

## RCSC Management Report: February 27, 2025

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### FINANCE:

#### **Financials:**

RCSC ended the month with a year-to-date Net Operating Excess of **\$848,555** which was **\$546,315** favorable to budget. The Facilities division was \$29,545 favorable to budget due to Wages and Benefits \$15,380 favorable to budget and Consulting \$5,500 favorable. The Finance division was \$184,831 favorable to budget due to Wages & Benefits being \$21,300 favorable and Equipment and Networking Equipment favorable by \$41,388 and \$41,519 respectively due to timing of equipment purchases. The Non-Golf division was \$161,900 favorable due to Wages & Benefits being \$74,250 favorable to budget, as well as Utilities being \$33,893 favorable to budget and Equipment favorable to budget by \$42,098. Golf generated an excess of \$170,040 in January. Gross Income from Golf was \$1,015,782 and below budget by (\$40,992), however this unfavorable income variance was offset by favorable expense variances of \$55,969 in Wages & Benefits, and \$98,721 in Building Repairs.

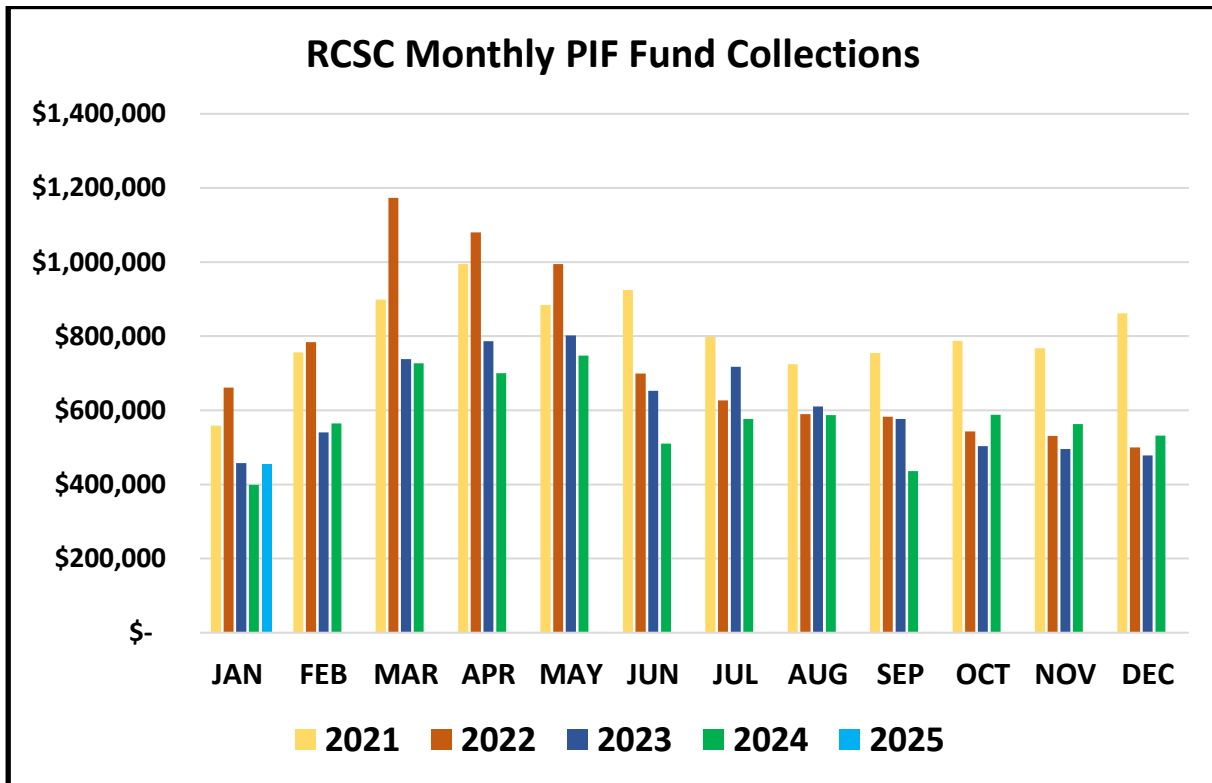
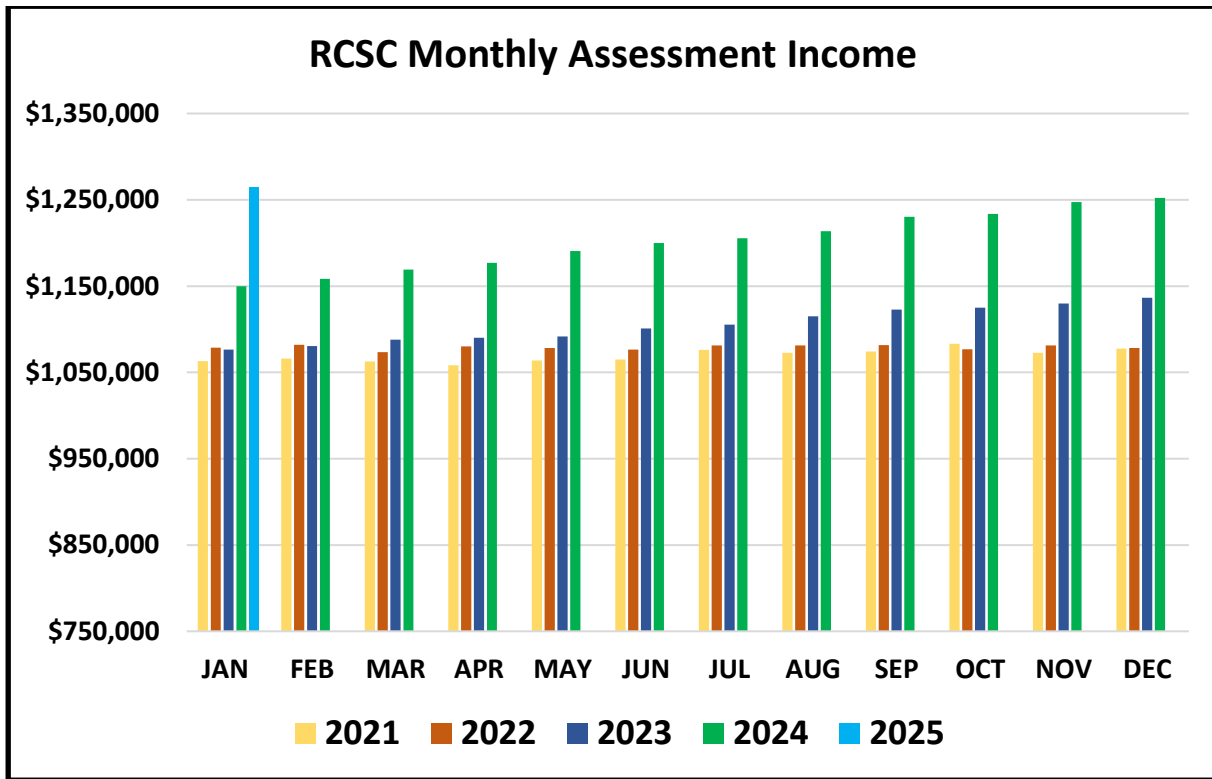
Total Operating Income for January totaled \$2,635k and was (\$98.9k) unfavorable to budget due to Property Assessments being (\$49,558) below budget and Prepaid Greens Fees (\$34,953) under budget. Operating Expenses for the month were \$1,719k and \$625,875 favorable to budget due to total Wages & Benefits being \$166,900 favorable, Repairs and Maintenance \$243,766 favorable, and Equipment \$84,985 favorable to budget.

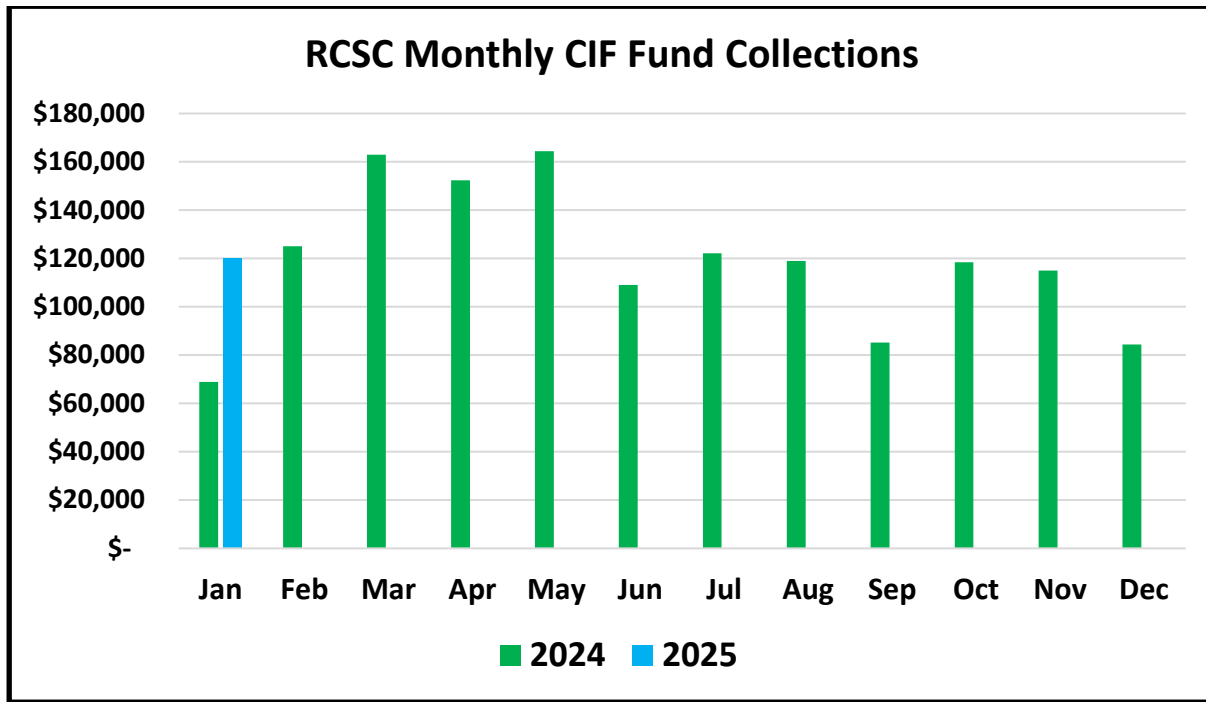
#### **Cardholder Services:**

Payments on past due assessments in January were 14.6% of past due balances. Overall accounts receivable decreased in the month by (0.3%) and are down (0.3%) from the end of 2024. Overall accounts receivable for past due balances decreased in January by (1.1%). December assessments went 30 days past due at a rate of 6.0% and October assessments went 60 days past due at a rate of 2.4%.

Payments from third-party collection firms totaled \$19,453 in January. Payments made through the online Web Portal totaled \$269,105 from 445 property owners.

In January, property transfer balances increased by 0.9%. Outstanding balances related to property transfers represent 59% of all receivables and 59% of past due balances. January trustee sale notices on Sun City AZ properties declined by one to 28, and properties owned by lending institutions remained at zero.





**Safety & Compliance:**

The Safety & Compliance Department continues to advance safety technology, emergency preparedness, and hazardous materials management to protect and enhance the RCSC member experience. In January, we deployed new tablets to supervisors and Safety Committee members. These tablets will improve real-time incident reporting, facility safety observations, and emergency planning.

We have also transitioned employee incident reporting to an online system, streamlining documentation and response times. We are exploring options to offer online incident reporting for members while recognizing that paper reporting will still be necessary in certain situations.

We are also reviewing policies and procedures related to hazardous chemicals, storage, and waste disposal, along with other important safety protocols to ensure compliance and best practices across RCSC facilities. This includes conducting a hazardous chemical inventory to assess proper handling and regulatory requirements for the safety of members and employees. Looking ahead, we are starting the process of updating RCSC’s Emergency Action Plans (EAPs) to strengthen preparedness across all facilities and continuing STOP for Each Other training to reinforce a proactive safety culture.

INCIDENTS REPORTED - January: 46

CUSTOMER ENGAGEMENT - January: 6

## RCSC Management Report: February 27, 2025

### January 2025 Incident Reports by Category / Location:

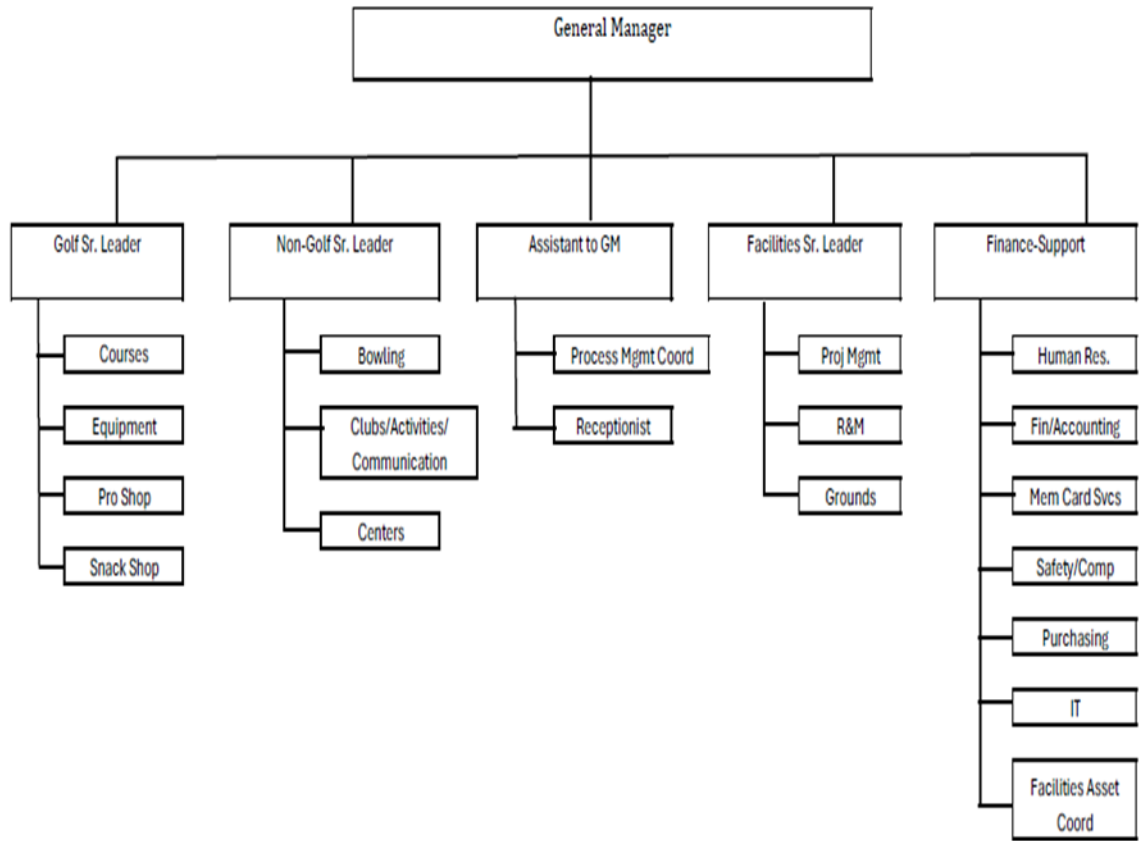
RCSC PROPERTY INVOLVED	RCSC Property Damage	Medical / Injury / Refused Medical	Medical / Injury / w/Transport	Conduct / Policy Violations	MCSO Calls	TOTAL INCIDENTS
Bell Recreation Center		4		5		9
Fairway Rec Center		3		1	1	5
Lakeview Rec Center		1		2		3
Marinette Rec Center		4	1		1	6
Sundial Rec Center		2		5		7
Sunbowl incl Softball		2	1			3
Oakmont Rec Center		1		5		6
Lakes E/W Golf Course	1					1
South Golf Course		1				1
Riverview Golf Course						
Willow Golf Course					1	1
Other	1	2		1		4
<b>TOTALS</b>	<b>2</b>	<b>20</b>	<b>2</b>	<b>19</b>	<b>3</b>	<b>46</b>

### Human Resources:

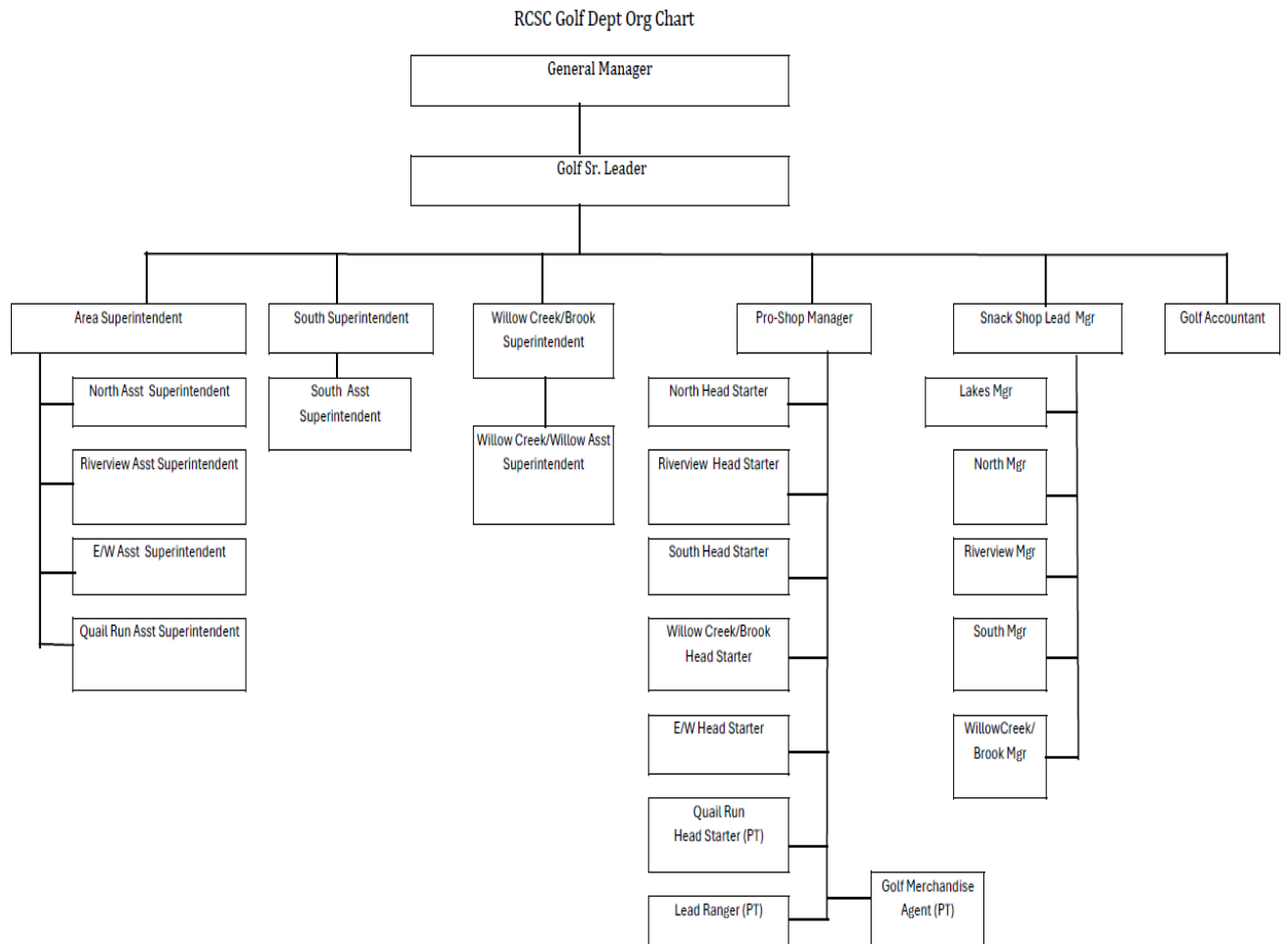
Last month the HR Manager position, a key position within the organization, became vacant, and recruiting is underway. Management is currently reviewing critical open positions to ensure they are filled appropriately. This thorough review process is being conducted to maintain both operational efficiency and achieve financial goals.

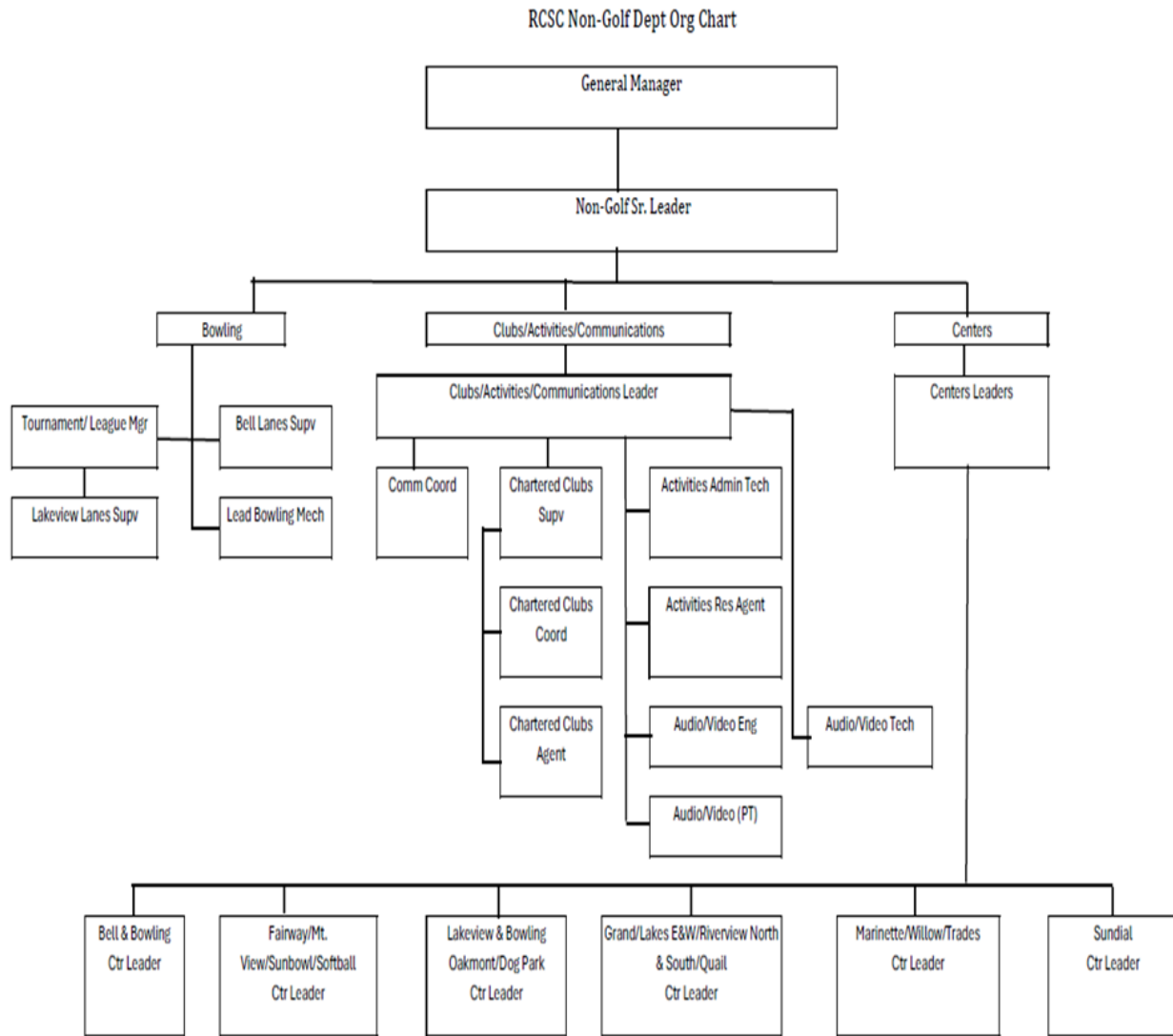
The following pages contain the organization charts for the corporation.

RCSC Corporate Org Chart

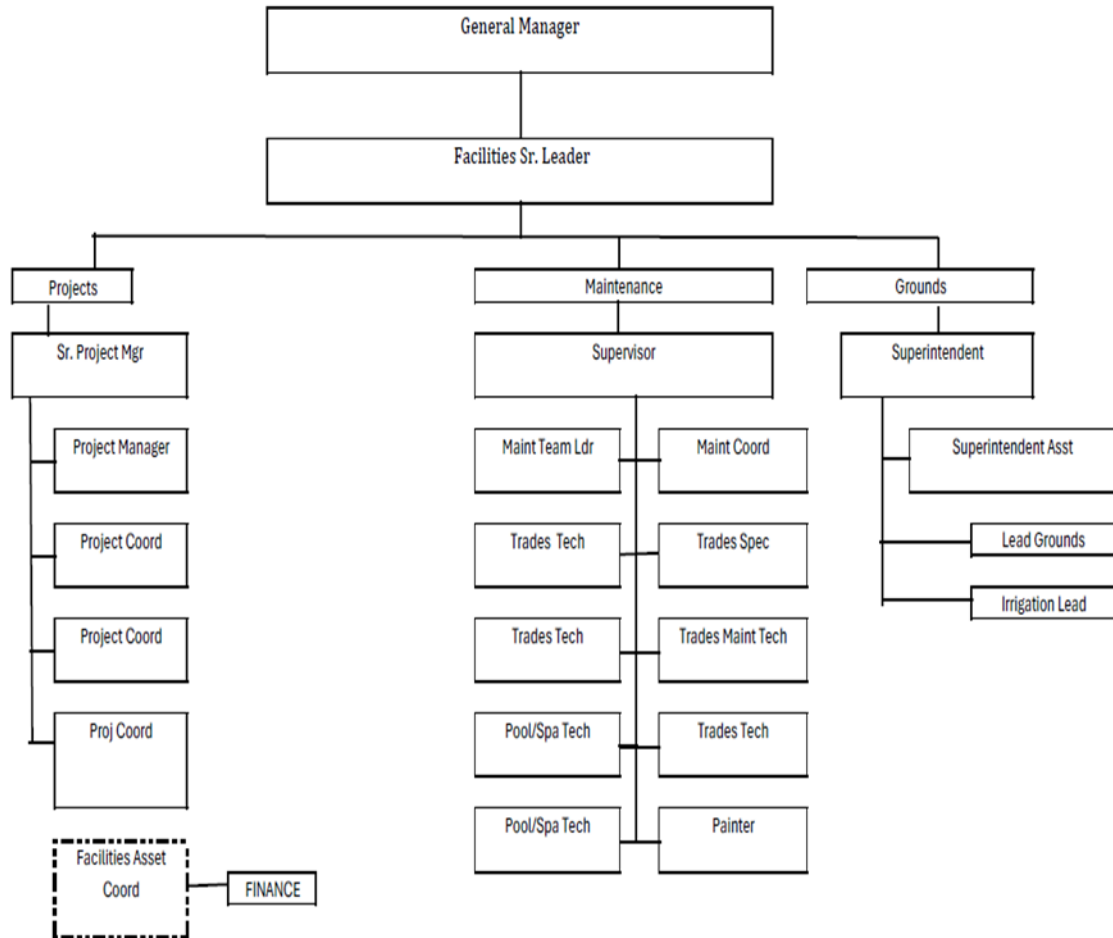


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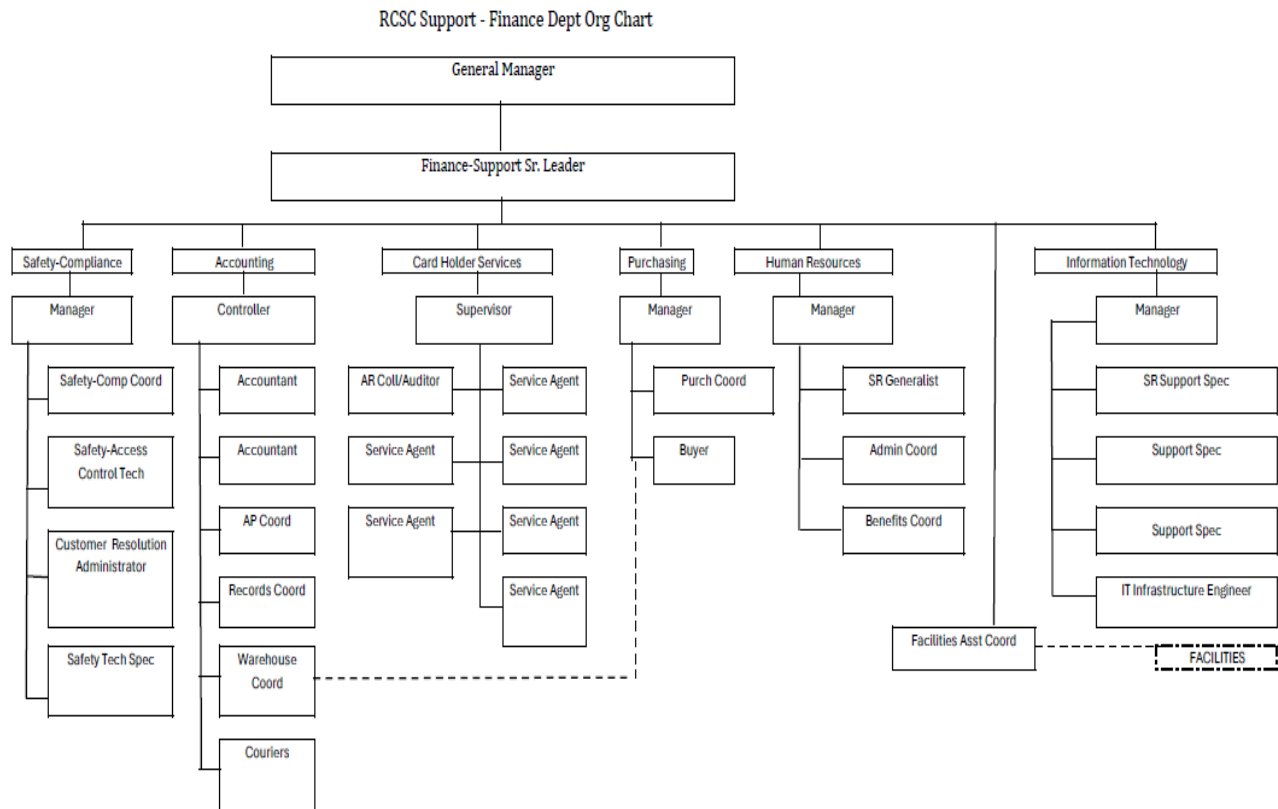




RCSC Facilities Dept Org Chart







## Information Technology:

In January, the Information Technology team received 125 new service requests, and closed 119 requests by month end, leaving 6 tickets remaining open. On average, IT closed service requests in less than one day in January.

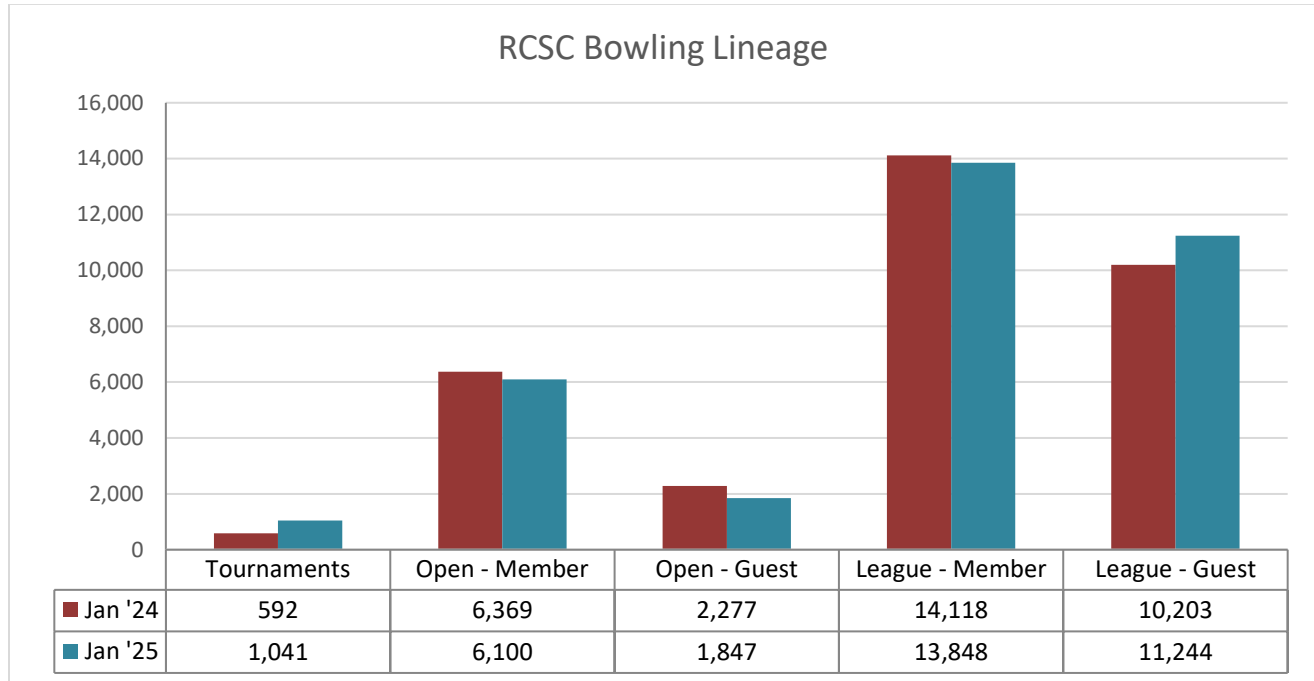
IT is currently working with TEG on two integration projects: one will integrate TEG with the building access control database, and the other will integrate TEG into the new website to enable single sign-on for the RCSC website. As part of the process documentation project, IT is almost complete with a rebuild of the SharePoint environment which will allow better sharing of data internally and externally, and IT has completed three documented policies for this project. IT completed work at the South golf course to add an additional Wi-Fi access point and fix the range ball machine at South.

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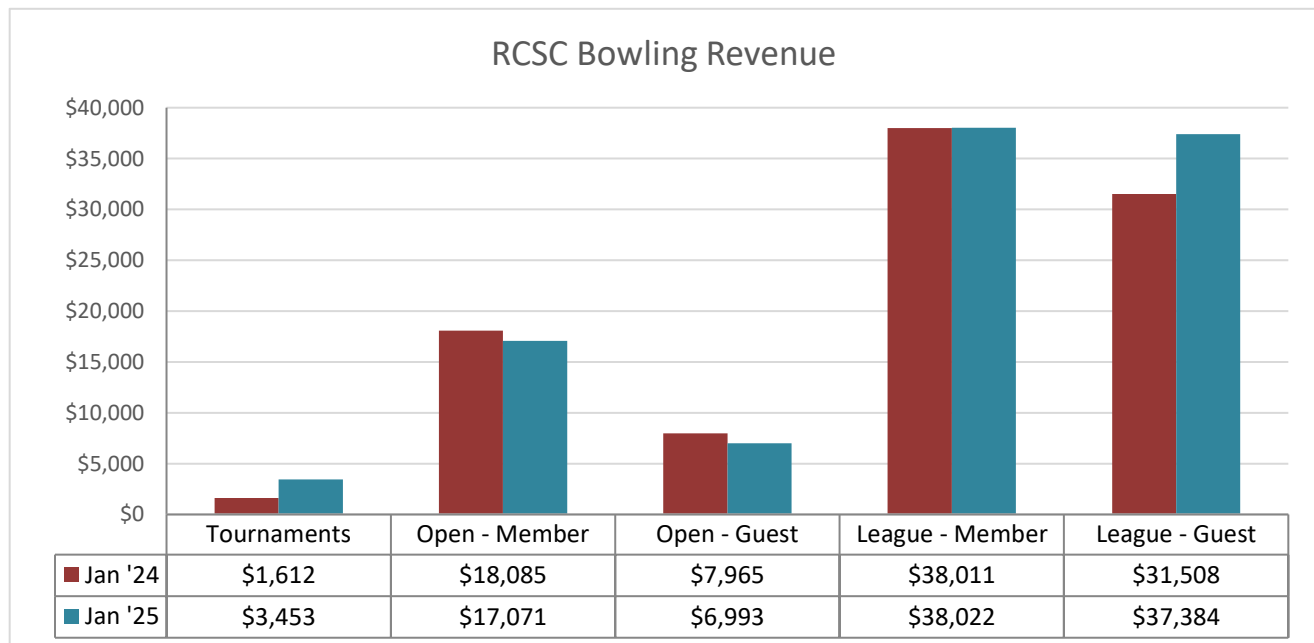
## NON-GOLF:

### Bowling:

In January of 2025, Bowling lineage totaled 34,654, compared to 34,286 in January of 2024, an increase of 1%.



Bowling Revenue in January 2025 totaled \$102,923 which was a 6% increase over the January 2024 revenue of \$97,181.



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## ACTIVITIES/EVENTS/RESERVATIONS

### Activities:

A redesign of the Movie Flyer and the Fall Mini-Series Flyer is underway to enhance information accessibility and reduce waste, while guidelines for sales and wanted items will be redistributed to staff to ensure clarity. Preparations are in progress for activity reservations in 2026. Coordination for the upcoming concert series includes seat planning improvements, volunteer training, and the streamlining of processes in the office. An increased focus on communication regarding concert performances and rental reservations aims to optimize operations, while continued assessment of both volunteer and office resource management seeks to enhance event execution and attendee experience.

### Media Studio/AV

Planning for infomercials is ongoing, with discussions focused on setting schedules, guidelines, and other parameters to ensure efficient use of time while incorporating input from the Clubs Office. Additionally, drone photos are being prepared for the new website, and video interviews of band members have been created for a pre-concert slideshow. We are excited about the future use of our media studio to enhance communication to our members and staff ... more to come...

## CLUBS

Club officer training took place during the last two weeks of January, and a copy of the training will be posted on the website. Club rosters are due by March 1, 2025, with reminder emails already sent to club presidents. February club attendance sheets have been received, and financial statements have been submitted, though follow-ups are underway for clubs with missing or inconsistent reports. Additionally, each club president has been emailed the 2026 budget forms, with budget requests due by April 1, 2025. Treasurer training on submitting IRS 990-N Postcards is scheduled for the end of March, as all clubs must complete this requirement by May 15, 2025.

### Centers:

<u>USAGE BY CENTER</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
BELL	24,123	-	-	-	-	-	-	-	-	-	-	-	24,123
FAIRWAY	17,437	-	-	-	-	-	-	-	-	-	-	-	17,437
LAKEVIEW	10,192	-	-	-	-	-	-	-	-	-	-	-	10,192
MOUNTAIN VIEW	4,943	-	-	-	-	-	-	-	-	-	-	-	4,943
MARINETTE	17,245	-	-	-	-	-	-	-	-	-	-	-	17,245
OAKMONT	3,792	-	-	-	-	-	-	-	-	-	-	-	3,792
SUNDIAL	10,268	-	-	-	-	-	-	-	-	-	-	-	10,268
<b>TOTAL CENTER USAGE</b>	<b>88,000</b>	-	-	-	-	-	-	-	-	-	-	-	<b>88,000</b>

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USAGE SUMMARY BY ACTIVITY	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
BASKETBALL	80	-	-	-	-	-	-	-	-	-	-	-	80
BILLIARDS	2,533	-	-	-	-	-	-	-	-	-	-	-	2,533
BOATS, PEDAL & ROW	444	-	-	-	-	-	-	-	-	-	-	-	444
BOCCE (open)	126	-	-	-	-	-	-	-	-	-	-	-	126
DARTS	783	-	-	-	-	-	-	-	-	-	-	-	783
FISHING	498	-	-	-	-	-	-	-	-	-	-	-	498
FITNESS	33,984	-	-	-	-	-	-	-	-	-	-	-	33,984
WHISPERBALL/RACQUETBALL	286	-	-	-	-	-	-	-	-	-	-	-	286
HORSESHOES	114	-	-	-	-	-	-	-	-	-	-	-	114
MINI GOLF	4,840	-	-	-	-	-	-	-	-	-	-	-	4,840
PICKLEBALL	10,863	-	-	-	-	-	-	-	-	-	-	-	10,863
POOLS, SWIMMING	9,777	-	-	-	-	-	-	-	-	-	-	-	9,777
POOLS, WALKING	2,352	-	-	-	-	-	-	-	-	-	-	-	2,352
POOLS, WARM WATER	1,532	-	-	-	-	-	-	-	-	-	-	-	1,532
SHUFFLEBOARD (open)	828	-	-	-	-	-	-	-	-	-	-	-	828
SPA, INDOOR	2,653	-	-	-	-	-	-	-	-	-	-	-	2,653
SPA, OUTDOOR	4,662	-	-	-	-	-	-	-	-	-	-	-	4,662
TABLE TENNIS	931	-	-	-	-	-	-	-	-	-	-	-	931
TENNIS COURTS	1,128	-	-	-	-	-	-	-	-	-	-	-	1,128
WALKING, INDOOR	4,835	-	-	-	-	-	-	-	-	-	-	-	4,835
WALKING, OUTDOOR	4,751	-	-	-	-	-	-	-	-	-	-	-	4,751
<b>TOTAL CENTER USAGE</b>	<b>88,000</b>	-	-	-	-	-	-	-	-	-	-	-	<b>88,000</b>

### Welcome Center:

The Welcome Center had 609 visitors in January. The top reasons for visiting included:

- \*picking up club brochures
- \*picking up the Independent newspaper
- \*looking for day trip/travel information
- \*had family/friends visiting and wanted to show them Sun City.

Sixteen of our visitors were new residents who wanted to find out about the clubs and activities here. Three visitors completed surveys as they were thinking about moving to Sun City. They were attracted to Sun City because of its location, and were interested in activities such as bicycling, camping, clay arts, lifelong learning, and swimming. Two non-residents attended Sun City Experience tours in January.

The Welcome Center answered 39 phone calls in the last two weeks of January. Twenty-two calls were from residents, 1 was from a realtor, and 16 were from non-residents.

## FACILITIES:

### Projects:

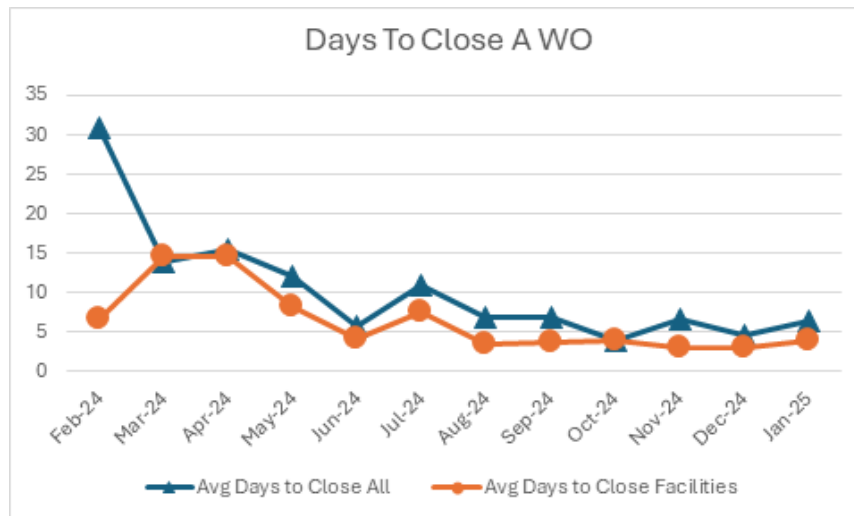
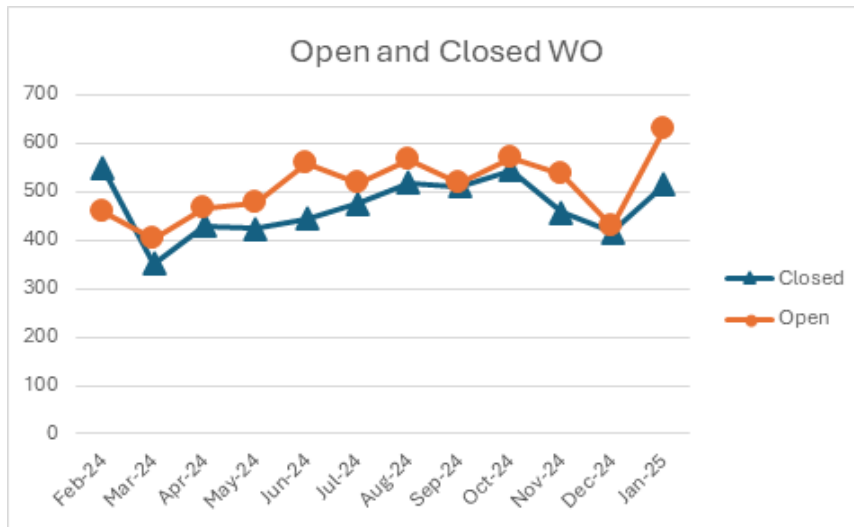
#### Recently Completed

##### **Willowcreek/Willowbrook Pro Shop**

- Completed installation of parking lot lights at the Pro Shop. Project was completed on January 31st for a total of \$101,665. Contractor: Accel Electric

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

The Facilities Department opened 631 new work orders in the month of January and completed 515 work orders in the month of January. The average time to close a work order in January 2025 was 6.5 days. The Facilities Department has completed 515 work orders as of January 31. We started February with 118 open work orders.



## LAWN BOWL AND GROUNDS:

SITE	SPEED	MOISTURE
BELL NORTH	14.7	11.9
BELL SOUTH	14.0	10.5
LAKEVIEW WEST	14.5	13.6
LAKEVIEW EAST	13.6	13.2
OAKMONT	14.4	8.5
MOUNTAIN VIEW	13.8	12.8

- Mowing once a week at .120; rolling and cleaning ditches at lawn bowls three times a week. Vacuuming Fairway carpet twice a week.

### Other Grounds Activities -

- Mowing Ballfield twice a week; Grading infield four times a week
- Mowing Lakeview Center once a week
- Cleaning and Mowing Sunbowl every other week
- Trimming bushes around centers and selected dead vegetation removal

## GOLF:

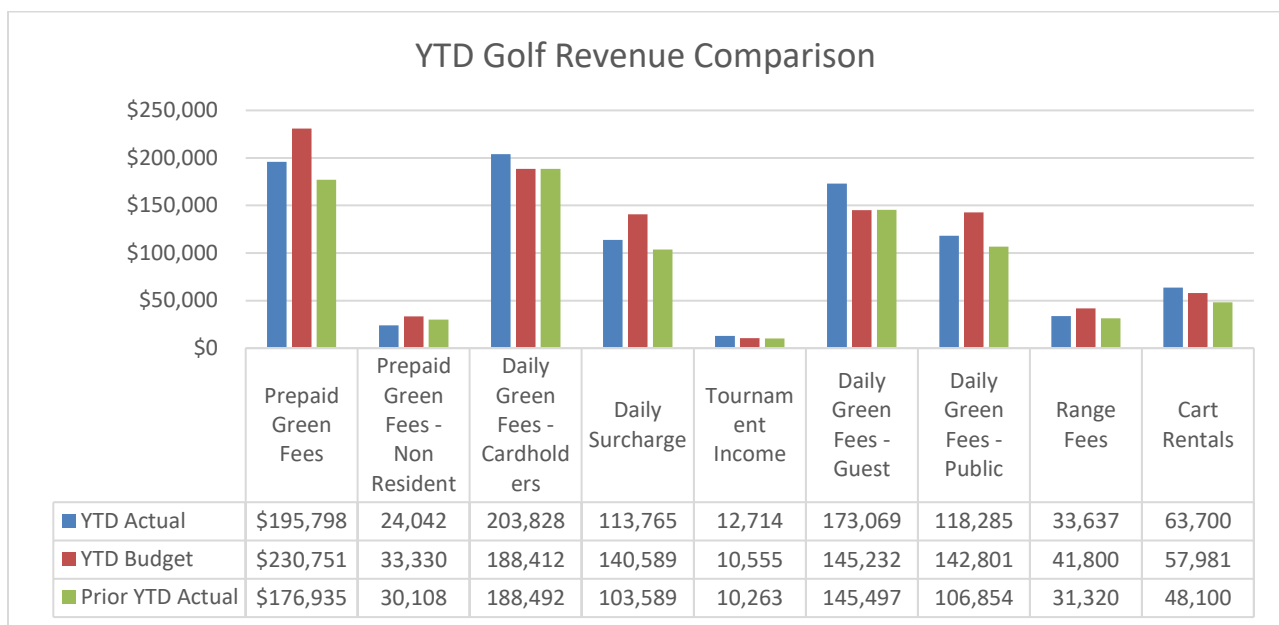
### **Pro Shops:**

On March 6th Lakes East/Lakes West will be hosting the annual Teal Ribbon Tournament. The event is open to ladies and men and no handicap is required. It is a 9-hole event with a 9:30 shotgun start, and lunch follows play at Sundial. Proceeds benefit the University of Arizona Cancer Center for Ovarian Cancer research. The entry fee is \$40.00 per person, entry forms may be picked up and turned into any pro shop.

On April 12 we will be hosting our Moonlight Madness event at Lakes East Golf Course. The entry fee is \$45.00 per person and includes dinner, use of night golf balls, night golf accessories, prizes and a \$10 donation to the Sun City Foundation. The event will be handicapped and flighted, those without official handicaps will be placed in the Callaway Flight. The deadline to sign up is April 4, however this event fills up fast and is limited to the first 56 players to register, so sign up soon. The format is a two-person scramble, registration is 5:30 p.m., dinner is served at 6:30 p.m. and play will begin at 7:30 p.m.

## Superintendent Report (Chuck Hyppa)

The warmer weather recently has proven to be just what the courses needed. We have seen a resurgence of growth in our Winter Rye. All the courses have been fertilized this past week during the warmup and have shown great progress. We are very optimistic about the Bermuda coming back nicely, specifically in the thin areas where the Winter Rye struggled to fill in. All the courses have applied pre-emergent Herbicide to the non-overseeded roughs. As we enter this last phase of our Winter season, we will be putting a major emphasis on our Spring transition through solid tining and light Verti cutting. This not only thins out the Rye canopy but allow sunlight, water and nutrients to impact our root zone, providing maximum chance of recovery to the bermuda. We appreciate everyone’s continuous support of Golf throughout Sun City.



## Summary

### Exceeding Budget:

- Daily Green Fees - Cardholders: \$203,828 (Budget: \$188,412) – Positive variance of \$15,416.
- Tournament Income: \$12,714 (Budget: \$10,555) – Positive variance of \$2,159.

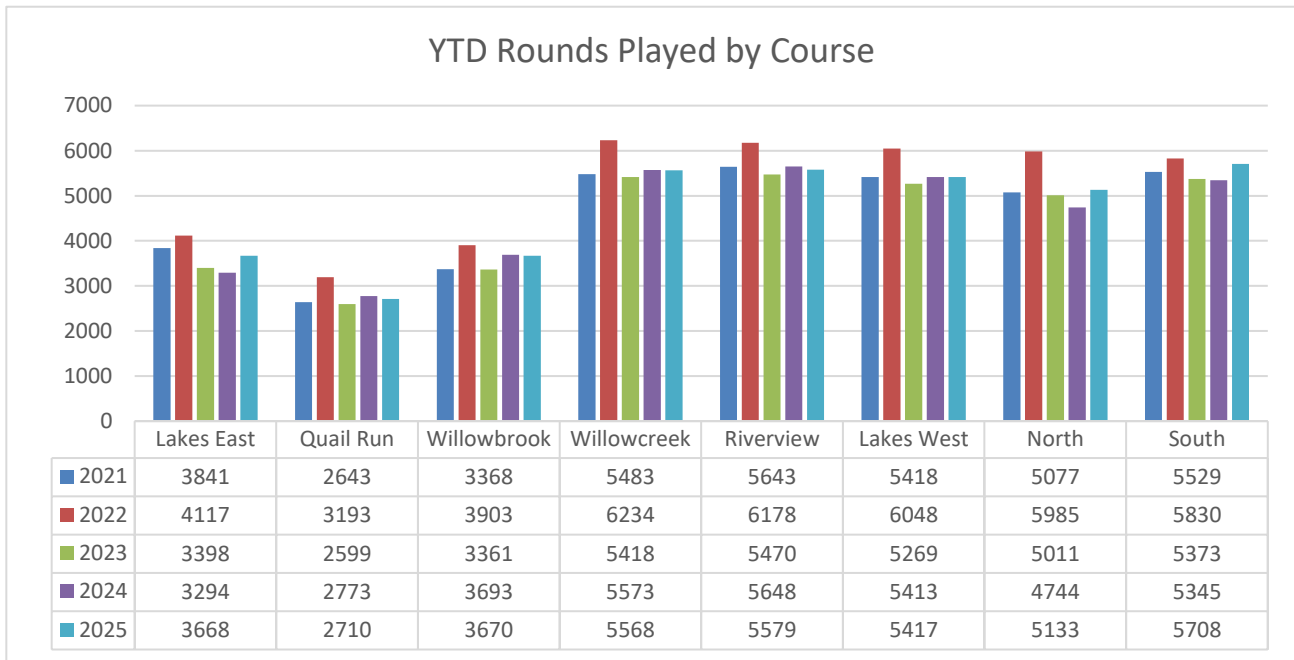
### Missing Budget:

- Prepaid Passes Green Fees - \$195,798 (Budget: \$230,751) – Negative variance of \$34,953.
- Prepaid Passes Green Fees - Non-Resident: \$24,042 (Budget: \$33,330) – Negative variance of \$9,288.
- Daily Green Fees - Public: \$118,285 (Budget: \$142,801) – Negative variance of \$24,516.
- Range Fees: \$33,637 (Budget: \$41,800) – Negative variance of \$8,163.

### Overall:

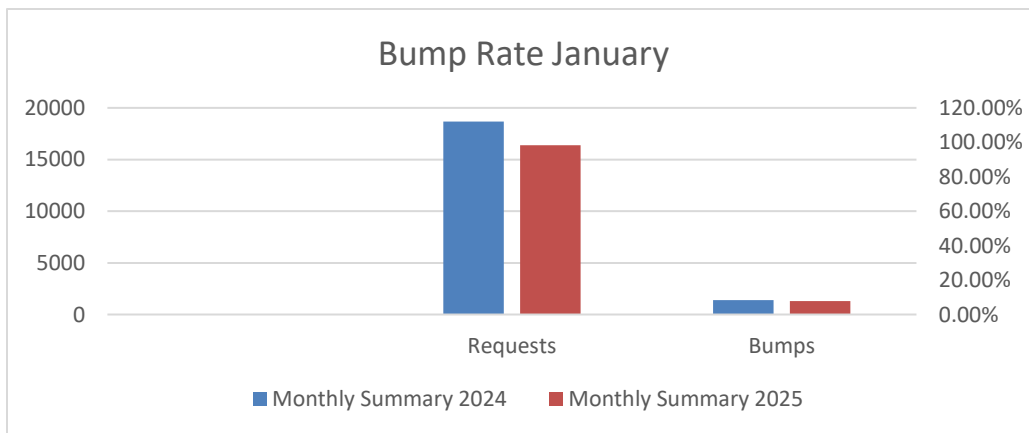
- Total Income: \$956,592 (Budget: \$1,010,205) – Negative variance of \$53,613.

While it is early to draw much conclusion, we may be seeing the impact of increased Pass Pricing already. If this trend continues, other actions may be needed.



**Summary**

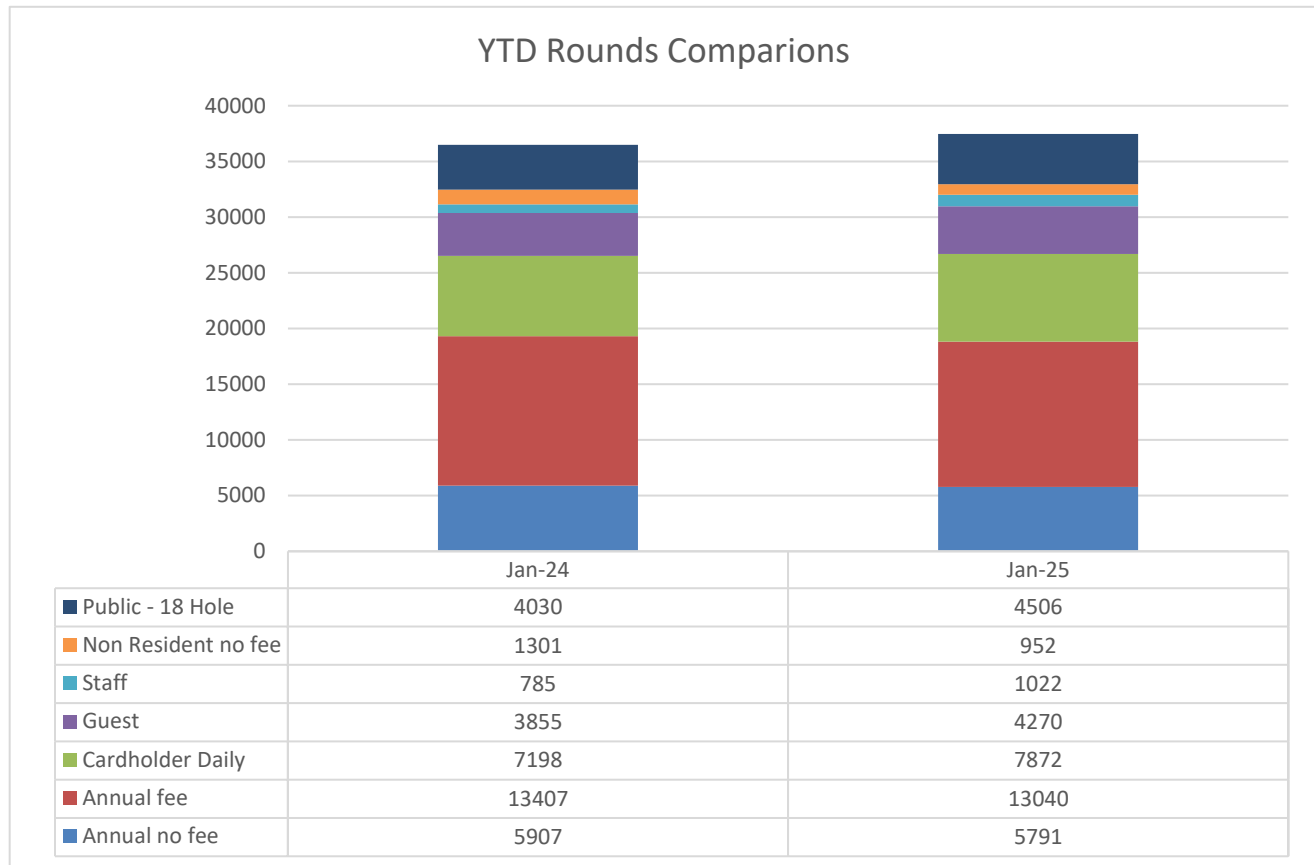
In 2024, most courses experienced either stability or slight improvements compared to 2023. **Lakes East** saw a recovery with an increase to 3,668 rounds, while **Quail Run** remained stable at 2,710 rounds, slightly down from 2023. **Willowbrook** showed minimal change, with a small decrease to 3,670 rounds. **Willowcreek** remained consistent, with 5,568 rounds, similar to 2023. **Riverview** experienced a slight drop to 5,579 rounds. **Lakes West** maintained stability with 5,417 rounds, while **North** showed a slight recovery to 5,133 rounds. **South** had the most notable increase, rising to 5,708 rounds, up from 5,345 in 2023.



**Summary**

- Requests decreased by 12.31%, from 18,688 to 16,387 (members requesting tee time through lottery system and measured in golf rounds)
- Total bumps decreased by 82 rounds, from 1,394 to 1,312 (number of member requests that were unsuccessful and are measured in golf rounds)
- Overall bump increased from 7.46% to 8.01% (percentage of unsuccessful round requests)





- 15.46% of total rounds played by Resident Yearly passholders, down from **16.19%** last year
- 34.82% of total rounds played by Resident Surcharge passholders, down from **36.75%** last year
- 21.02% of total rounds played by Resident Cardholders, up from 19.73% last year
- 2.54% of total rounds played by Non-Resident Yearly passholders, down from **3.57%** last year
- 12.03% of total rounds played by Public Golfers, up from 11.05% last year
- 11.40% of total rounds played by Guests, up from 10.57% last year
- 2.73% of total rounds played by Staff, up from 2.15% last year

**2025 AERIFICATION/VERTICUTTING DATES**

**Golf Course will be Closed**

**Fairway Verticutting**

Thu-Fri	Apr 17, 18	South
Mon-Tue	Apr 21, 22	North
Thu-Fri	April 24, 25	Lakes West
Mon-Tue	April 28, 29	Lakes East
Thu-Fri	May 1, 2	Riverview
Mon-Tue	May 5, 6	Willowcreek
Thu-Fri	May 8, 9	Willowbrook

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## Fairway/Green Aerification

Start	End	
June 2	June 13	South
June 9	June 20	North
June 16	June 27	Lakes West
June 23	July 4	Lakes East
June 30	July 11	Riverview
July 7	July 18	Willowcreek
July 14	July 25	Willowbrook

## 2024 OVERSEED SCHEDULE

**Golf Course will be Closed** (as of 2-13-25)

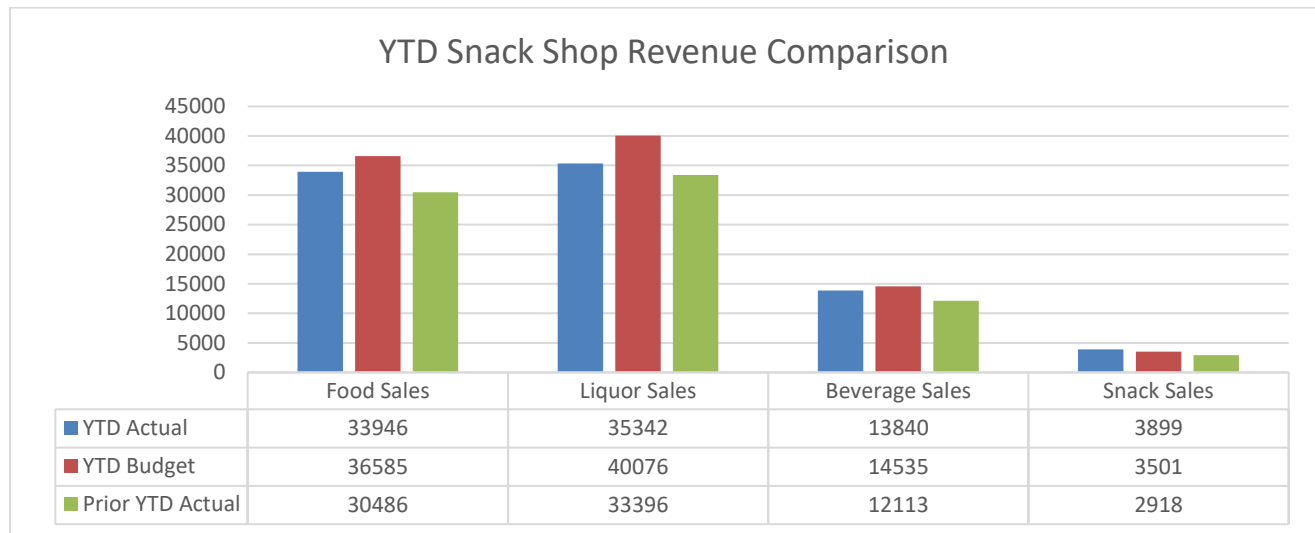
<u>Course</u>	<u>Overseed</u>	<u>Opens</u>	<u>Off Cart Path</u>
Willowbrook	Sept 29	Oct 17	Nov 7
Lakes East	Sept 29	Oct 17	Nov 7
South	Oct 1	Oct 20	Nov 11
Lakes West	Oct 8	Oct 27	Nov 18
North	Oct 15	Nov 3	Nov 23
Riverview	Oct 20	Nov 7	Nov 28
Willowcreek	Oct 20	Nov 7	Nov 28

### Key Changes

- Overlapping closures to Fairway/Green Aerification to allow courses more time to recover prior to overseeding while still allowing for extended closures
- Beginning overseeding with both 18-hole executive course closed
- Staggering starts of overseed to allow for more flexibility should weather be an issue
- Staggering starts of overseed to allow for dedicated overseed crew to move from course to course to provide more consistency in process

We asked the committee members to take the schedule back to their respective course committees for feedback. After feedback is received, we will attempt to adjust the schedule and present a finalized schedule in March.

## Snack Shops (Lindsey Armentrout - Snack Shops Manager)



The snack shops are receiving strong support from members, with many member events choosing to cater their events with us. Recent events include the “Guys and Dolls” group enjoying lunch at South and Riverview, and Lakes Snack providing to-go lunches for the Lakes West Ladies' Valentine’s party. The team is also preparing for upcoming events, such as the Lakes East “Moonlight Madness” golf event and catering for large parties, including a group of 125 preordering Chef Salads, which are highly praised across shops. Wine sales have increased, and mini bottles of malt liquor are also performing well. However, the rising cost and scarcity of eggs is a challenge, and the team is actively exploring local farms to meet demand.