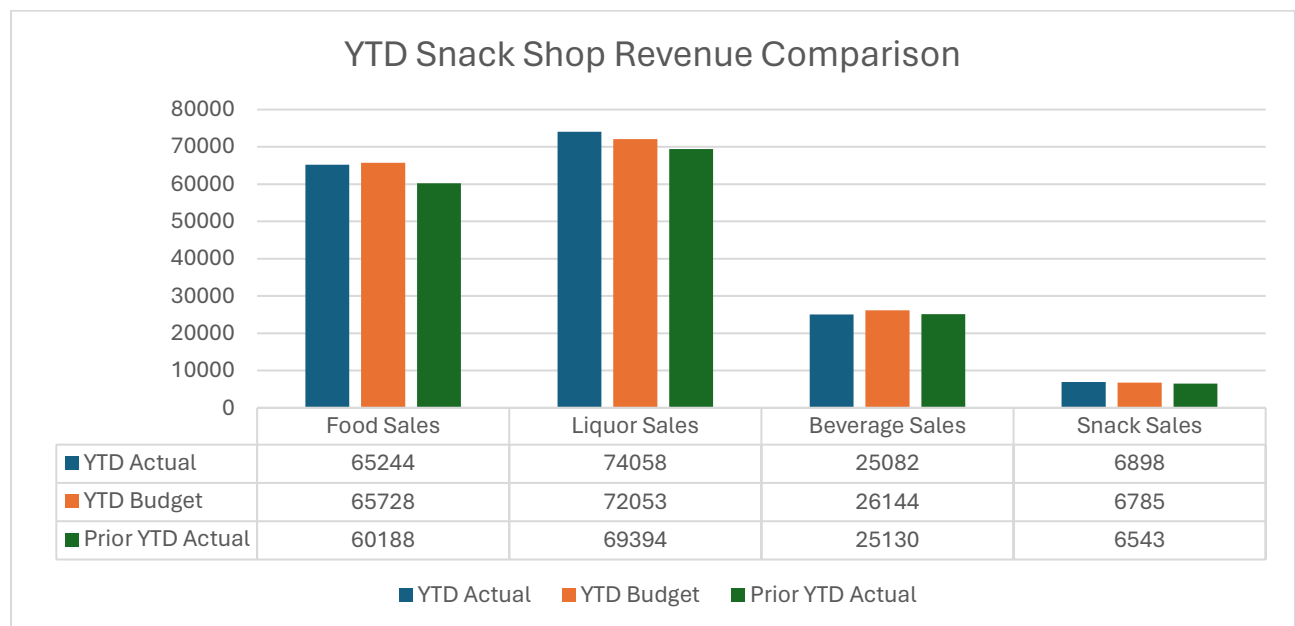
- 15.05% of total rounds played by Annual (Resident) No Fee Passholders YTD
- 35.04% of total rounds played by Annual Surcharge Passholders YTD
- 20.13% of total rounds played by Resident Cardholders YTD
- 3.27% of total rounds played by Annual (Non-Resident) Passholders YTD
- 12.27% of total rounds played by Public Golfers YTD
- 10.57% of total rounds played by Guests
- 2.06% of total rounds played by Staff

The bump rate (those golfers requesting a tee time through the lottery that were unsuccessful), continues to show improvement over prior year. We had an increase in the number of requests of 8.15% (18,125 in 2023 vs. 19,603 in 2024), however, the number of golfers bumped dropped by 2.38% (2,324 in 2023 vs. 2,046 in 2024). Overall, our bump rate was 10.44% for the month, we did not include leap day in our comparisons to keep the data comparison consistent.

We recently had discovered that the system the lottery uses to ‘punish’ users that no-show had been turned on when the new portal was released. While it was always our intention to utilize this system, it was not our intention to roll it out without notice. Through conversations with our provider, we also discovered that the system they put in place was also affecting those that cancelled as well as were a no-show. We understand the logic behind this system but do not feel that in our environment those who take the time to cancel should be treated the same as a no-show. Therefore, we have asked our provider to only place a negative rating on those that are a no-show. Users are given a weighting based on the ratio of the number of lottery reservations paid for/the number of no-shows recorded. Therefore, it is important that if you are not going to be able to make a previously scheduled reservation that you take the time to cancel the reservation ahead of time.

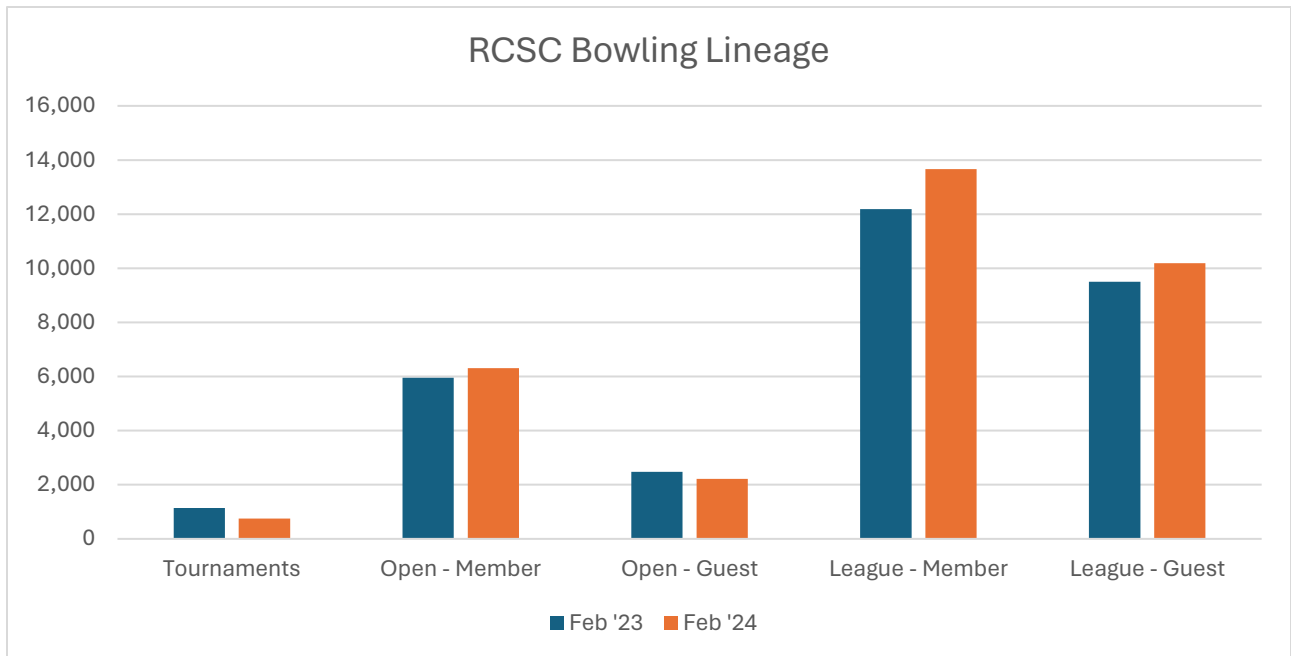


Snack Shops:



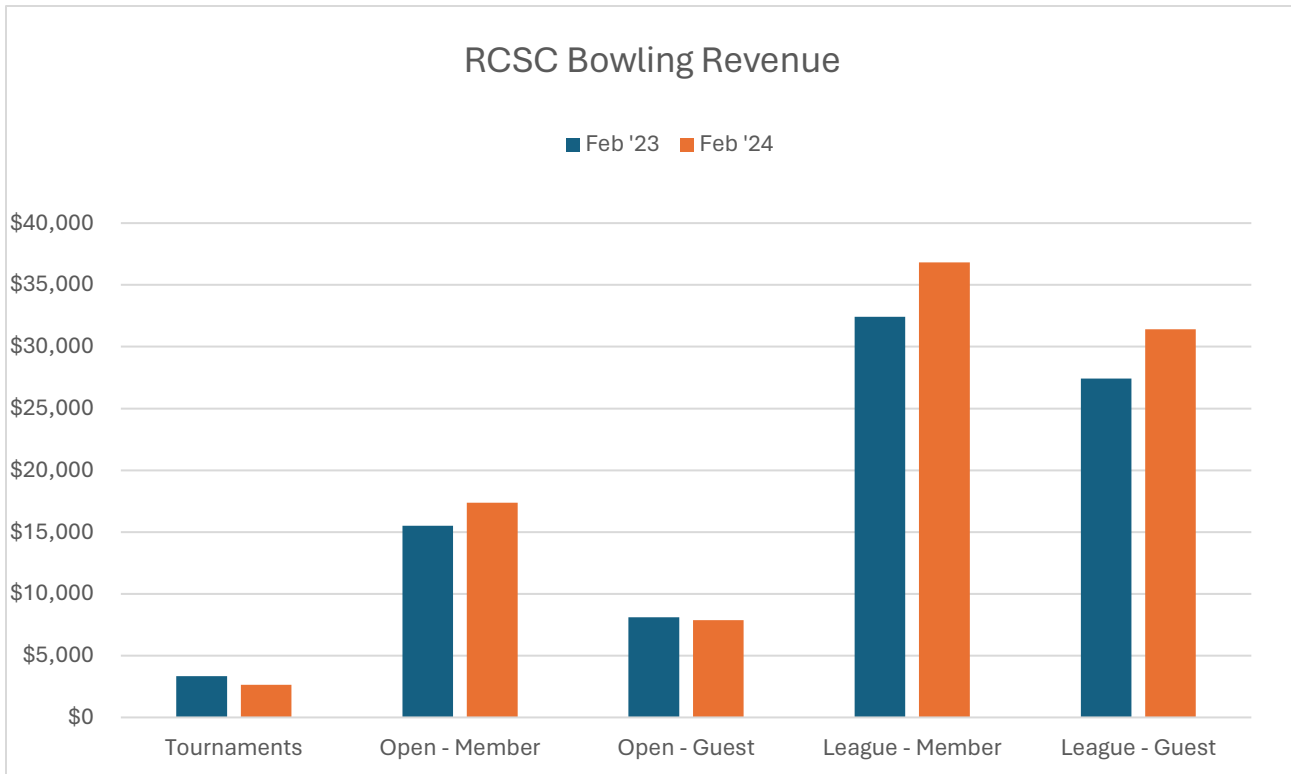
BOWLING

In February of 2024, Bowling lineage totaled 33,925, compared to 31,720 in February 2023, an increase of 7%. Year-to-date lineage through February 2024 totaled 68,211 lines, compared to 66,010 through February 2023, an increase of 3%.



	February 2023	February 2024
Tournaments	1,137	751
Open-Members	5,954	6,310
Open-Guest	2,477	2,223
League-Member	12,189	13,668
League-Guest	9,507	10,191

Bowling revenue in February 2024 totaled \$96,126 which was 11% higher than the February 2023 revenue of \$86,793. Year-to-date, 2024 Bowling revenue was \$193,308, or 17% greater than the total revenue through February 2023.



Activities:

Sunday Nights at Sun Bowl run through April. There is a printable PDF with the band line-up on the RCSC website, (Recreation tab, then Events & Entertainment, scroll down to Sun Bowl, click [here](#) for printable PDF) from there you click on the links which you will get a background of the band performing the show. These shows are free to RCSC Members and their escorted guests. All Members are required to show their RCSC Member cards or Privileged card with photo for entry; key fobs are not accepted.

Communications:

The Communications Department has been updating the information on the website to reflect more accurate information.

The Welcome Center had 868 guests in February and hosted 4 Sun City Welcome Experience tours. These tours go around Bell Center with Welcome Packets. Information collected is being analyzed to determine the best use and how we can improve the recreation for the members.

Clubs:

Club rosters were due March 1, 2024; to date, 90% of the rosters have been submitted. The Club's office is processing them and responding to Club Presidents.

The RCSC Chartered Clubs are required to complete their IRS E990 filings for submission to the IRS by May 15, 2024. The Chartered Clubs Office will be holding classes and will be meeting with individual clubs on how to submit this form.

The 2025 Club Budget requests are due to the Chartered Club Office by May 1, 2024.

Centers:

The Centers were busy this past month. There were three big events around the community, the Pickleball Tournament at Marinette, Quilt Show at Fairway, and the Wisconsin Days event at the Sunbowl.

Ongoing events include the Sunday Outdoor Concerts, Bingo, and the Wednesday Concerts. The Center Associates play a pivotal role in maintaining the facilities, setting up for the different events and their required layouts and tearing them down while getting the facilities ready for the next event.