

FINANCE:

Financials:

RCSC ended the **month of March** with a **Net Operating Excess of \$932,746 which was (\$104,308) unfavorable to budget**. The Facilities division Net Operating Deficit was (\$141,341) and \$21,445 favorable to budget due to Wages and Benefits \$12,714 under budget and Consulting expenses \$5,500 under budget. The Finance division Net Operating Deficit was (\$337,678) and (\$49,569) unfavorable to budget due to Staff Development (\$41,081) over budget due to training for the Stop for Safety program. The Operations division (previously titled Non-Golf) Net Operating Excess was \$867,375 and \$80,262 favorable to Budget due to Wages & Benefits \$20,156 under budget and Furniture and Equipment a combined \$21,169 under budget. Golf generated a Net Operating Excess of \$544,391, but this Excess was below budget by (\$156,445). **Golf Income was below Budget by (\$172,657)**, and this unfavorable variance was partially offset by Wages & Benefits under budget by \$25,443.

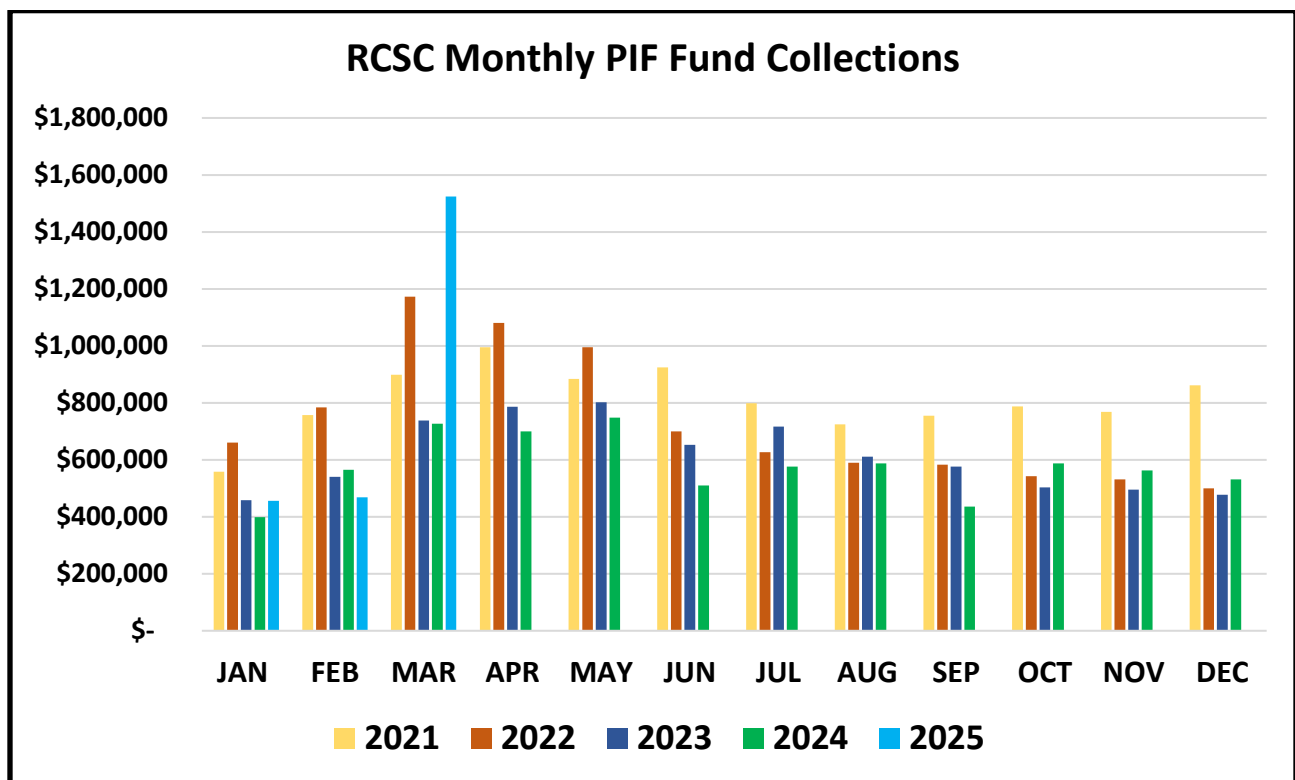
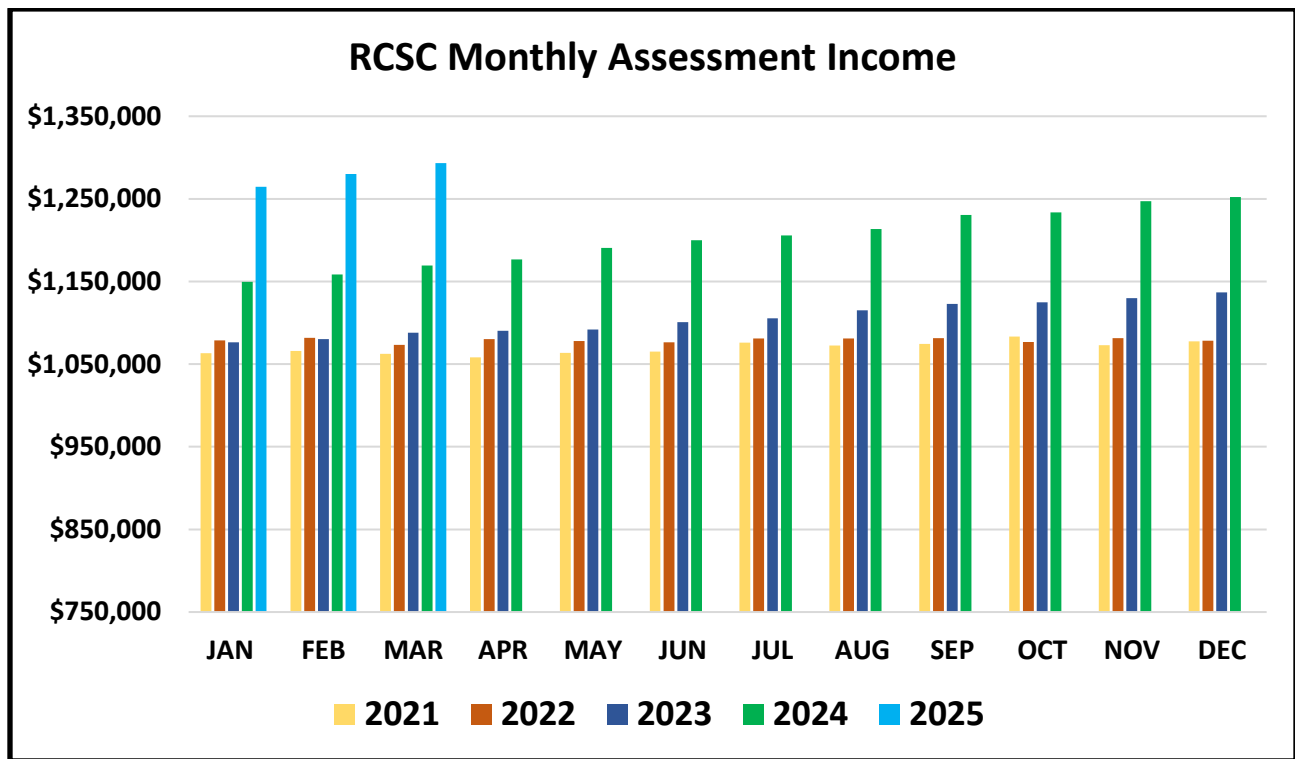
Year-to-Date, Net Operating Excess of \$2,577,073 and higher than budget by \$393,487. All divisions at RCSC were favorable to Budget in Net Operations year-to-date except for Golf, which was (\$46,388) unfavorable to budget due to Income being under budget by (\$335,002). Total Income for RCSC was \$8,528,437 and less than budget by (\$408,971) due to Assessment income below budget by (\$200,376) and Golf Pass income (\$146,243) below budget. This unfavorable variance in Income was more than offset by total Operating Expenses being \$751,647 under Budget, due to Wages & Benefits \$370,890 under budget and Building Repair Services \$95,563 under budget. YTD PIF collections were \$2.5 million, and CIF collections were \$944,119.

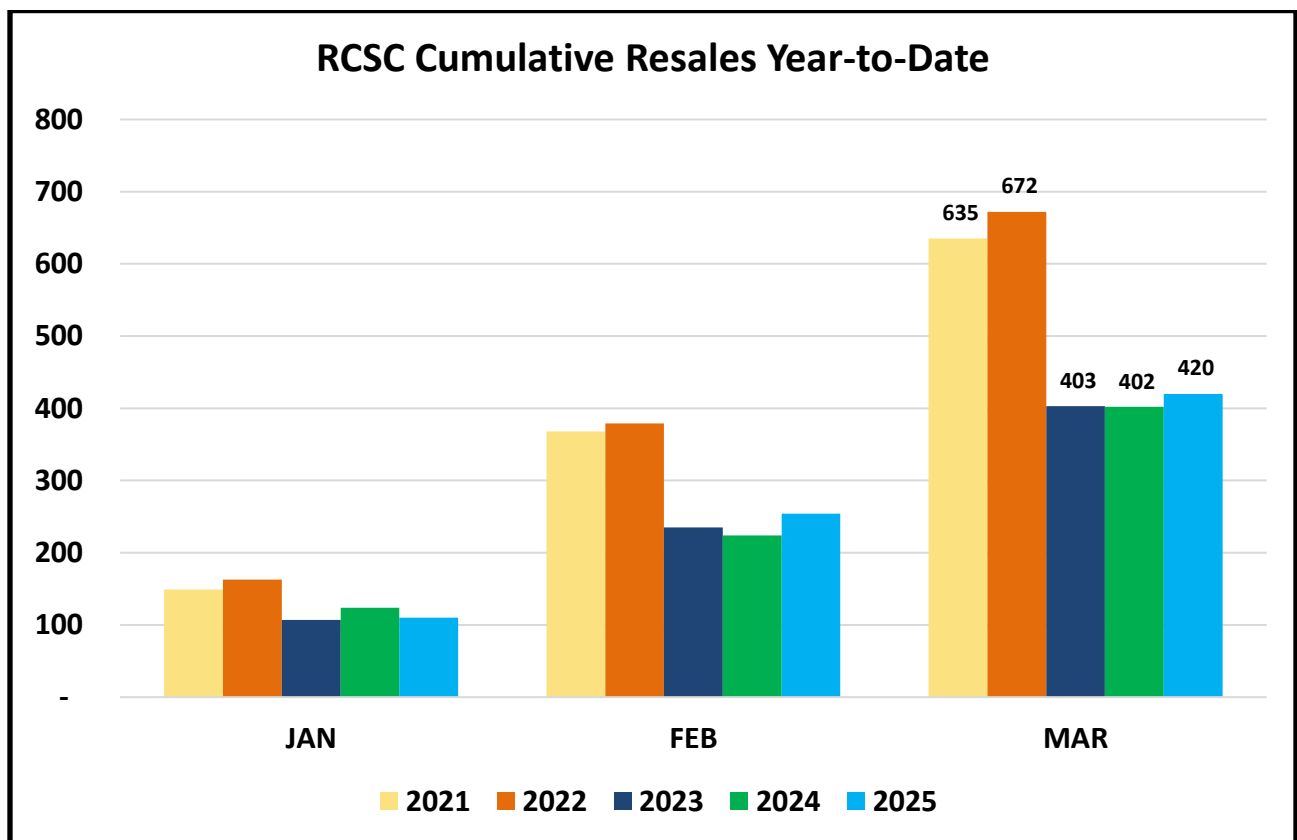
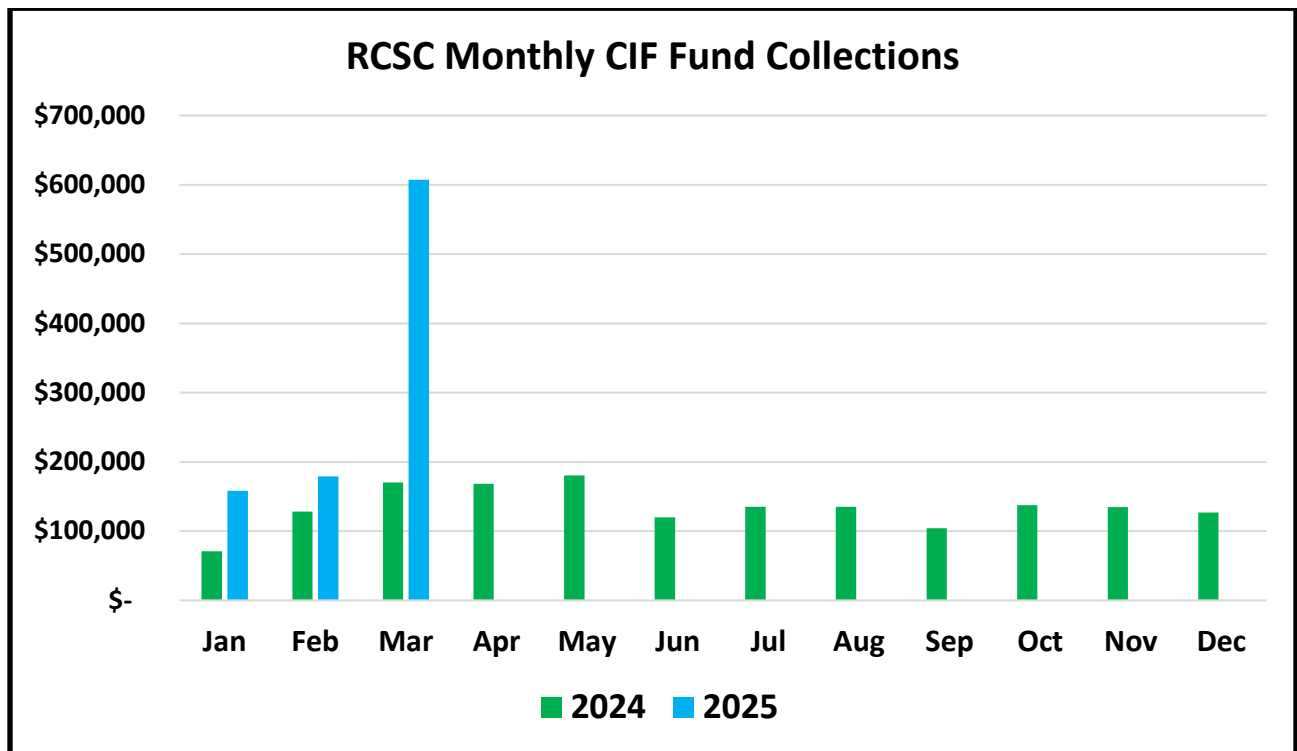
Cardholder Services:

Payments on past due assessments in March were 12.8% of past due balances. Overall accounts receivable increased in the month by 4.5% and are up 8.1% from the end of 2024. Overall accounts receivable for past due balances increased in March by 7.3%. February assessments went 30 days past due at a rate of 7.9% and January assessments went 60 days past due at a rate of 5.5%.

Payments from third-party collection firms totaled \$26,619 in March and totaled \$67,084 year-to-date. Payments made through the online Web Portal totaled \$356,853 from 582 property owners in March. Year-to-date Web Portal payments totaled \$920,650 from 1,503 property owners.

In March, property transfer balances decreased by (2.8%). Outstanding balances related to property transfers represent 55% of all receivables and 59% of past due balances. March trustee sale notices on Sun City, AZ properties increased by three to 34, and properties owned by lending institutions remained at zero.





RCSC Management Report: April 24, 2025

Safety & Compliance:

In March, the Safety and Compliance Department focused on training, field technology, and proactive risk management. We received 129 Safety Training Observation Program (STOP) submissions from STOP trained employees that led to real-time corrections of unsafe behaviors and meaningful safety conversations among staff. We launched the next phase of SafetyPlusWeb training, tailored by job type. The next phase will be position-specific targeted training. Ten tablets were deployed for mobile access to safety tools, incident reports, and work order submission.

The department investigated 59 incidents, bringing the year-to-date total to 138. Each incident is handled in accordance with RCSC Bylaws to ensure alignment with board-approved policies. We also updated internal reporting forms, participated in various internal and operational policy reviews, and worked with IT for improved tablet functionality. These efforts contribute to a safer environment for members and employees while enhancing efficiency and response across RCSC operations.

INCIDENT REPORTS - March: 59 Year-to-date: 138

CUSTOMER ENGAGEMENT - March: 11 Year-to-date: 28

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	1	8	1	9	1	20
Fairway Recreation Center	1	8	1	7	1	18
Lakeview Recreation Center	1	2	2	5	3	13
Marinette Recreation Center		13	1	2	1	17
Sundial Recreation Center	2	8		7		17
Sunbowl Property incl Softball		4	2	2		8
Oakmont Recreation Center	1	3	1	12	6	23
Lakes E/W Golf Course	1			1		2
South Golf Course		1	1			2
Riverview Golf Course				2		2
Willow Golf Course	2	2		1	1	6
Other	1	3	2	3	1	10
TOTALS	10	52	11	51	14	138

Human Resources:

In the month of March, HR opened 14 positions and filled 9 open positions. Year-to-date, HR has opened 31 positions and filled 26 open positions. The average time to fill an open position in March was 14 days.

Information Technology:

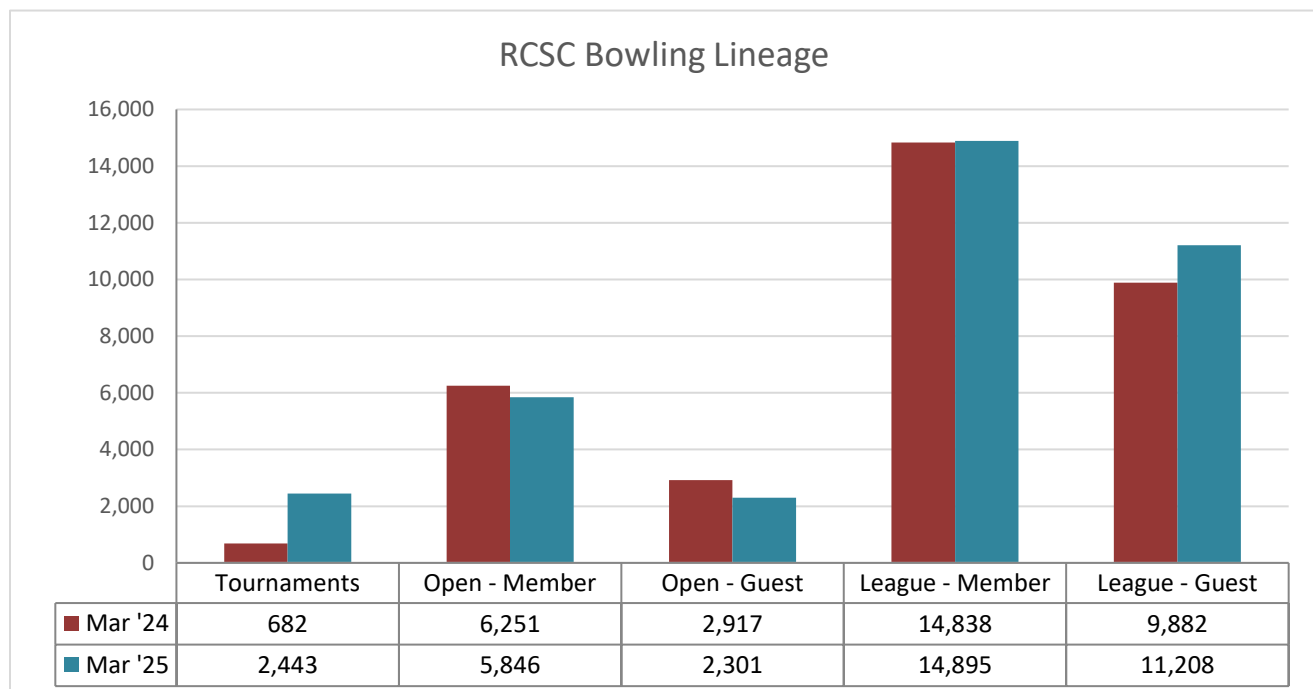
In March, the Information Technology team received 116 new service requests, and closed 119 requests by month end, leaving 3 tickets remaining open. Year-to-date, IT has opened 334 service requests and closed 334. On average, IT closed service requests in less than one day in March.

In March, IT worked with Cox to complete the fiber installation to the last of 14 planned locations at RCSC. IT's next goal is to upgrade all 14 locations from 300/300 MB to 1GB bandwidth fiber connections. IT installed a new Cisco Access Point, Rally Bar and console, and removed all unnecessary connections and devices to improve overall connectivity and A/V quality in the Lakeview Boardroom. IT also built a new virtual server that will run the TEG Play Database. This will allow RCSC staff to safely test the new TEG portal that will enable single sign-on in the new RCSC Website. Finally, IT is currently working with Safety to connect TEG and Avigilon for a more seamless integration for the access control systems being implemented at RCSC facilities.

NON-GOLF:

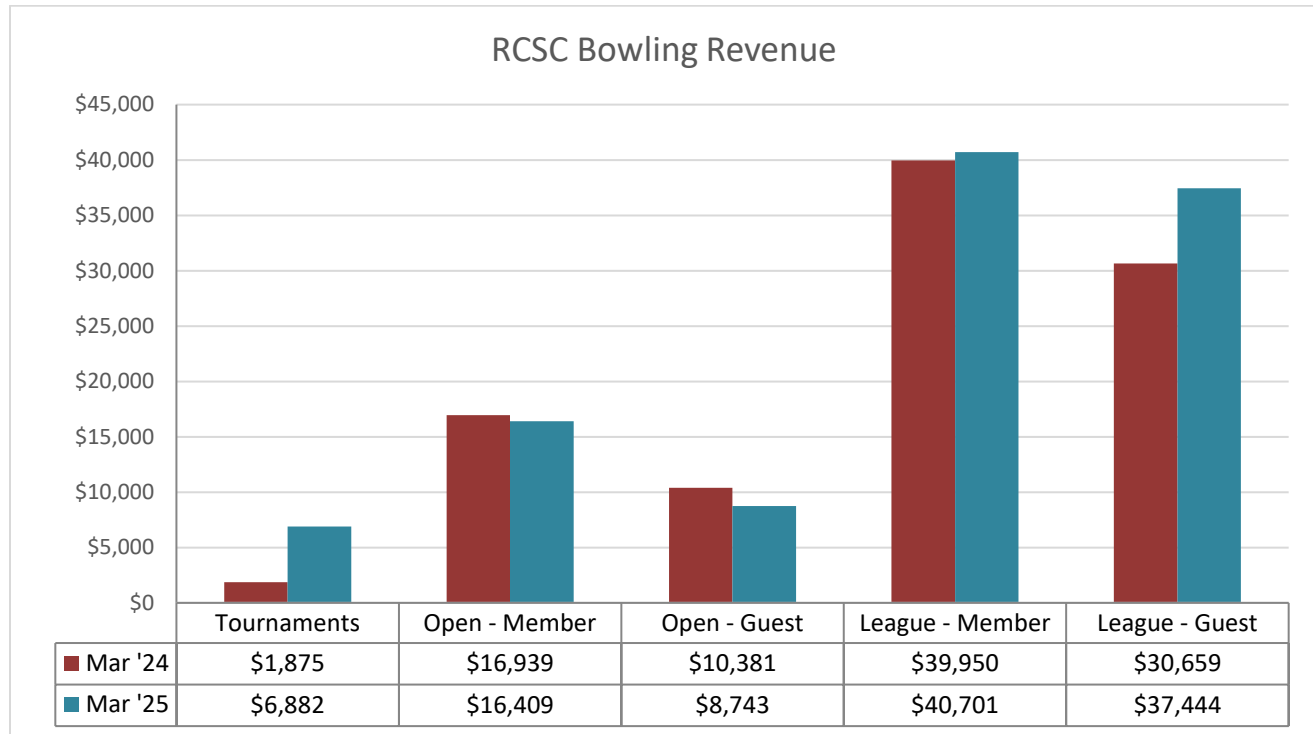
Bowling:

In March of 2025, Bowling lineage totaled 37,326, compared to 35,451 in March of 2024, an increase of 5%. Year-to-date lineage through March 2025 totaled 104,576 lines, compared to 103,662 through March 2024, a 1% increase.



RCSC Management Report: April 24, 2025

Bowling Revenue in March 2025 totaled \$110,179 which was a 10% increase over the March 2024 revenue of \$99,804. Year-to-date, 2025 Bowling revenue is \$317,768, or 8% greater than the total revenue through March of 2024.



ACTIVITIES/EVENTS/RESERVATIONS

Activities:

Planning for the 2026 Winter Ticketed Concert Series at Sundial is underway, with a revised floor plan currently in development. At the Sun Bowl, testing continues on new food truck logistics to improve traffic flow and accessibility, relationships with both a parent food truck company and independent vendors are being renewed to offer more variety in the future.

The Veterans Memorial Concert, originally planned for Sun Bowl, was moved to Sundial. Enhancements were made to Easter events based on last year's feedback, including a successful Easter Egg Stuffing Event that prepared thousands of eggs for the annual hunt at Sun Bowl.

Efforts to improve volunteer coordination before shows remain a priority to streamline processes and resolve issues efficiently. Demand remains high, with ongoing management of numerous calls and walk-ins. Additionally, five new library events were processed. Lastly, collaboration with SCHOA is in progress to launch a New Resident Orientation Event to support community outreach and engagement.

Media Studio/AV:

A 48-hour time lapse video concept showcasing the transformation of the Sundial floor space was presented to the A/V team. This video will be incorporated into the preshow experience at indoor events, offering members a behind-the-scenes glimpse of event preparations.

Four Sun Bowl shows and the last three ticketed Sundial shows were recorded with video renderings. In addition, a board meeting, the special triARC session on 3/28, and the COC meeting on 3/25 were recorded and uploaded to YouTube.

Support was provided for both the rehearsal and performance of the Women's Chorus. Zoom audio recording from the mixer was also introduced for Sun Bowl shows.

Two 50" promotional display TVs were replaced due to failures — one was defective out of the box and had to be returned and reordered. FFE reports were submitted for all replacements. A failed TV at Marinette Fitness was also replaced, and the promotional video TV in the Marinette lobby was reset.

Work continues on creating protocols for third-party recordings of Sun Bowl shows, as well as for distributing club promotional content.

Portable, battery-operated PA systems were provided for the last two golf clinics and the Bell Swim Club. Between three and four portable video projector setups were also supported at Talisman. Additionally, we assisted the Spanish Club with connecting AV from their tablet, and preparations are in progress for the Ukulele Club's performance for the Players at Mountain View.

CLUBS:

Clubs are submitting their April club member attendance sheets, which are due by April 10, 2025.

The 2025 club budget request forms have been received, and a reminder was sent to those clubs that have not yet submitted their forms. The budget spreadsheet has been completed.

For clubs that missed the training session on filing the 990-N Postcard, the office is now offering individual appointments. Additionally, a PowerPoint, with step-by-step filing instructions, is available under the Clubs tab on the website. All clubs must file by May 15, 2025.

The Hospitality Club has announced that it is de-chartering. As a card game club, its members will be joining the Fun City Card Club.

RCSC Management Report: April 24, 2025

Club inventories are being submitted and continue to be processed. These are also due by May 15, 2025.

Processing is ongoing for 2026 RCSC corporate and activity reservations. Once those are finalized, reservations for golf tournaments and club-sanctioned events will begin.

Centers:

USAGE BY CENTER	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>TOTAL</u>
BELL	24,123	29,050	31,612	84,785
FAIRWAY	17,437	18,414	19,888	55,739
LAKEVIEW	10,192	14,288	15,052	39,532
MOUNTAIN VIEW	4,943	6,722	6,954	18,619
MARINETTE	17,245	16,976	19,486	53,707
OAKMONT	3,792	4,186	4,649	12,627
SUNDIAL	10,268	9,155	9,725	29,148
TOTAL CENTER USAGE	88,000	98,791	107,366	294,157

USAGE SUMMARY BY ACTIVITY	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>TOTAL</u>
BASKETBALL	80	48	78	206
BILLIARDS	2,533	2,552	2,838	7,923
BOATS, PEDAL & ROW	444	698	974	2,116
BOCCE (open)	126	268	121	515
DARTS	783	640	927	2,350
FISHING	498	349	237	1,084
FITNESS	33,984	31,281	33,037	98,302
WHISPERBALL/RACQUETBALL	286	288	250	824
HORSESHOES	114	114	73	301

MINI GOLF	4,840	6,546	7,767	19,153
PICKLEBALL	10,863	10,308	10,915	32,086
POOLS, SWIMMING	9,777	14,031	17,482	41,290
POOLS, WALKING	2,352	7,288	7,869	17,509
POOLS, WARM WATER	1,532	1,406	1,427	4,365
SHUFFLEBOARD (open)	828	826	1,004	2,658
SPA, INDOOR	2,653	2,468	2,371	7,492
SPA, OUTDOOR	4,662	6,790	6,605	18,057
TABLE TENNIS	931	904	914	2,749
TENNIS COURTS	1,128	1,123	1,206	3,457
WALKING, INDOOR	4,835	4,034	4,549	13,418
WALKING, OUTDOOR	4,751	6,829	6,722	18,302
TOTAL CENTER USAGE	88,000	98,791	107,366	294,157

Communications:

The Communications Coordinator attended the triARC special session and the monthly Board Meeting, gaining valuable insights into current initiatives and updates. A tour of the newly upgraded Oakmont Fitness Center was completed, and photos were taken for a feature article that ran in the April Update. Planning for the new website is ongoing, with weekly meetings and development discussions continuing.

To support work on the *Sun City Update* publication, two InDesign training sessions were completed. A visit to the Sun City Museum was made to gather inspiration for a future historical feature article series. Training on the Concur system for invoice processing and approval was also completed. Work is ongoing to update the Communications Coordinator Training Manual. Additionally, the Coordinator attended the Clubs at Bell Spring Fling event and captured photos for future use.

Welcome Center:

The Welcome Center saw 573 visitors during the month of March. The most common reasons for visiting included picking up club brochures, collecting the *Independent* newspaper, getting maps of Sun City, and asking for directions to various locations.

Among the visitors, 22 were new members interested in learning about the activities available in Sun City.

Four visitors completed surveys. They were drawn to Sun City by its lifestyle, location, and weather. Their top interests included cards, golf, sunbathing, and swimming. Most planned to live in the area part-time, and all were retired with no plans to return to work.

Two *Sun City Experience* tours were held in March, with a total of four attendees.

The Welcome Center also handled 36 phone calls: 21 from current residents, 12 from non-residents, and 3 from realtors.

FACILITIES:

Projects:

Recently Completed

Grand Recreation Center

- Perimeter security fencing at Grand was completed at the beginning of March at a cost of \$87,606. Contractor: Fairlane Fence

Lakeview Recreation Center

- The new patio adjacent to the mini golf course, along with the painted mini golf monitor building and the mini golf course itself, was completed on March 28th at a total cost of \$39,420. Contractors: Exquisite Painting & Legarda

Lakeview Lanes

- We added five new HVAC units to the bowling alley on March 31st. The total cost was \$28,060. Contractor: Alpha & Omega

Marinette Recreation Center

- We added two new HVAC units to the North side of Marinette on March 25th. The total cost was \$13,288. Contractor: Tolin

Bell Recreation Center

- The North wall near the library was painted to revitalize the center. This project was completed the week of March 5th for a cost of \$10,536. Contractor: Gastor

Sundial Recreation Center

- We have installed two new HVAC units to this recreation center during March. This cost was about \$23,000. Contractor: Six Star AC

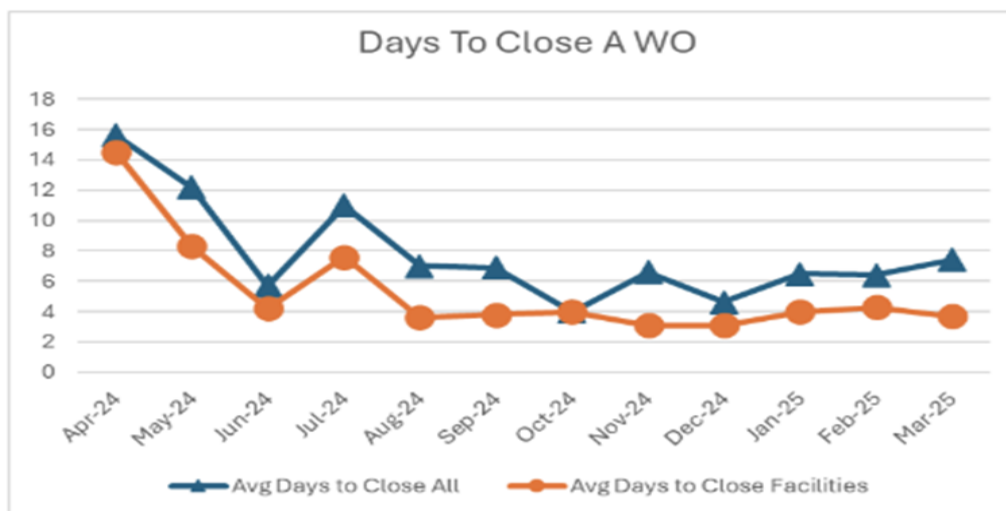
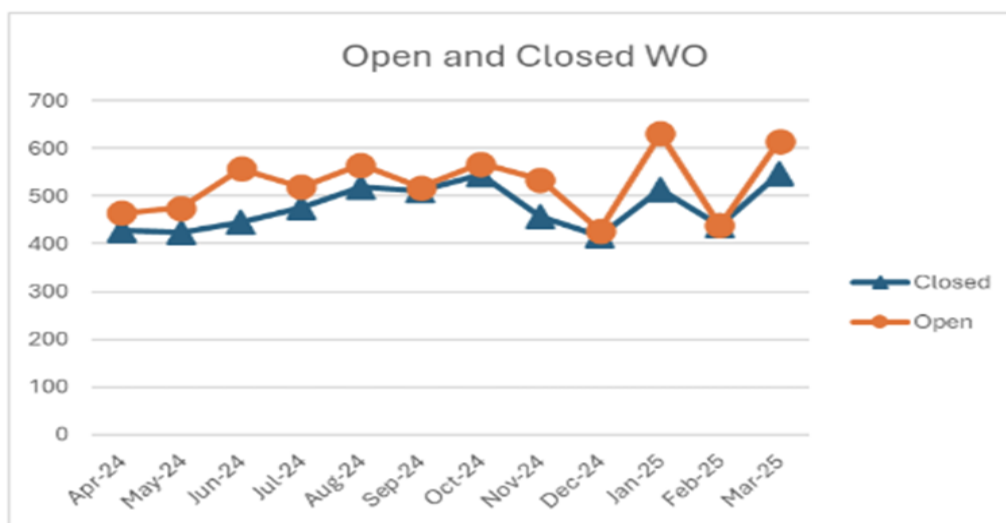
North Pro Shop

- A brand-new North golf monument sign was added to the property in March. This was completed for \$21,400. Contractor: Tag Team Signs

WORK ORDERS (Skilled Trades, Repair and Maintenance):

The Facilities Department opened 616 new work orders in March and completed 547 work orders during the same month. The average time to close a work order in March 2025 was 7.4 days. We started April with 129 open work orders.

Total Facilities Work Order Closed Year-to-date is 1,501.



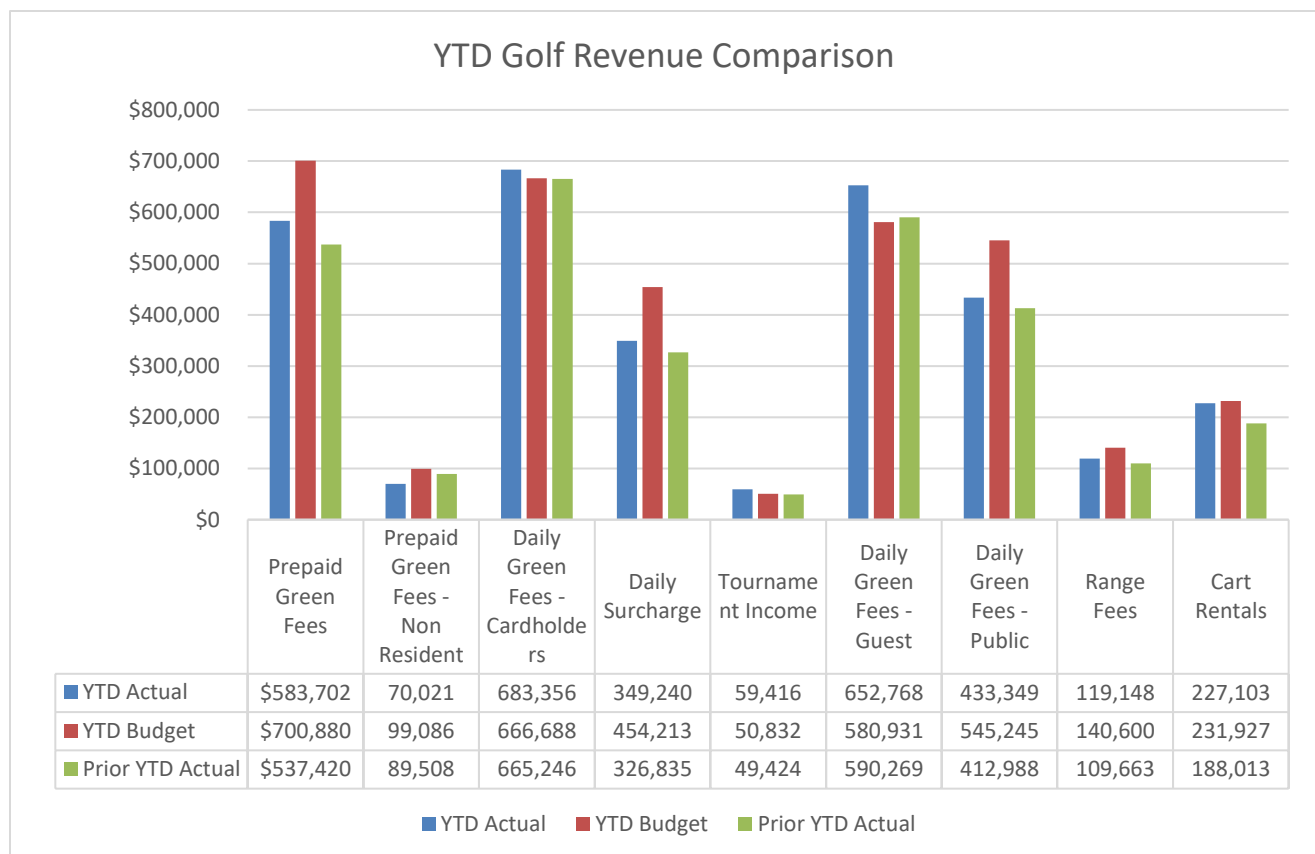
LAWN BOWL AND GROUNDS:

Current Greens Pace and Moisture Readings as of: **Tuesday, April 15, 2025**

SITE	SPEED	MOISTURE
BELL NORTH	13.0	8.0
BELL SOUTH	13.5	10.0
LAKEVIEW WEST	12.0	10.2
LAKEVIEW EAST	13.9	11.5
OAKMONT	12.6	12.2
MOUNTAIN VIEW	13.5	6.8

GOLF:

Pro-Shops:



- **Total Income is \$3.25M, which is:**
 - **\$299K under budget** (budget was \$3.54M)
 - **\$205K higher than last year** (last YTD was \$3.04M)
- **Strong performers compared to last year:**
 - **Prepaid Green Fees: Up \$46K**

- **Daily Green Fees - Guest:** Up \$62.5K
- **Cart Rentals:** Up nearly \$39K
- **Range Fees:** Up about \$9.5K
- **Lagging categories:**
 - **Prepaid Green Fees - Budget shortfall of \$117K**
 - **Daily Surcharge - \$105K below budget**
 - **Public Green Fees - \$112K below budget**
 - **Merchandise (All categories) - Under budget across the board**

Expenses

- **Total Cost of Goods - Golf:** \$74.5K — **under budget** by \$18.4K but slightly up from last year
- **Operating Expenses:**
 - **Wages & Benefits:** \$123K below budget, but up vs. prior year
 - **Repairs & Maintenance:** Well under budget by \$95K
 - **Utilities:** Over budget by \$22.5K and \$30K higher than last year
 - **General Operating:** \$59K under budget

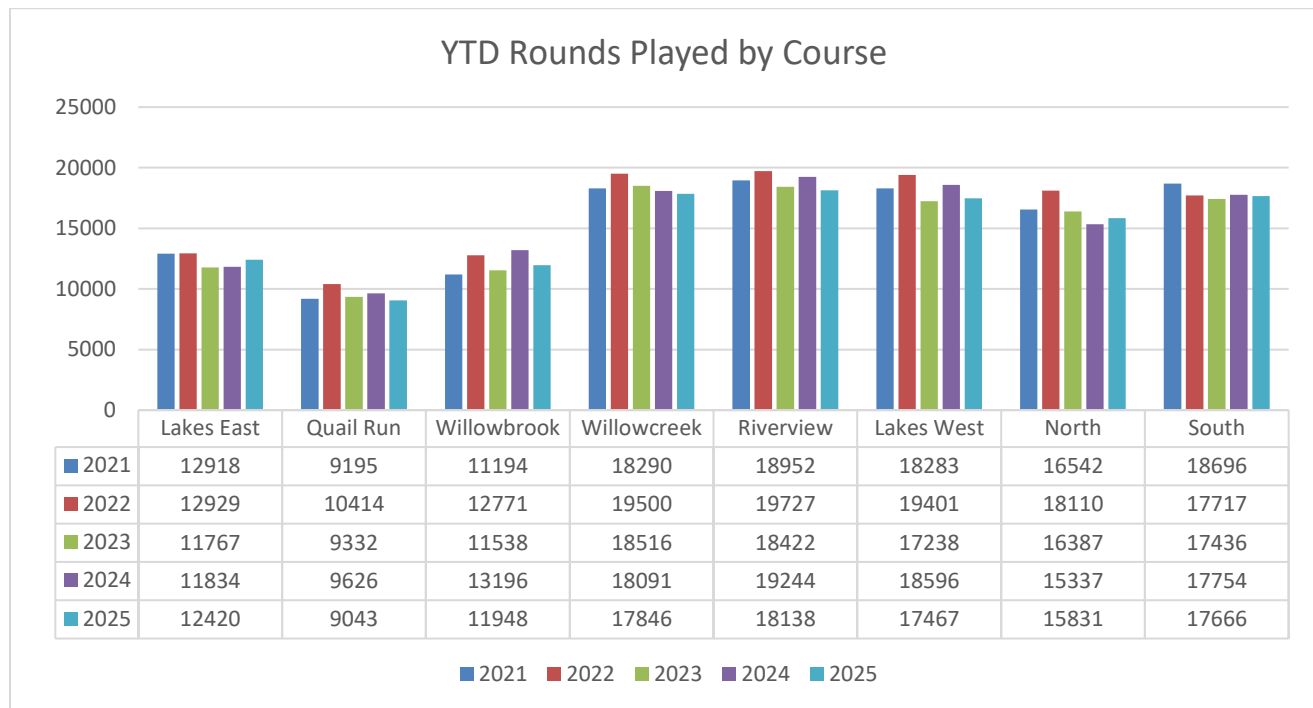
Bottom Line

- **Net Operating Excess:** \$1.36M
 - **\$50K below budget**
 - **Up \$133K from last year**

Superintendent Report (Chuck Hyppa):

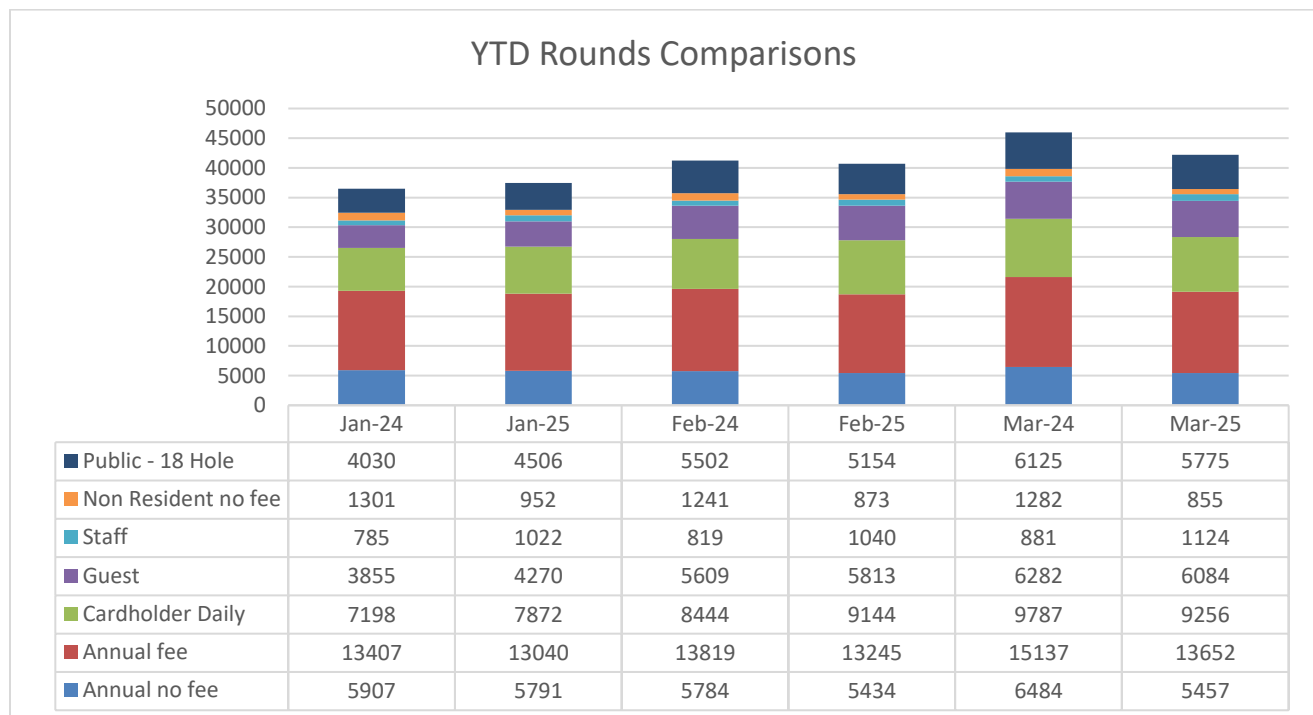
As the weather begins to warm up, we are seeing a great amount of Bermuda grass showing itself. The courses have made their first Herbicide application to the overseeded turf to slowly help eradicate the Rye. This process is slow moving but essentially paralyzes the Rye and this allows the Bermuda a chance to wake up and begin moving by taking up water and nutrients and having less competition. We have also begun light topdressing our putting surfaces. This not only helps dilute the thatch layer, it will increase our quality of ball roll and encourage the Bermuda to fill in nicely. Our courses have also been Aerating our heavy compacted areas followed up with fertilizing these areas in hopes to gain some early momentum in our recovery. We look forward to a great summer! We appreciate your continued support.

Landscapes Unlimited began formal work on the Quail Run renovation beginning April 7 and Pacific Aquascapes expects work to be completed on the lake by April 21, at which point it will begin refilling. Turf has been removed from the 3rd and 4th greens; existing irrigation heads and valve boxes have been removed on holes 1 through 4. Drain lines around the lake will be completed by Landscapes by April 10 and bury pits have been dug on holes 1 and 4. Turf removal through tilling has begun on hole 1.



Summary:

- **Courses with Growth:** Lakes East and North show an increase in 2025, with Lakes East leading the gains.
- **Declining Courses:** Willowbrook, Riverview, and Lakes West show significant declines, with Willowbrook experiencing the largest drop.
- **Stable Performers:** South remained a steady performer, indicating consistent popularity or satisfaction among players.

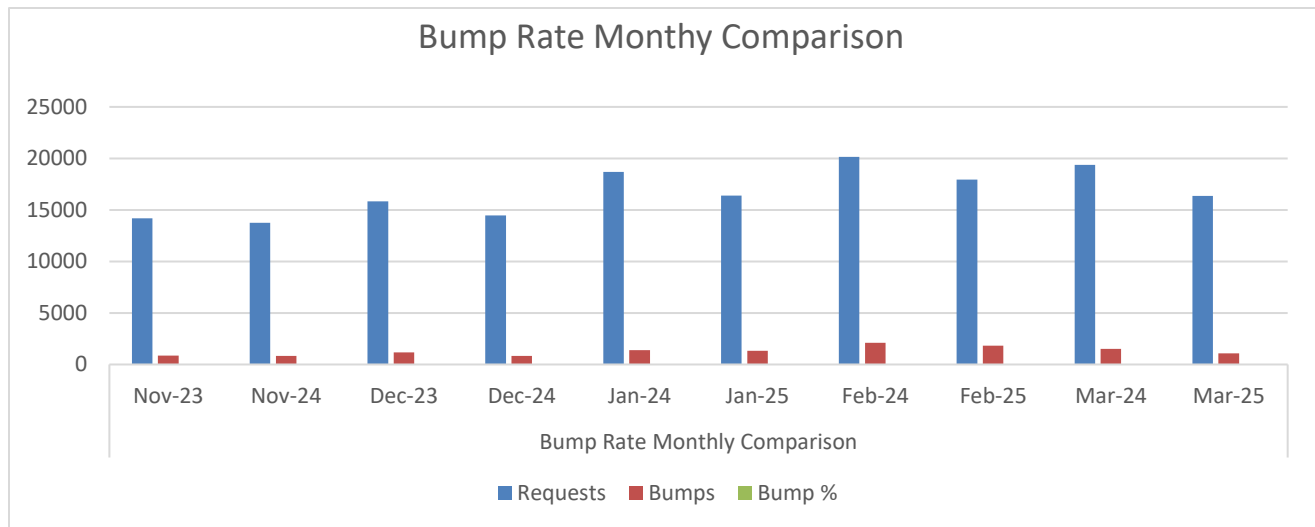


RCSC Management Report: April 24, 2025

- 13.86% of total rounds played by Resident Yearly passholders, down from 14.70% last year
- 33.18% of total rounds played by Resident Surcharge passholders, down from 34.25% last year
- 21.83% of total rounds played by Resident Cardholders, up from 20.56% last year
- 2.23% of total rounds played by Non-Resident Yearly passholders, down from 3.09% last year
- 12.82% of total rounds played by Public Golfers, up from 12.66% last year
- 13.43% of total rounds played by Guests, up from 12.73% last year
- 2.65% of total rounds played by Staff, up from 2.01% last year

Summary

In **March 2025**, the total number of requests decreased to **16,353**, down from **19,367** in **March 2024**. Similarly, the number of bumps also dropped from **1,499** in **February 2024** to **1,068** in **February 2025**. The overall **bump rate** dropped from **7.44%** in **March 2024** to **6.53%** in **March 2025**.



Snack Shops (Lindsey Armentrout – Snack Shops Manager):

On Saturday, March 22, the Lakes Snack team proudly provided lunch for 123 participants at the Ladies 18-Holers’ “Fun Day” event. The menu featured 57 chef salads and 66 croissant sandwiches, both of which received highly positive feedback, especially the salads.

On April 11, the team introduced a new offering: our first Taco Bar, prepared for 85 guests at the Ladies’ Octogenarian Tournament at Sundial. The following evening, we served another Taco Bar for 56 players attending the Moonlight Madness event at Lakes East. Dinner was served in Talisman Hall just before the group’s nine-hole round played under the stars.

RCSC Management Report: April 24, 2025

These events provided valuable insights into portioning, preparation, and timing, and we're confident that future Taco Bar offerings will be even more efficient and cost-effective. We extend our thanks to the South Snack Shop for lending equipment, and to our outstanding team for their flexibility, teamwork, and commitment. Guests complimented the flavor, variety, and presentation of the meals.

Interest in utilizing the Snack Shops for future golf events continues to grow. With each new experience, our team is becoming more self-sufficient, enhancing our overall value to RCSC.

Looking ahead to the summer season, we're pleased to report positive developments in staffing. Team members are stepping into new roles with enthusiasm and a shared dedication to serving the community.

While we appreciate the vibrancy our seasonal residents bring, we're equally grateful for our year-round community members. Please note that beginning in May, our operating hours will shift to a 3:00 p.m. closing time, and in June, to 1:00 p.m. However, we remain flexible and happy to extend hours if demand warrants – communication is key. We invite you to stop by and let us know how we can continue to serve you!

