

RCSC Management Report: March 27, 2025

FINANCE:

Financials:

Month: RCSC ended the **month of February** with a **Net Operating Excess of \$820,405 which was (\$2,655) unfavorable to budget.** The Facilities division Net Operating Deficit was (\$146,422) and \$22,224 favorable to budget due to Wages and Benefits \$13,816 favorable to budget and Consulting \$5,500 favorable. The Finance division Net Operating Deficit was (\$287,889) and \$6,434 favorable to budget due to Wages & Benefits being \$24,713 below Budget. The Non-Golf Net Excess was \$760,432 and \$20,777 favorable to Budget due to Wages & Benefits being \$49,167 favorable to budget. Golf generated a Net Operating Deficit of (\$52,089). **Golf Income was below Budget by (\$102,385),** and this unfavorable variance was partially offset by Wages and Benefits less than budget by \$41,260 and General Operating Expenses less than budget by \$21,308.

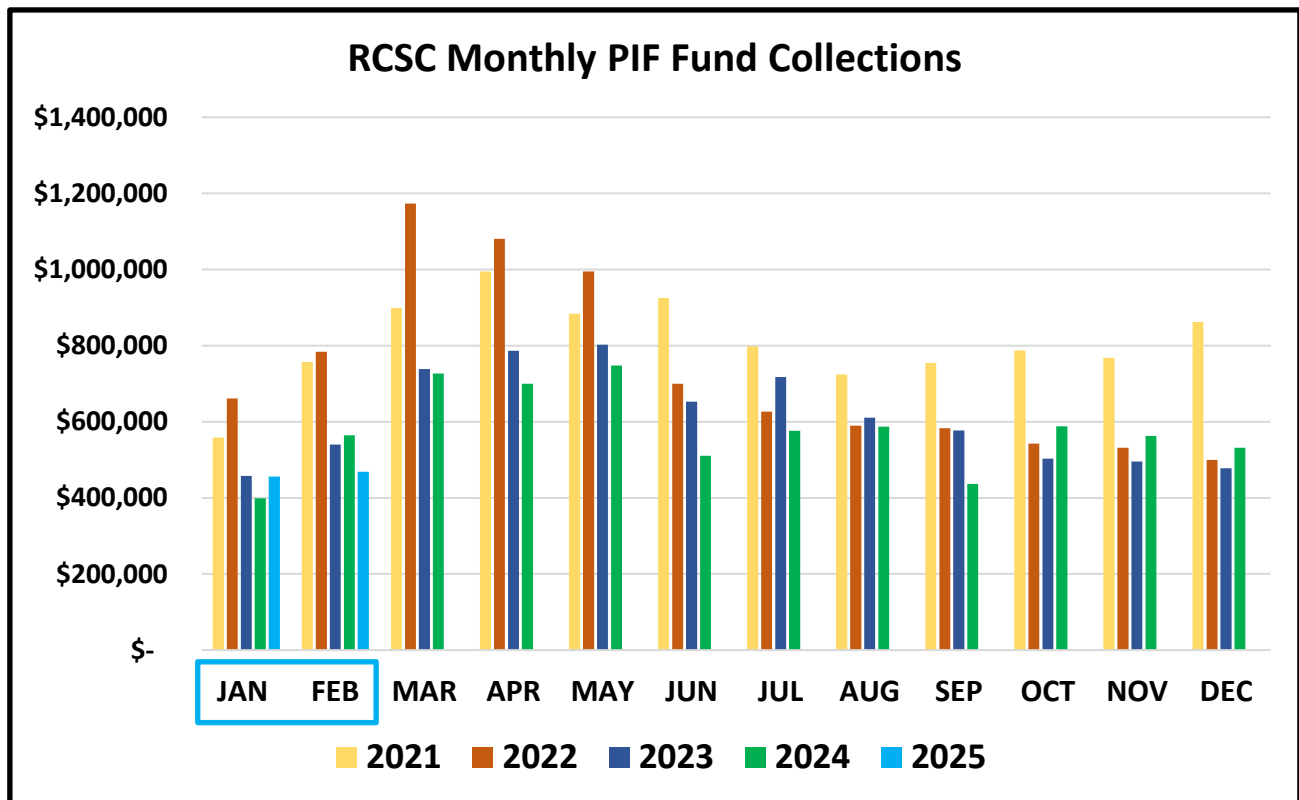
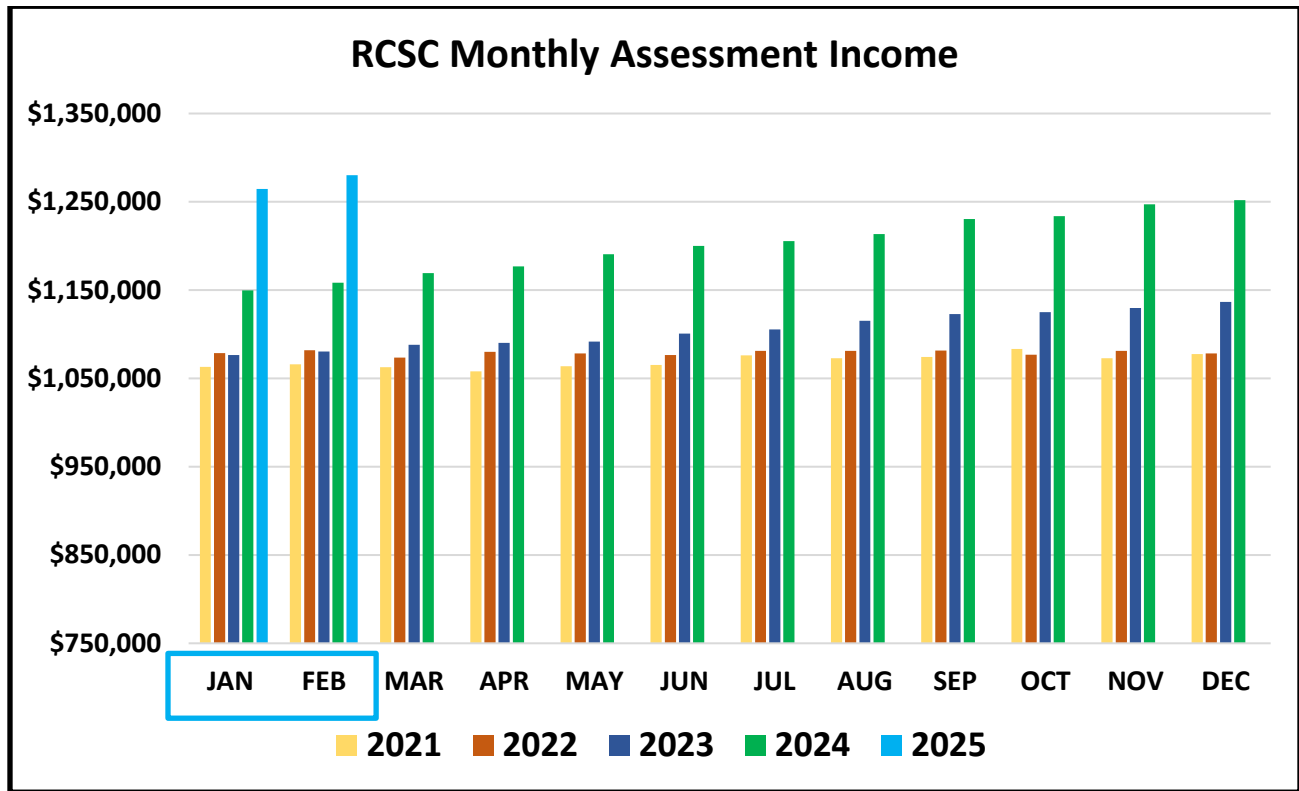
Year to Date: Net Operating Excess of \$1,656,587 was favorable to budget by \$546,014. All divisions at RCSC were favorable to Budget in Operations year to date. Total Income was \$5,493,348 and less than budget by (\$270,642). This unfavorable variance in Income was more than offset by Operating Expenses being \$776,302 less than Budget. YTD PIF collections were \$924,320 and CIF collections were \$338,263.

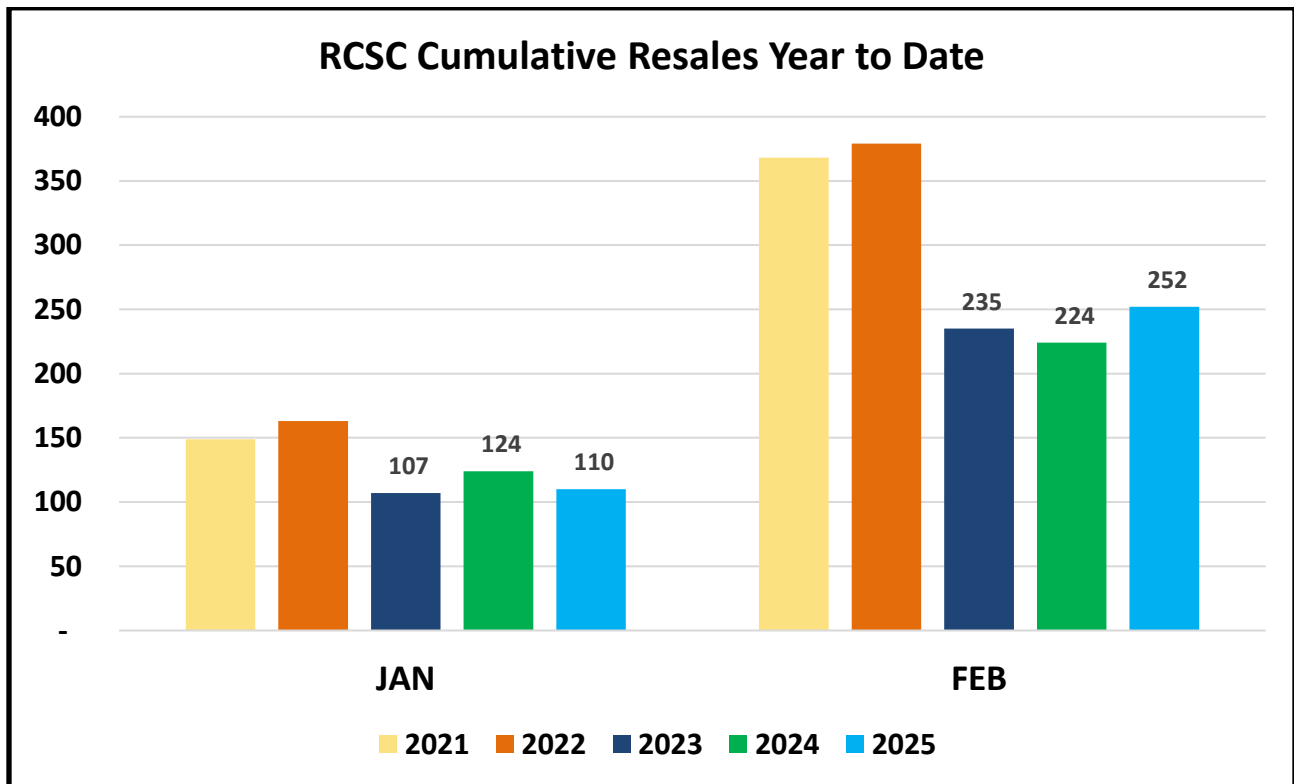
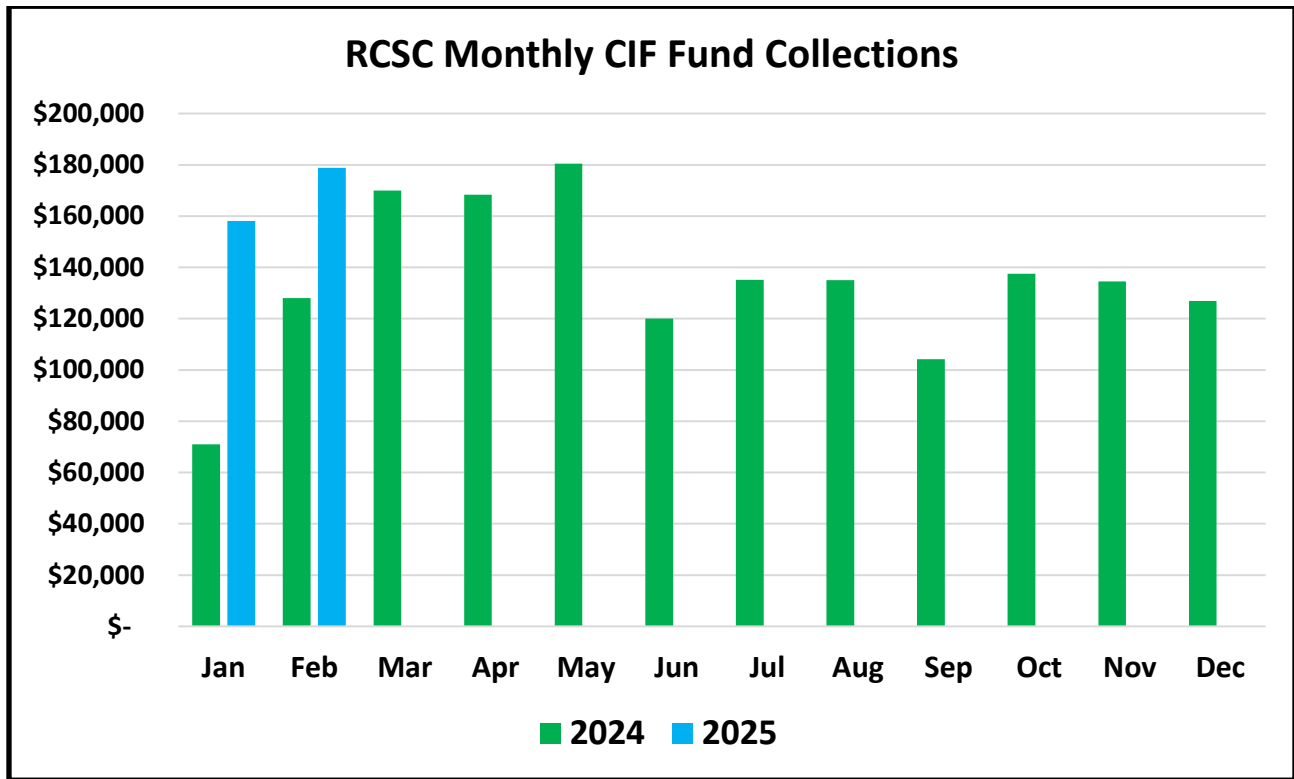
Cardholder Services:

Payments on past due assessments in February were 13.0% of past due balances. Overall accounts receivable increased in the month by 3.9% and are up 3.5% from the end of 2024. Overall accounts receivable for past due balances decreased in February by (1.2%). January assessments went 30 days past due at a rate of 6.0% and December assessments went 60 days past due at a rate of 2.5%.

Payments from third-party collection firms totaled \$21,011 in February and totaled \$40,464 year to date. Payments made through the online Web Portal totaled \$294,692 from 476 property owners in February. Year to date Web Portal payments totaled \$563,797 from 921 property owners.

In February, property transfer balances increased by 2.7%. Outstanding balances related to property transfers represent 59% of all receivables and 59% of past due balances. February trustee sale notices on Sun City AZ properties increased by three to 31, and properties owned by lending institutions remained at zero.





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Safety & Compliance:

In February, the Safety and Compliance Department advanced safety, compliance, and risk management to maintain well-managed facilities for RCSC members. Progress continued on the card access control system, and fencing was installed at Grand Center to improve facility access and perimeter control. The department worked on the OSHA-required Exposure Control Plan (ECP) to support the future Bloodborne Pathogens (BBP) program and selected a new occupational health provider to handle workplace injuries and OSHA-required screenings in coordination with the workers' compensation provider. New tablets improved safety inspections, while STOP for Each Other training strengthened employee awareness to prevent incidents.

The Customer Engagement Platform received 11 entries, with 2 in process and the rest resolved, demonstrating RCSC's responsiveness to member concerns. 21 incidents were reported, including medical incidents and policy violations, with appropriate action taken to ensure compliance and reduce risk. These efforts help protect RCSC's facilities and financial resources while ensuring a safe, high-quality experience for members.

INCIDENT REPORTS - February: 33. Year to Date: 79

CUSTOMER ENGAGEMENT - February: 11. Year to Date: 17

Year to Date 2025 Incident Reports by Category / Location:

RCSC PROPERTY INVOLVED	RCSC Property Damage	Medical / Injury / Fall (Refused Medical)	Medical / Injury / Fall (w/Transport)	Conduct / Policy Violations	MCSO Calls	TOTAL INCIDENTS BY LOCATION
Bell Recreation Center		5		7		12
Fairway Recreation Center		3		4	1	8
Lakeview Recreation Center		2		4	1	7
Marinette Recreation Center		7	1	1	1	10
Sundial Recreation Center		6		6		12
Sunbowl Property incl Softball		2	2	1		5
Oakmont Recreation Center		2		8	2	12
Lakes E/W Golf Course	1			1		2
South Golf Course		1				1
Riverview Golf Course						
Willow Golf Course	2			1	1	4
Other	1	2	1	1	1	6
TOTALS	4	30	4	34	7	79

Human Resources:

RCSC has hired a new Human Resources Manager who will start in late March. In the month of February, HR opened 9 positions and filled 10 open positions. Year to date, HR has opened 17 positions and filled 17 open positions.

Information Technology:

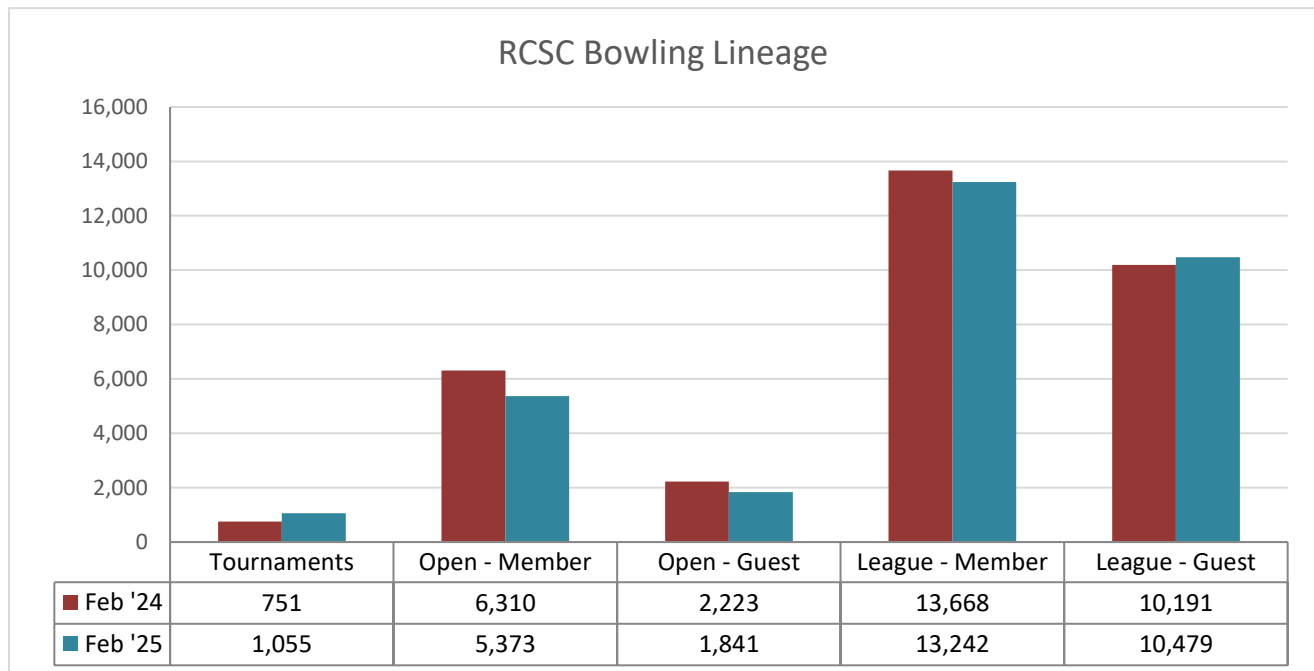
In February, the Information Technology team received 93 new service requests, and closed 96 requests by month end, leaving 3 tickets remaining open. Year to date, IT has opened 218 service requests and closed 125. On average, IT closed service requests in less than one day in February.

In February, IT launched a new SharePoint environment, which will allow easier sharing of data and files both internally and externally. HR and Safety both live on the new SharePoint environment. IT continued working with TEG to integrate TEG with the building access control database and the new website to enable single sign-on for the RCSC website. IT is also working with Cox to complete fiber connections to 14 facilities, with 12 completed to date. IT began working with Cox to develop a cost estimate to convert multiple obsolete phone systems in use at RCSC to a VOIP (Voice over IP) solution, once RCSC is fully operational on the fiber connections.

NON-GOLF:

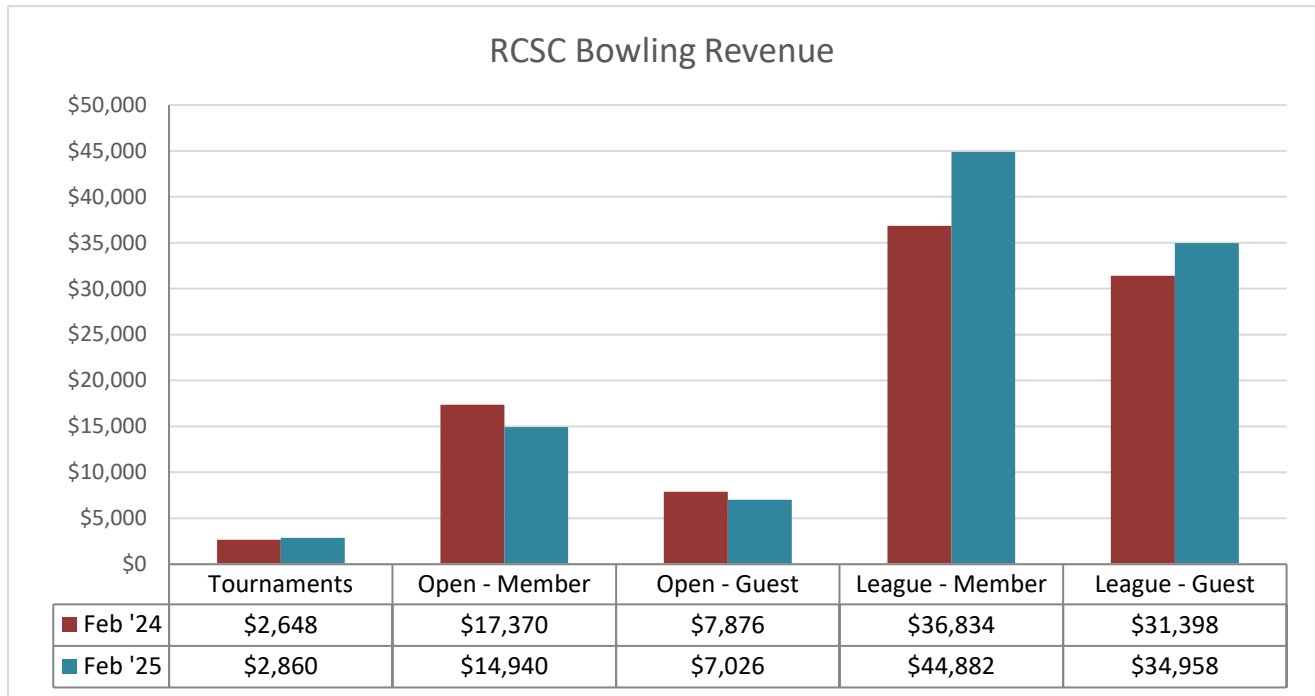
Bowling:

In February of 2025, Bowling lineage totaled 32,597, compared to 33,925 in February of 2024, a decrease of 4%. Year to date lineage through February 2025 totaled 67,251 lines, compared to 68,211 through February 2024, a 1% decrease.



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Bowling Revenue in February 2025 totaled \$104,666 which was a 9% increase over the February 2024 revenue of \$96,126. Year to date, 2025 Bowling revenue is \$207,589, or 7% greater than the total revenue through February of 2024.



ACTIVITIES/EVENTS/RESERVATIONS

Activities:

The Activities department revamped the movie flyer process to enhance attention and outreach, ensuring greater engagement. Additionally, Activities confirmed services and secured food trucks for the Sun Bowl Spring concert to streamline event logistics. Looking ahead, booked preliminary dates for 2026 events. To support event volunteers, Activities coordinated parking passes for Sun Bowl volunteers and initiated communication with the Sun City Posse. Activities also worked on finalizing sales dates and managing the mini-series concert series, ensuring availability in RecTrac. Lastly, Activities submitted press releases and updated the advertising board to promote upcoming events.

Media Studio/AV:

AV mounted six TVs and operated four concert series shows. AV assisted with three rehearsals and a show for Tip Top Dance and provided sound, video, and recording for the "Evening to Remember" event by the Piano Club. Additionally, AV helped operate the Super Bowl party for NextGen and supported the Desert Aires with both rehearsals and performances. AV's work extended to handling audio, video, and recording for the SC Concert Band, as well as providing a portable PA system for the Bell Swim Club. AV also corrected movie sound issues at Marinette by implementing a new adaptor and mounted a number counter on the countdown timer for Board Meetings.

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CLUBS:

- Club rosters were due March 1, 2025. They are being processed, and responses are being sent to club presidents. There is one club that has under 25 members as of their March roster. The club's office will be contacting them to discuss membership guidelines.
- March club attendance sheets are being submitted.
- 2026 budget request forms have been sent to club presidents. **Requests are due April 1, 2025. A reminder email will be sent March 24, 2025.**
- E-990 Postcard Training will be on March 18, 20, 24 and 26, 2025 at the Grand Center. The club's office is also offering individual appointments with treasures.
- Clubs are submitting the 2026 schedules. The schedules are due April 30, 2025. The reservations for 2026 member events and corporate meetings are being processed.

Centers:

USAGE BY CENTER	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
BELL	24,123	29,050	-	-	-	-	-	-	-	-	-	-	53,173
FAIRWAY	17,437	18,414	-	-	-	-	-	-	-	-	-	-	35,851
LAKEVIEW	10,192	14,288	-	-	-	-	-	-	-	-	-	-	24,480
MOUNTAIN VIEW	4,943	6,722	-	-	-	-	-	-	-	-	-	-	11,665
MARINETTE	17,245	16,976	-	-	-	-	-	-	-	-	-	-	34,221
OAKMONT	3,792	4,186	-	-	-	-	-	-	-	-	-	-	7,978
SUNDIAL	10,268	9,155	-	-	-	-	-	-	-	-	-	-	19,423
TOTAL CENTER USAGE	88,000	98,791	-	-	-	-	-	-	-	-	-	-	186,791

USAGE SUMMARY BY ACTIVITY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
BASKETBALL	80	48	-	-	-	-	-	-	-	-	-	-	128
BILLIARDS	2,533	2,552	-	-	-	-	-	-	-	-	-	-	5,085
BOATS, PEDAL & ROW	444	698	-	-	-	-	-	-	-	-	-	-	1,142
BOCCE (open)	126	268	-	-	-	-	-	-	-	-	-	-	394
DARTS	783	640	-	-	-	-	-	-	-	-	-	-	1,423
FISHING	498	349	-	-	-	-	-	-	-	-	-	-	847
FITNESS	33,984	31,281	-	-	-	-	-	-	-	-	-	-	65,265
WHISPERBALL/RACQUETBALL	286	288	-	-	-	-	-	-	-	-	-	-	574
HORSESHOES	114	114	-	-	-	-	-	-	-	-	-	-	228
MINI GOLF	4,840	6,546	-	-	-	-	-	-	-	-	-	-	11,386
PICKLEBALL	10,863	10,308	-	-	-	-	-	-	-	-	-	-	21,171
POOLS, SWIMMING	9,777	14,031	-	-	-	-	-	-	-	-	-	-	23,808
POOLS, WALKING	2,352	7,288	-	-	-	-	-	-	-	-	-	-	9,640
POOLS, WARM WATER	1,532	1,406	-	-	-	-	-	-	-	-	-	-	2,938
SHUFFLEBOARD (open)	828	826	-	-	-	-	-	-	-	-	-	-	1,654
SPA, INDOOR	2,653	2,468	-	-	-	-	-	-	-	-	-	-	5,121
SPA, OUTDOOR	4,662	6,790	-	-	-	-	-	-	-	-	-	-	11,452
TABLE TENNIS	931	904	-	-	-	-	-	-	-	-	-	-	1,835
TENNIS COURTS	1,128	1,123	-	-	-	-	-	-	-	-	-	-	2,251
WALKING, INDOOR	4,835	4,034	-	-	-	-	-	-	-	-	-	-	8,869
WALKING, OUTDOOR	4,751	6,829	-	-	-	-	-	-	-	-	-	-	11,580
TOTAL CENTER USAGE	88,000	98,791	-	-	-	-	-	-	-	-	-	-	186,791

Communications:

The Communications department toured most of the Rec Centers, capturing photos for the new website, and attended the Vintage Vehicles of SC event to take additional photos for the site. New employee training occurred on Mailchimp, and staff assisted with the creation and dissemination of weekly E-blasts. Additionally, staff received training on the current website and completed several content update projects. Currently, staff are training on InDesign software and creating the April Update.

Welcome Center:

The Welcome Center had 599 visitors in February. The top reasons for visiting are:

- ◆ picking up club brochures
- ◆ showing friends/family around
- ◆ picking up the Independent newspaper
- ◆ directions assistance

Nine of the visitors just moved to Sun City and wanted to see what there was to do here. We also had a brief visit from Arizona Secretary of State Adrian Fontes and some of his staff during the last week of February.

Five potential residents completed surveys. They were attracted to Sun City for the location, weather, and the age restrictions. They were interested in activities such as sewing/knitting, walking, woodworking, music, pickleball, concerts, and golf. Most planned on living here full-time, with three planning on working either full- or part-time.

The Welcome Center hosted three Sun City Experience tours in February, which were attended by 12 participants. Four were visiting from South Korea.

The Welcome Center answered 36 phone calls in February: 23 calls were from residents and 13 were from nonresidents.

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FACILITIES:

Projects:

Recently Completed

Mountain View Recreation Center

- The basketball court was resurfaced in February and was completed on the 17th. The total replacement for this project was \$5,958. Contractor: Elite Sports

Bell Recreation Center

- An area that had previous flooding issues is now improved with the completion of our water drainage project. The total project cost was \$26,365 and was completed on February 27th. Contractor: Rose Paving

WORK ORDERS (Skilled Trades, Repair and Maintenance):

The Facilities Department opened 487 new work orders in February and completed 439 work orders in February. The average time to close a work order in February 2025 was 6.4 days.

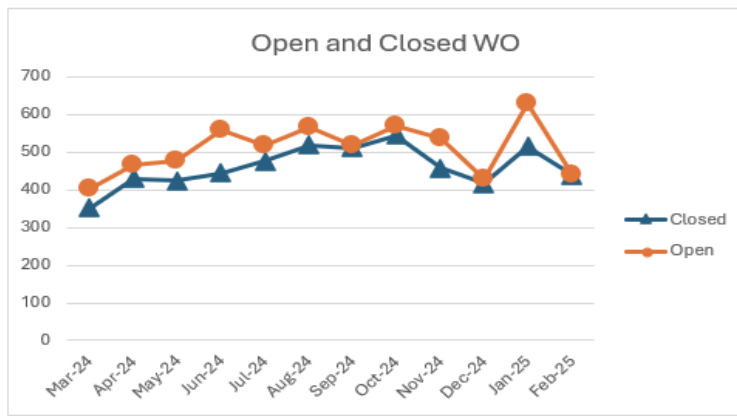
As of February 28, the Facilities Department had completed 339 work orders. We started February with 119 open work orders.

Monthly work orders created and then completed in February 2025.

Created July 2024	Created Nov 2024	Created Dec 2024	Created Jan 2025	Completed Feb 2025	Grand Total
1	4	6	73	355	439

New Work Order Status:

Archived	Closed	Complete Pending Approval	Completed	Declined	Duplicate Request	In Progress	Parts on Order	Waiting Funding	Grand Total
1	19	1	369	11	6	74	3	3	487



LAWN BOWL AND GROUNDS:

SITE	SPEED	MOISTURE
BELL NORTH	13.8	8.2
BELL SOUTH	14.2	10.0
LAKEVIEW WEST	14.0	9.8
LAKEVIEW EAST	13.5	11.0
OAKMONT	13.5	9.2
MOUNTAIN VIEW	13.0	8.9

Bowl Crew: Maintaining top-quality playing surfaces with a dedicated schedule and structured approach ensures the highest standards for all playing areas:

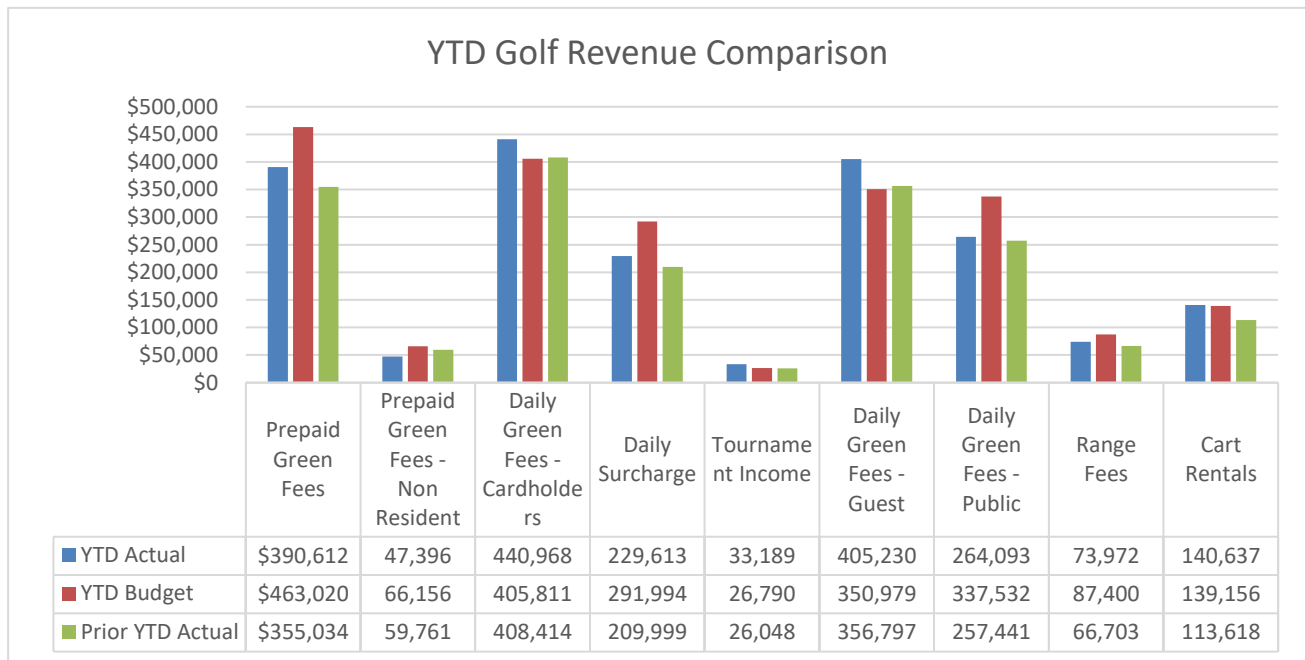
- Mowing and rolling greens - Twice weekly for optimal smoothness.
- Cleaning ditches - Three times a week to ensure clear and debris-free areas.
- Vacuuming fairway lawn bowls - Twice weekly for pristine conditions.
- Mowing ball fields - Three times a week to maintain a well-groomed surface.
- Grading the infield - Four times a week for consistent and level play.

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Grounds Crew: Maintaining pristine outdoor spaces with a consistent upkeep schedule helps keep our outdoor areas in top condition for members and their guests:

- Mowing – Lake View and Sun Bowl are mowed weekly for a well-kept appearance.
- Event Preparation – Concert season is underway, ensuring venues are clean and ready.
- Landscaping – Regular leaf blowing, bush trimming, and center cleaning for a tidy environment.
- Weed Control – A pre-emergent herbicide has been applied to minimize weed growth this year.

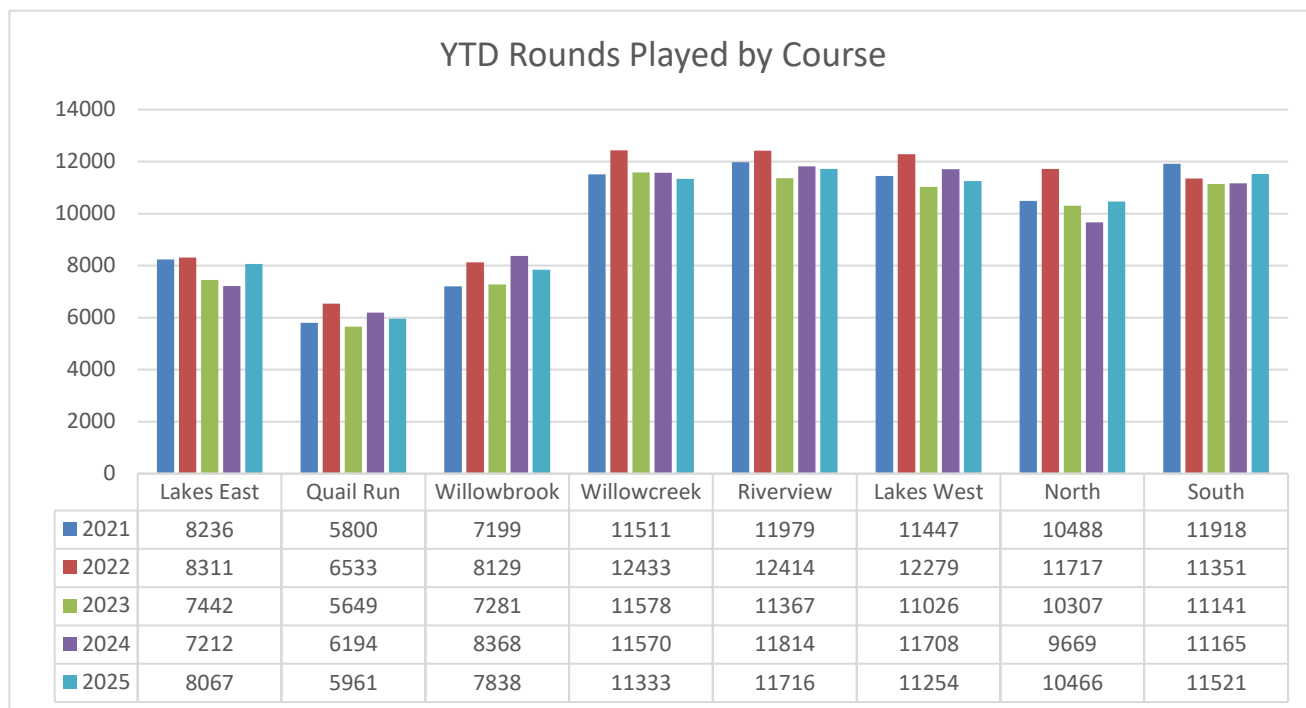
GOLF:



The financial performance for the current year-to-date (YTD) shows a favorable **Net Operating Excess** compared to both the budget and prior YTD figures. Key highlights include:

- **Income:** Total income of \$2,064,656 is below the budget of \$2,211,306 but exceeds the prior YTD of \$1,893,597. Notable improvements include tournament income, cart rentals, and daily green fees from guests and the public, which have all performed better than last year.
- **Cost Control:** Cost of Goods Sold (COGS) is under budget, contributing to a gross income of \$2,021,924. Operating expenses are also lower than budgeted, with significant savings in repairs and maintenance and general operating costs.
- **Expenses:** Wages, utilities, and repairs are higher than last year, however the overall increase in costs is below budget.
- **Net Operating Excess:** The net operating excess is \$975,312, exceeding both the budgeted \$856,261 and the prior YTD of \$807,829.

Overall, the Golf division is doing well, with expense management efforts and is working on revenue adjustments that will get Golf back to budgeted levels.



In **2025**, a total of **78,156** golf rounds have been played, marking a slight increase from **2023** (75,791 rounds) but still below the peak seen in **2022** (83,167 rounds). **2024**, a leap year, saw **77,700** rounds, slightly fewer than in **2025**.

When comparing the courses, **Lakes East** saw a notable rebound in **2025**, rising to **8,067** rounds after a decline in **2024** (7,212). **Willowbrook** also saw a slight dip in **2025** (7,838), following a strong performance in **2024** (8,368). **Quail Run** remained relatively stable with **5,961** rounds in **2025**, compared to **6,194** in **2024**.

Willowcreek and **Riverview** showed consistency, while **Lakes West** and **North** experienced minor fluctuations. Overall, **2025** demonstrated a recovery but still reflected a broader trend of slightly lower participation compared to the peak year of **2022**.

Pro-Shops:

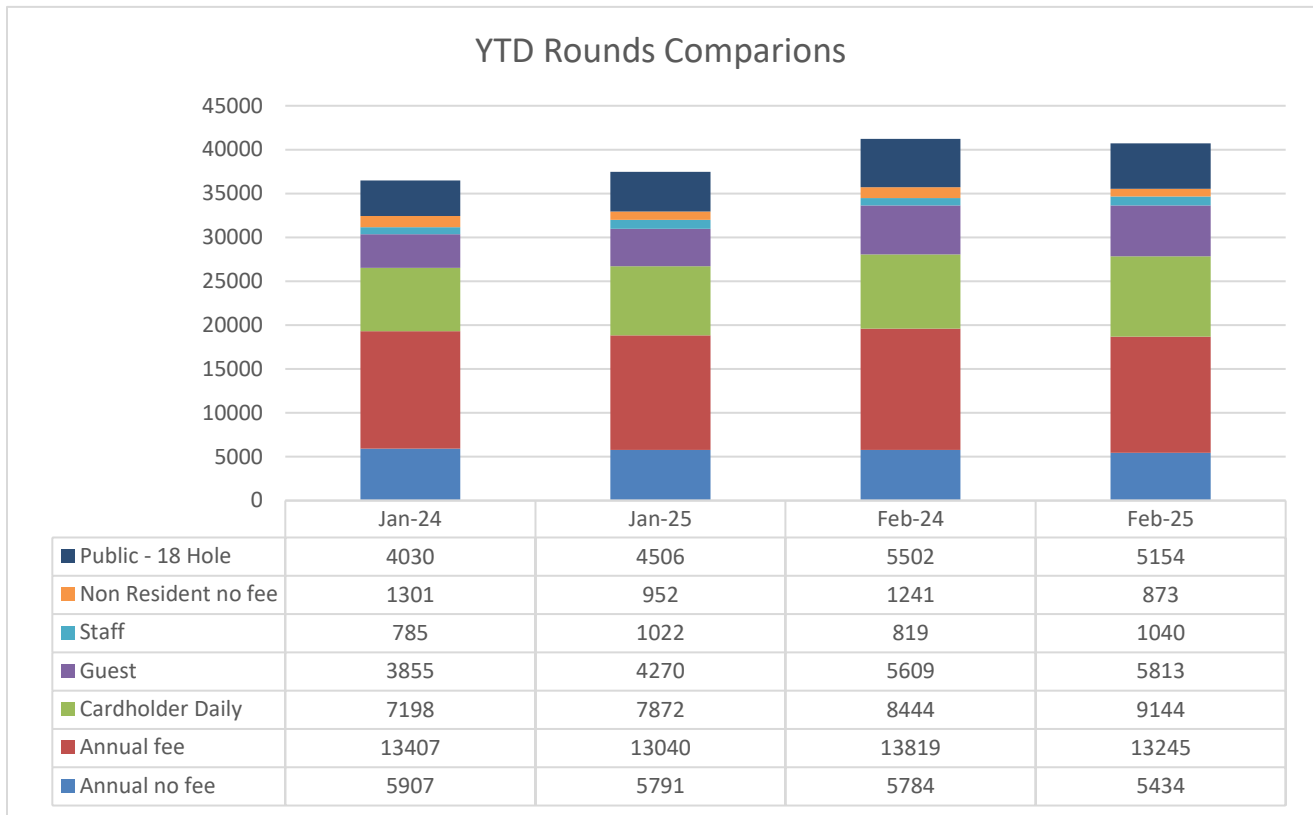
As a reminder, we respectfully ask that golfers refrain from entering private property to retrieve errant golf balls. While there are some homeowners that are not bothered by golfers retrieving errant shots, there are many that feel violated when someone enters their property to retrieve a ball. Please remember that when retrieving an errant shot on a homeowner’s property, you are trespassing, unless you have been given permission to do so. We ask for your cooperation in respecting the property of others.

Superintendent Report (Chuck Hyppa):

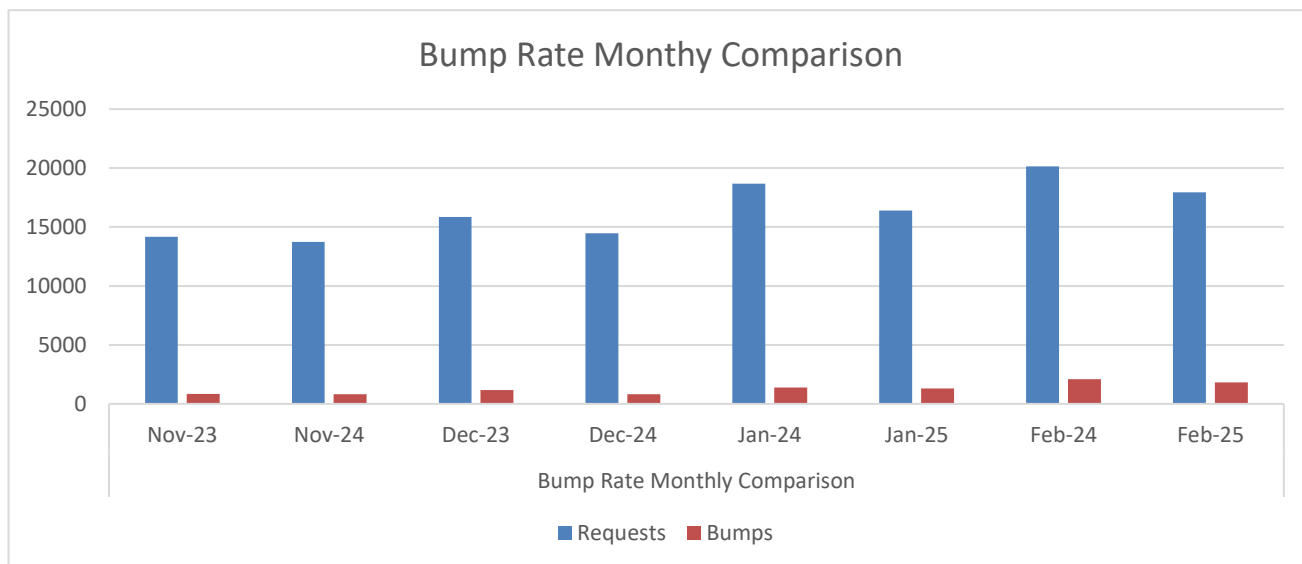
We have seen warmer temperatures and even a couple of rain events which have produced a jump in growth and some mild Bermudagrass green up. We have seen a resurgence of color and plant health in recent weeks. The needle tining of the greens that was done in January has proven to be greatly beneficial. Not only have we seen less compaction, but we have seen an increase of health in our root zone.

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As we continue to get warmer, we expect the maintenance teams to be actively dropping heights, lightly Verti cutting and or aerifying high traffic areas in an effort to revive these areas. This will allow our greatest chance as we begin to transition back to Bermuda. We thank you for your continued support.



- 14.36% of total rounds played by Resident Yearly passholders, down from 15.05% last year
- 33.63% of total rounds played by Resident Surcharge passholders, down from 35.04% last year
- 21.77% of total rounds played by Resident Cardholders, up from 20.13% last year
- 2.34% of total rounds played by Non-Resident Yearly passholders, down from 3.27% last year
- 12.36% of total rounds played by Public Golfers, up from 12.27% last year
- 12.90% of total rounds played by Guests, up from 12.18% last year
- 2.64% of total rounds played by Staff, up from 2.06% last year



Summary:

The bump rate is the percentage of unsuccessful requests in relation to the number of requests of tee times through the golf lottery system. In **February 2025**, the total number of requests decreased to **17,944**, down from **20,151** in **February 2024**. Similarly, the number of bumps also dropped from **2,094** in **February 2024** to **1,834** in **February 2025**. Despite these decreases, the **bump percentage** remained relatively stable, with **10.22%** in **February 2025** compared to **10.39%** in **February 2024**.

Snack Shops (Lindsey Armentrout - Snack Shops Manager):

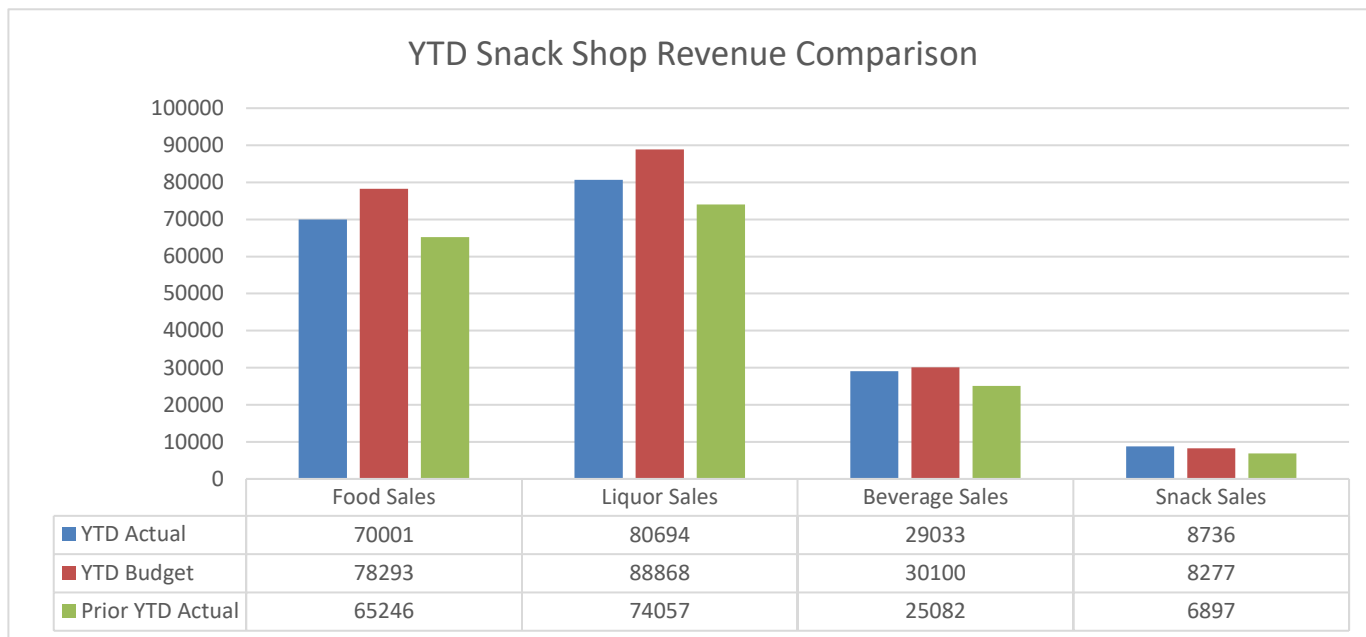
At our core, we prioritize using real, high-quality ingredients. While we’re not a “fast food” establishment, we offer many menu options that are perfect for golfers on the go. Our diverse customer base is drawn to the quality of our food, our exceptional service, and the comfortable, welcoming atmosphere we create – it’s like a home away from home. We uphold the highest food safety standards, meeting all regulations set by the Arizona State Health Department for eating establishments. This commitment is reflected in our operations across all five Snack Shops, where liquor, beverages, and snack sales have shown a significant increase compared to last year.

Communication between our shop leaders and golf league coordinators has greatly improved, and we’ve received heartfelt “Thank You” letters for accommodating their specific needs – whether it’s adjusting hours of operation or providing additional staffing.

As we dive into the busy season, our teams are working seamlessly together, energized by the continued growth of our business. Catering to golfers during their tournaments is a true labor of love, and we’re grateful for the opportunity to be part of these special events. I’m especially thankful for my teammates, whose experience and wisdom I can rely on for advice. Their support means a lot, and together, we keep striving to put a smile on our customers’ faces.

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We are proud of the unity and positive energy within our teams as we continue to grow and deliver great experiences!



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

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

2025 OVERSEED SCHEDULE Golf Course will be Closed

<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

As of 2-13-2025

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
- At the March Golf Advisory meeting it was agreed that should Quail Run not be ready by October 1, Lakes East and Riverview will switch spots on the overseeding schedule