

### FINANCE:

#### **Financials:**

RCSC ended the month of April with a Net Operating Excess of \$534,896 which was \$9,601 favorable to budget. The Facilities division Net Operating Deficit was (\$151,559) and \$10,685 favorable to budget due to Wages and Benefits being \$14,562 under budget. The Finance division Net Operating Deficit was (\$238,882) and \$124,560 favorable to budget due to Wages & Benefits being under budget by \$20,265, and both Software Maintenance Fees and Audit Fees under budget by \$56,518 and \$30,000 respectively due to timing. The Operations division Net Operating Excess was \$684,548 and \$5,036 favorable to Budget due to Wages & Benefits \$16,119 under budget. Golf generated a Net Operating Excess of \$240,791, but this Excess was below budget by (\$130,678). Golf Income was below Budget by (\$166,139), and this unfavorable variance was partially offset by Wages & Benefits under budget by \$21,782.

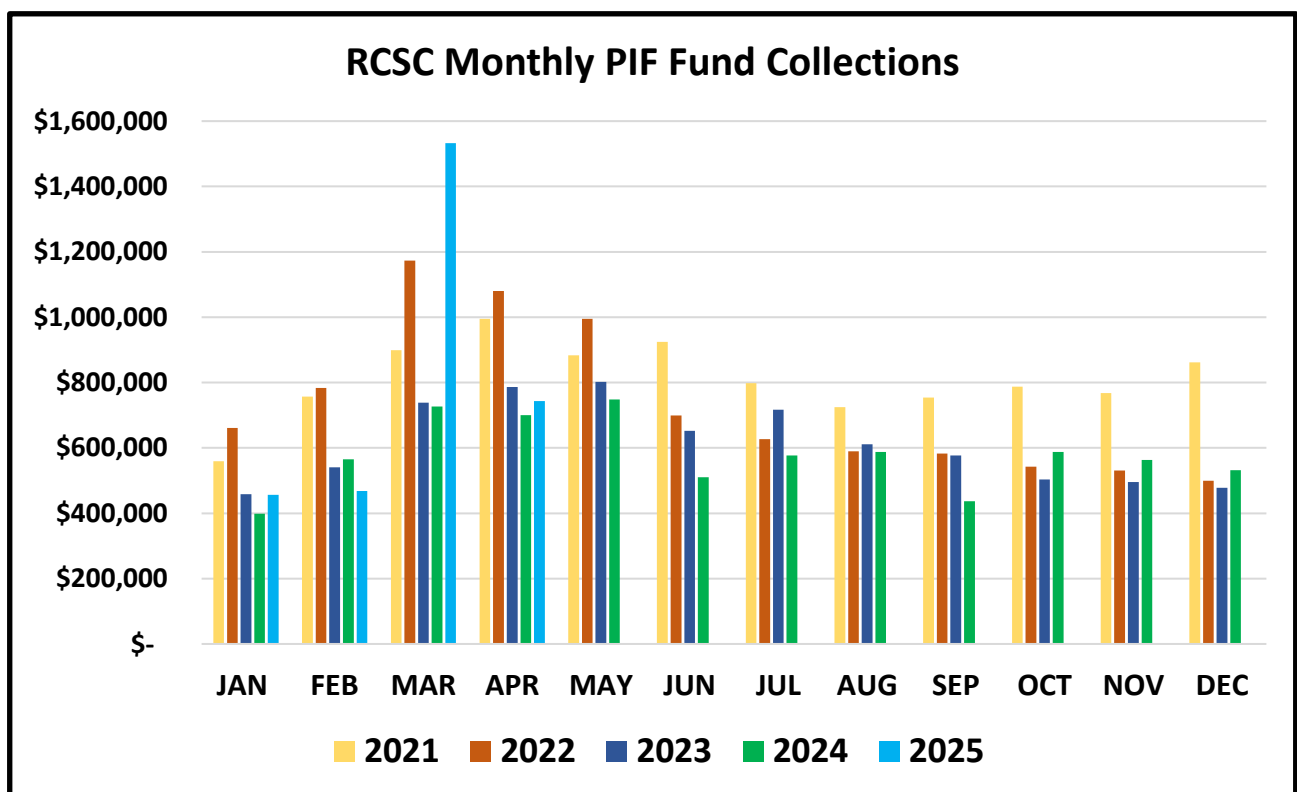
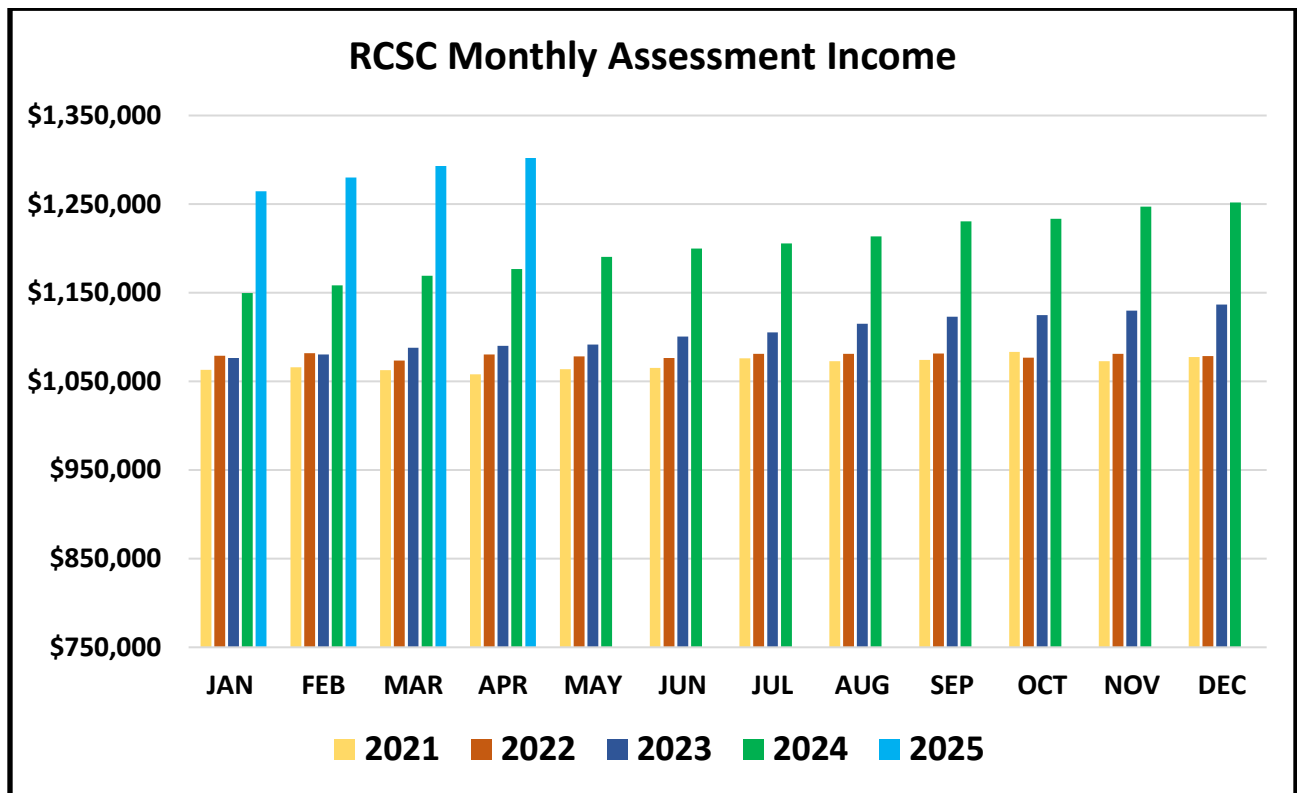
Year to Date, Net Excess from Operations was \$3,111,969 and higher than budget by \$403,088. All divisions at RCSC were favorable to Budget in Net Operations year to date except for Golf, which was (\$177,066) unfavorable to budget due to Income being under budget by (\$501,141). Total Income for RCSC was \$11,075,406 and less than budget by (\$593,739) due to Assessment income below budget by (\$242,146) and Golf Pass income (\$197,026) below budget. This unfavorable variance in Income was more than offset by total Operating Expenses being \$906,694 under Budget, due to Wages & Benefits \$443,618 under budget, Equipment under budget by \$92,354, and Building Repair Services \$89,172 under budget. YTD PIF collections were \$3.2 million and higher than budget by \$1.2 million. CIF collections were \$1,365,228 and higher than budget by \$865,228.

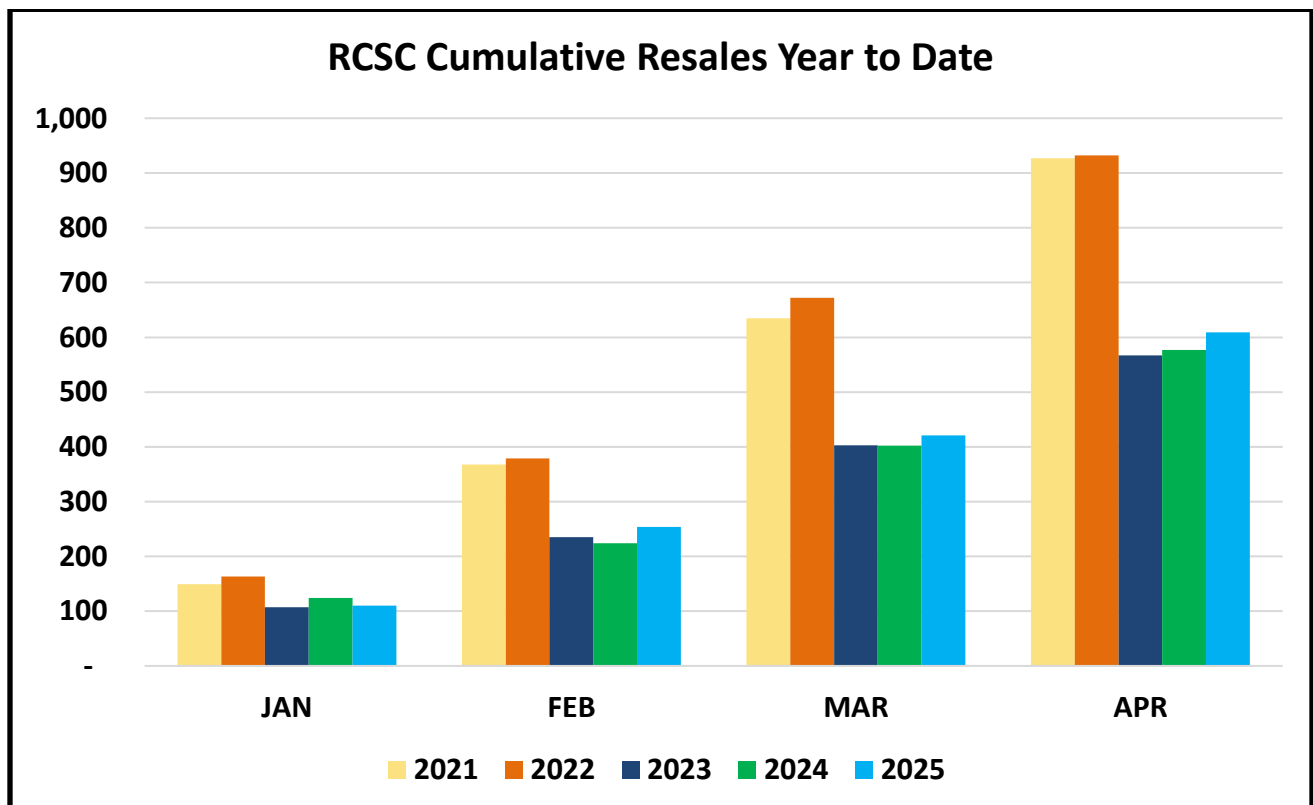
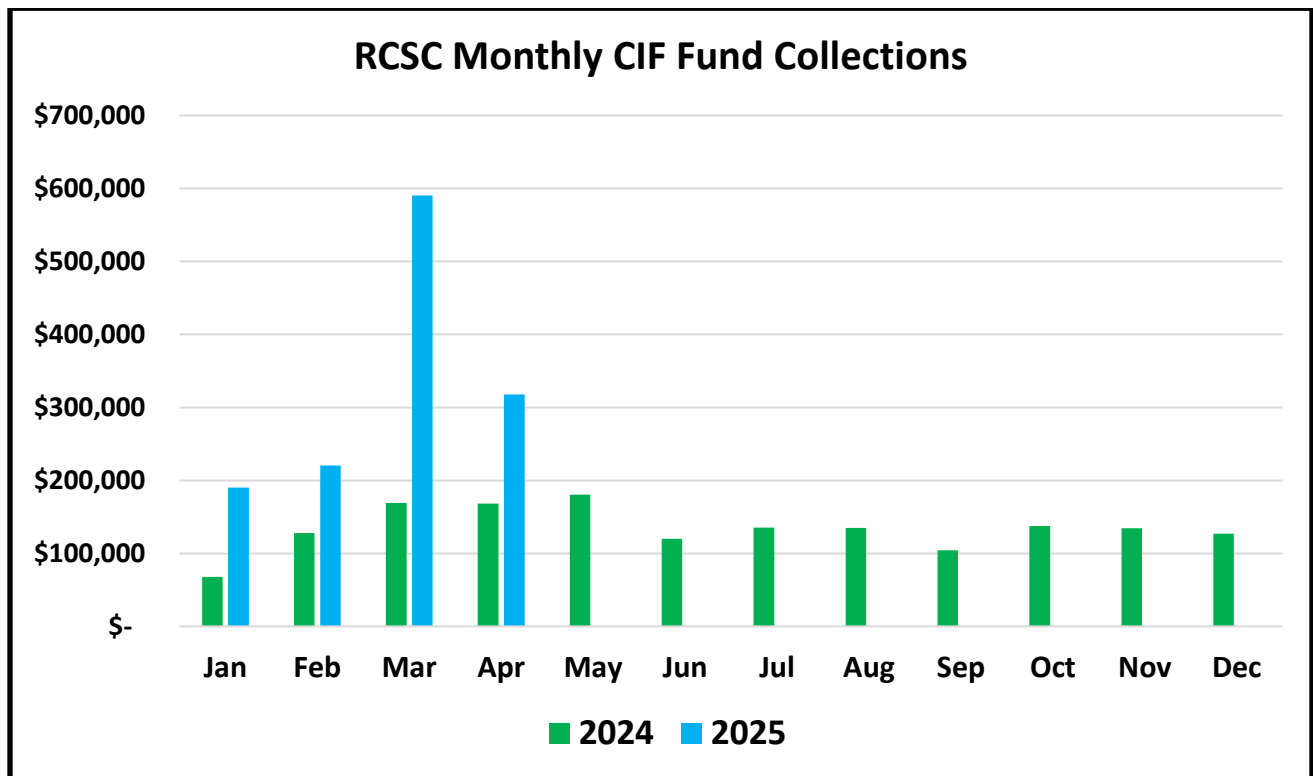
#### **Cardholder Services:**

Payments on past due assessments in April were 15.0% of past due balances. Overall accounts receivable increased in the month by 6.2% and are up 14.8% from the end of 2024. Overall accounts receivable for past due balances increased in April by 16.4%. March assessments went 30 days past due at a rate of 8.7% and February assessments went 60 days past due at a rate of 8.4%.

Payments from third-party collection firms totaled \$17,092 in April and totaled \$84,175 year to date. Payments made through the online Web Portal totaled \$368,536 from 603 property owners in April. Year to date Web Portal payments totaled \$1,289,186 from 2,106 property owners.

In April, property transfer balances increased by 9.3%. Outstanding balances related to property transfers represent 56% of all receivables and 56% of past due balances. April trustee sale notices on Sun City AZ properties increased by six to 40, and properties owned by lending institutions remained at zero.





## RCSC Management Report: May 29, 2025

### Safety & Compliance:

In April, Safety & Compliance replaced twenty-five AEDs that were installed in 2015 with modern AVIVE units. These devices offer voice-guided prompts and self-monitoring capabilities to ensure they are fully functional when needed. Safety is working with Facilities to improve AED signage and create clear facility maps showing AED locations for easier access during emergencies. A brief video on how to use both AVIVE and Zoll AEDs is being finalized. It will be uploaded into SafetyPlusWeb for employees and will be shared with members through appropriate channels once delivery options are confirmed.

To enhance response in the field, Safety distributed mobile first aid kits for use in RCSC utility carts and vehicles assigned to golf, trades, and other departments. This supports quicker access to basic supplies when responding to incidents away from main buildings. Existing first aid kits remain in place at staffed facilities. Safety also provided staff with mobile devices to provide easy access to safety training and online submission of STOP for Safety observations, incident reports, and work orders.

The department investigated 64 incidents, bringing the year-to-date total to 202. Each incident is handled in accordance with RCSC Bylaws to ensure alignment with board-approved policies. These efforts contribute to a safer environment for members and employees while enhancing efficiency and response across RCSC operations.

INCIDENT REPORTS – April: 64 Year to date: 202

CUSTOMER ENGAGEMENT – April: 12 Year to date: 40

### 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	9	1	15	1	27
Fairway Recreation Center	1	9	1	7	1	19
Lakeview Recreation Center	1	4	2	6	3	16
Marinette Recreation Center		18	6	14	1	39
Sundial Recreation Center	2	11	1	14		28
Sun Bowl Property incl Softball		9	2	2		13
Oakmont Recreation Center	1	4	1	16	6	28
Lakes E/W Golf Course	2			3		5
South Golf Course		1	1			2
Riverview Golf Course				2		2
Willow Golf Course	2	2		3	1	8
Other	3	4	2	5	1	15
TOTALS	13	71	17	87	14	202

## RCSC Management Report: May 29, 2025

### Human Resources:

In the month of April, HR opened 18 positions, and filled 16 open positions, leaving 19 open positions at RCSC. Year to date, HR has opened 49 positions and filled 41 open positions. The average time to fill an open position in April was 21 days.

### Information Technology:

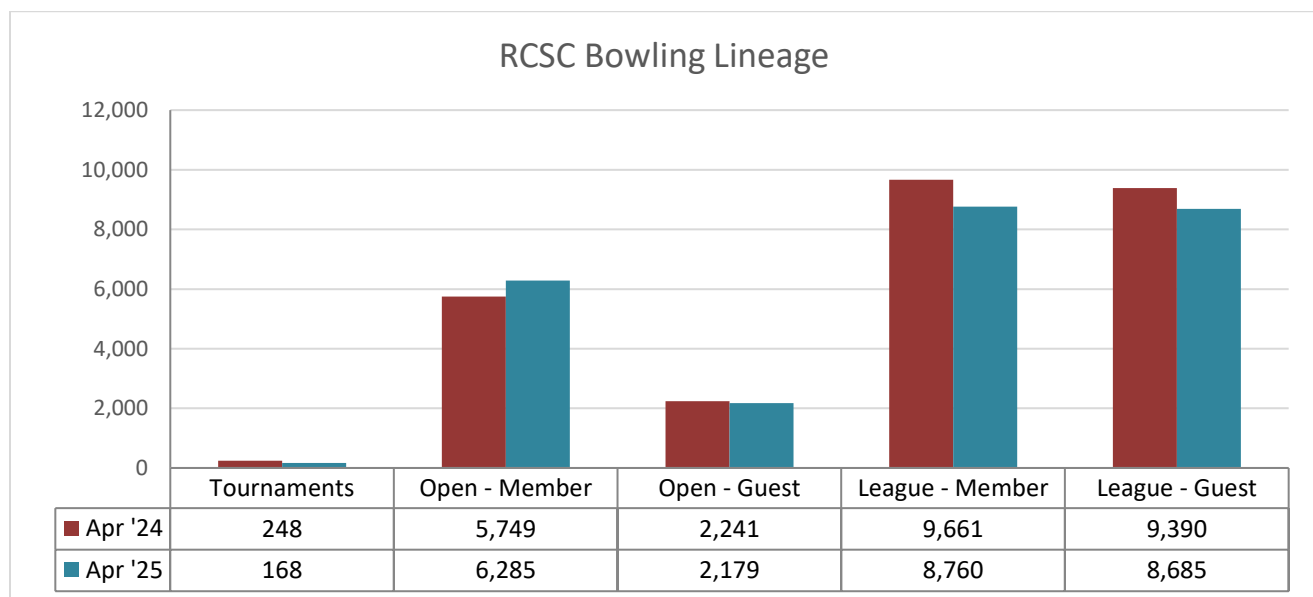
In April, the Information Technology team received 159 new service requests, and closed 154 requests by month end, leaving 8 tickets remaining open. Year to date, IT has opened 493 service requests and closed 488. On average, IT closed service requests in less than one day in April.

In April, IT began a project to upgrade the lower bandwidth Cox fiber connections at 21 RCSC locations to 1 GB fiber connections. This project will also include the swap out of older network infrastructure equipment with Cisco Meraki SD-WANs, Switches and Access Points. At the end of April, eight locations have had fiber connections upgraded to 1 GB speed. Cisco Access Points and Switches **had** been delivered, and new Access Points were installed at Lakeview. Members using Wi-Fi at Lakeview are now experiencing download speeds which are three times faster than previous Wi-Fi speeds.

## OPERATIONS:

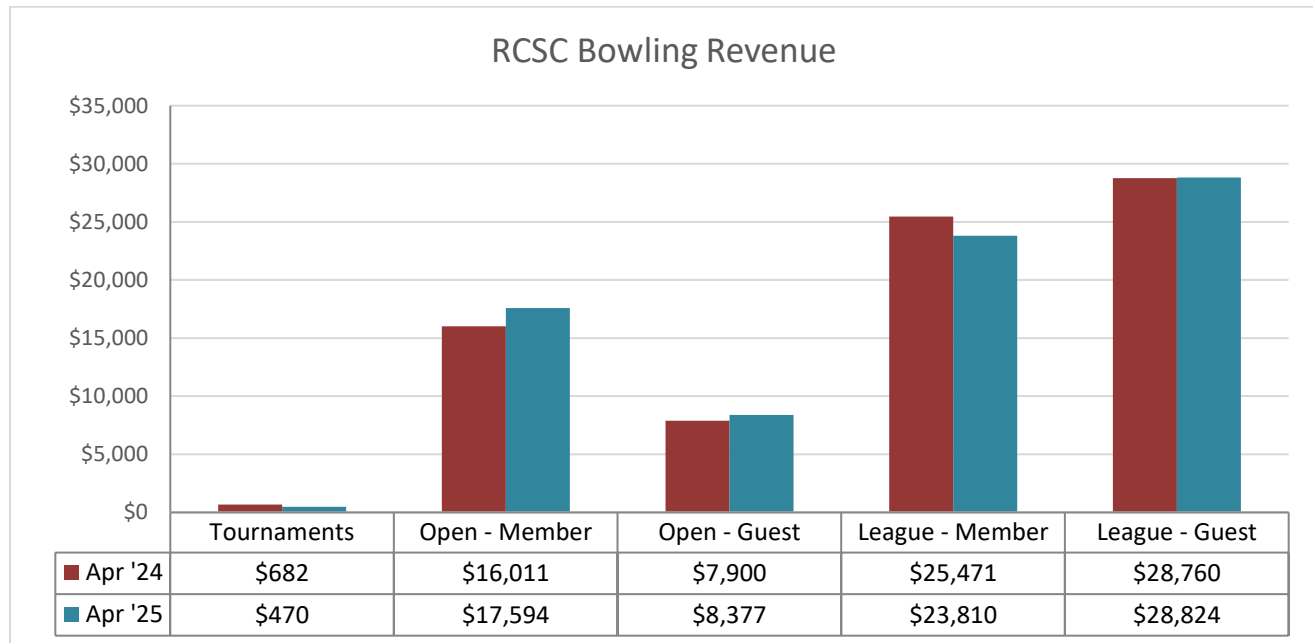
### Bowling:

In April of 2025, Bowling lineage totaled 26,514, compared to 28,232 in April of 2024, a decrease of 6%. Year to date lineage through April 2025 totaled 131,090 lines, compared to 131,894 through April 2024, a 1% decrease. This month's decrease in total games bowled is due to a month to month match up and you will see it match back up with the May results.



## RCSC Management Report: May 29, 2025

Bowling Revenue in April 2025 totaled \$79,076 which was a very small increase over the April 2024 revenue of \$78,823. Year to date, 2025 Bowling revenue is \$396,844, or 7% greater than the total revenue through April of 2024.



### ACTIVITIES/EVENTS/RESERVATIONS

#### Activities:

During the past month, the Activities team accomplished several facility updates and program enhancements. Velvet ropes were successfully installed at the stage staircases. At Sun Bowl, the team began using new clicker counters to enhance crowd tracking. And a new computer monitor was ordered for the lighting board.

Activities collaborated with the Clubs Office to clarify procedures regarding the Independent Contractor Form versus COI Forms for club rentals and entertainment events. Also met with UCC staff and crew to update the Easter Sunrise Service set-up at Sun Bowl and provided those updates to the RCSC crew.

#### Recent Activities and Updates:

- **Volunteer Vests:** Pockets have been sewn into the vests to provide secure storage, helping reduce the risk of losing personal or RCSC items.
- **Summer 2025 Planning:** Floor plans for the anticipated summer setups have been reviewed and updated.
- **Facility Rentals:** The amenities list for rentals has been revised to reflect updated hours, available equipment, and other relevant details.
- **Event Calendar:** Several new pre-approved events have been added to the 2026 calendar.
- **Vendor Management:** Ongoing review of Certificates of Insurance (COIs) and related documentation for office vendors is underway.
- **Staffing:** Joanne is currently training in preparation for her transition to the Activities Department.

### Media Studio/AV:

The Media Studio and A/V team continued producing high-quality visual content and providing technical support across facilities. A new promotional video for Lakeview was written and recorded, and the team continues to update the weekly slideshow for center TVs.

A time-lapse video was completed for pre-show screenings at Sundial. A/V support was provided for various room reservations and club events, including 11 different club-related functions.

Major video productions this month included recordings and YouTube uploads of the Exchange Meeting (4/14), SCHOA Resident Orientation (4/23), and the Board Meeting (4/24), as well as coverage of the Easter Egg Hunt (4/19) and Easter Sunrise Service (4/20).

The team also collaborated with IT to address movie playback at Marinette and assisted with the installation of a new iPad.

### Clubs:

The Clubs' Office is steadily processing April's club member attendance sheets. To date, 90% of the 2026 club schedules have been submitted. A reminder was sent to clubs that have yet to respond, schedules were due by April 30, 2025.

Efforts are underway to make the 2026 dedicated space and sanction event reservations. Club budget requests for the 2026 calendar year have been received and compiled, with the next step being reviewed by the COC.

To support promotional efforts, a new form is being developed to streamline club requests for digital road signs, weekly e-blasts, center display promos, and radio announcements. Club room inventory submissions also continue to be processed.

### Communications:

The Communications Coordinator has been active in outreach and events this month. Photos were taken at the Easter Egg Hunt. New InDesign software skills were utilized for producing the May Update publication. Participated in website planning sessions and continued to implement key updates to the current website. A print plan for RCSC marketing materials was developed, including coordination with local print and graphics companies.

The RCSC Board candidate press release was distributed externally and posted to the website. Media relationship was strengthened by connecting with two representatives of the *Independent* newspaper. Other highlights include participation in the Arts & Crafts Festival Planning meeting.

### Centers:

## RCSC Management Report: May 29, 2025

<b>USAGE BY CENTER</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>TOTAL</b>
BELL	24,123	29,050	31,612	27,633	112,418
FAIRWAY	17,437	18,414	19,888	19,547	75,286
LAKEVIEW	10,192	14,288	15,052	12,301	51,833
MOUNTAIN VIEW	4,943	6,722	6,954	5,083	23,702
MARINETTE	17,245	16,976	19,486	16,316	70,023
OAKMONT	3,792	4,186	4,649	4,454	17,081
SUNDIAL	10,268	9,155	9,725	8,790	37,938
<b>TOTAL CENTER USAGE</b>	<b>88,000</b>	<b>98,791</b>	<b>107,366</b>	<b>94,124</b>	<b>388,281</b>
<b>USAGE SUMMARY BY ACTIVITY</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>TOTAL</b>
BASKETBALL	80	48	78	73	279
BILLIARDS	2,533	2,552	2,838	2,350	10,273
BOATS, PEDAL & ROW	444	698	974	589	2,705
BOCCE (open)	126	268	121	55	570
DARTS	783	640	927	658	3,008
FISHING	498	349	237	209	1,293
FITNESS	33,984	31,281	33,037	30,239	128,541
WHISPERBALL/RACQUETBALL	286	288	250	227	1,051
HORSESHOES	114	114	73	36	337
MINI GOLF	4,840	6,546	7,767	4,441	23,594
PICKLEBALL	10,863	10,308	10,915	7,788	39,874
POOLS, SWIMMING	9,777	14,031	17,482	17,026	58,316
POOLS, WALKING	2,352	7,288	7,869	8,780	26,289
POOLS, WARM WATER	1,532	1,406	1,427	1,478	5,843
SHUFFLEBOARD (open)	828	826	1,004	687	3,345
SPA, INDOOR	2,653	2,468	2,371	2,017	9,509
SPA, OUTDOOR	4,662	6,790	6,605	5,696	23,753
TABLE TENNIS	931	904	914	797	3,546
TENNIS COURTS	1,128	1,123	1,206	978	4,435
WALKING, INDOOR	4,835	4,034	4,549	4,627	18,045
WALKING, OUTDOOR	4,751	6,829	6,722	5,373	23,675
<b>TOTAL CENTER USAGE</b>	<b>88,000</b>	<b>98,791</b>	<b>107,366</b>	<b>94,124</b>	<b>388,281</b>
<b>OTHER USAGE STATISTICS</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>TOTAL</b>
TOTAL POOL (CHILDREN)	141	376	871	535	1,923
MOVIES	601	545	439	400	1,985
SUNDIAL MASSAGE	25	8	8	12	53
BELL MASSAGE	104	113	116	87	420
FAIRWAY MASSAGE	-	23	16	18	57
VISITOR / TOUR	1,625	1,931	2,181	1,146	6,883

Welcome Center:



The Welcome Center had a total of **407 visitors** in April, primarily stopping in to pick up club brochures, get directions, or grab a copy of the *Independent* newspaper. Notably, **29 new members** visited to learn more about the activities available in Sun City. During Bell Center's Spring Fling alone, staff engaged with over **40 individuals**. Additionally, **7 surveys** were completed by prospective residents. Most residents plan to live in Sun City full time and do not intend to work post-move. About half learned about Sun City through the website and were drawn by our clubs and activities. Their top interests included card games, concerts, fitness, cooking, and walking. Lastly, the Welcome Center fielded **61 phone calls: 38 from residents, 19 from non-residents, and 4 from realtors.**

### FACILITIES:

#### Projects:

#### Recently Completed

##### **Bell Recreation Center**

- Installed a water bottle filler at the Lawn Bowl Club, completed on April 8 at a cost of \$5,169. Contractor: Sunland
- Water bottle filler installation at the Zumba Club was wrapped up on April 18, costing \$3,837. Contractor: Sunland
- A total of five HVAC units were installed at Bell this month, costing \$10,904. Contractors: Six Star AC & AZ HVAC Solutions

##### **Lakes E/W Snack Shop**

- One HVAC unit was installed at the Lakes E/W Snack Shop this month, costing \$7,999. Contractor: Six Star AC

##### **Lakeview Lanes**

- Five HVAC units were installed at Lakeview Lanes this month, costing \$65,254. Contractor: Alpha and Omega

##### **Lakeview Recreation Center**

- A new water bottle filler was added at the Lawn Bowl Club, completed on April 1 for \$3,837. Contractor: Sunland
- A total of ten HVAC units were installed at Lakeview this month, costing \$132,851. Contractor: Alpha and Omega

##### **Marinette Recreation Center**

- Water bottle filler installed at the Lawn Bowl Club. The project was finished on April 4, totaling \$3,161. Contractor: Sunland
- Two HVAC units were installed at Marinette this month, costing \$16,986. Contractor: Tolin

##### **Mountain View Recreation Center**

- Pickleball court resurfacing was finalized on April 18, with a total cost of \$23,835. Contractor: Elite Sports

##### **Oakmont Recreation Center**

## RCSC Management Report: May 29, 2025

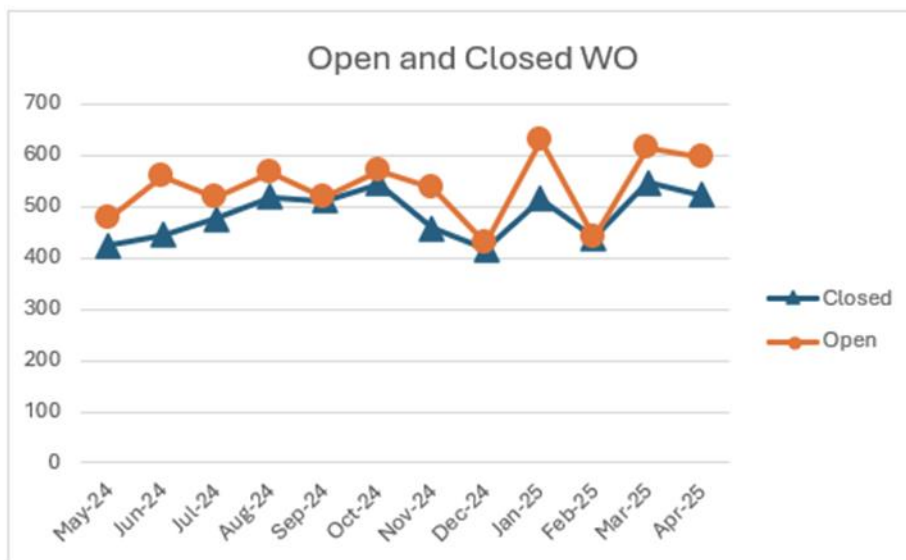
- Three HVAC units were installed at Oakmont this month, costing \$43,290. Contractor: Six Star AC

### Sundial Recreation Center

- Two HVAC units were installed at Sundial this month, costing \$27,495. Contractor: Six Star AC

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

The Facilities Department opened 594 new work orders and completed 523 work orders in the month of April. The average time to complete a work order in April was 6.3. days. In 2025 2,024 work orders have been completed to date.



### LAWN BOWL AND GROUNDS:

SITE	SPEED	MOISTURE
BELL NORTH	12.8	10.7
BELL SOUTH	13.0	9.8
LAKEVIEW WEST	12.0	12.0
LAKEVIEW EAST	12.5	13.2
OAKMONT	12.6	11.7
MOUNTAIN VIEW	13.2	12.0

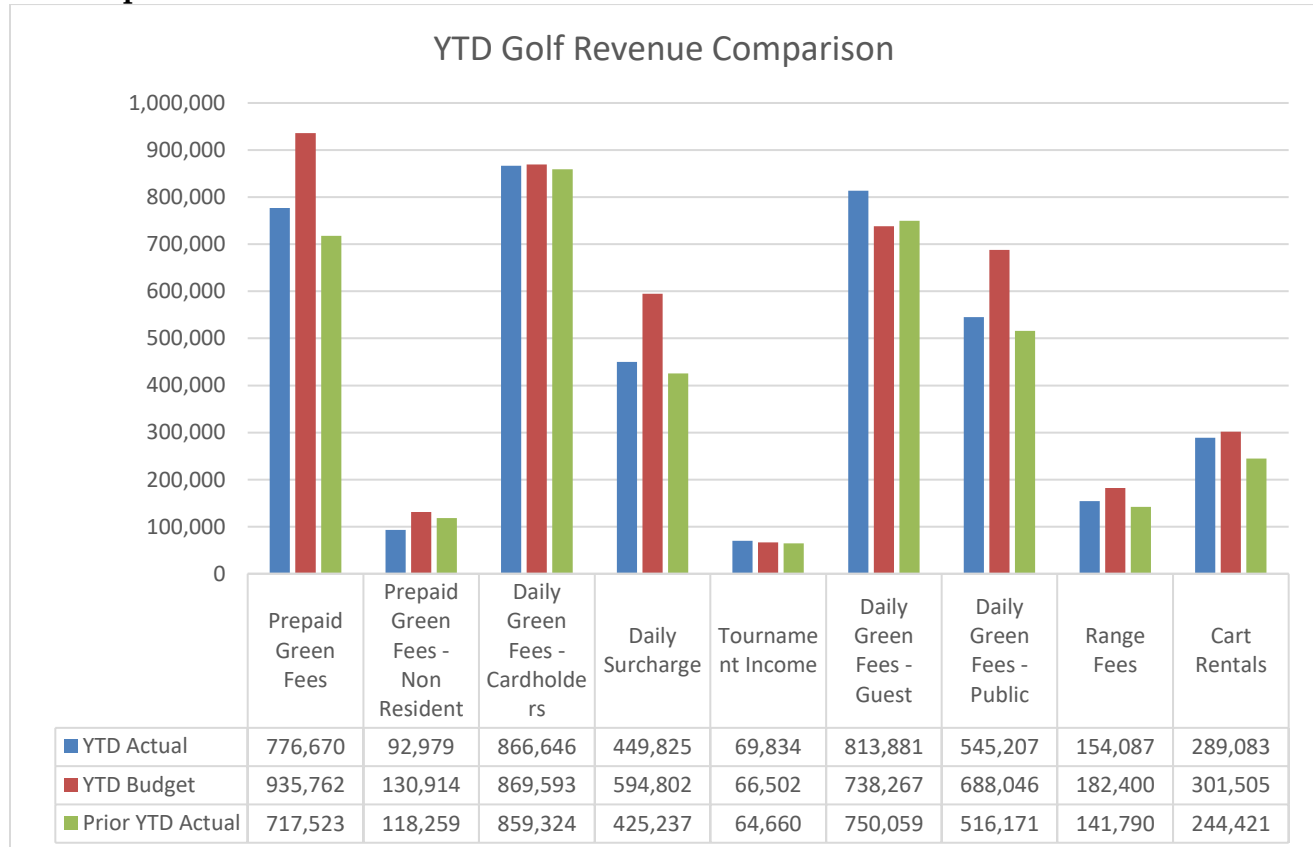
- Mowing three times a week; rolling and cleaning ditches at lawn bowls three times a week. Vacuuming Fairway carpet twice a week.

## Other Grounds Activities:

- Mowing Ballfield twice a week; Grading infield four times a week
- Mowing Lakeview Center once a week
- Cleaning and Mowing Sun Bowl every other week
- Trimming bushes around centers

## GOLF:

### Pro-Shops:



As of year-to-date (YTD), total **actual income** is \$4,155,311. This is **below budget** by approximately \$449,000 but represents an **increase of \$224,658** compared to the prior YTD figure of \$3,930,653.

## RCSC Management Report: May 29, 2025

The **cost of goods sold (COGS)** is \$106,880, which is favorable to the budget by about \$20,000, though slightly higher than last year's COGS of \$102,289.

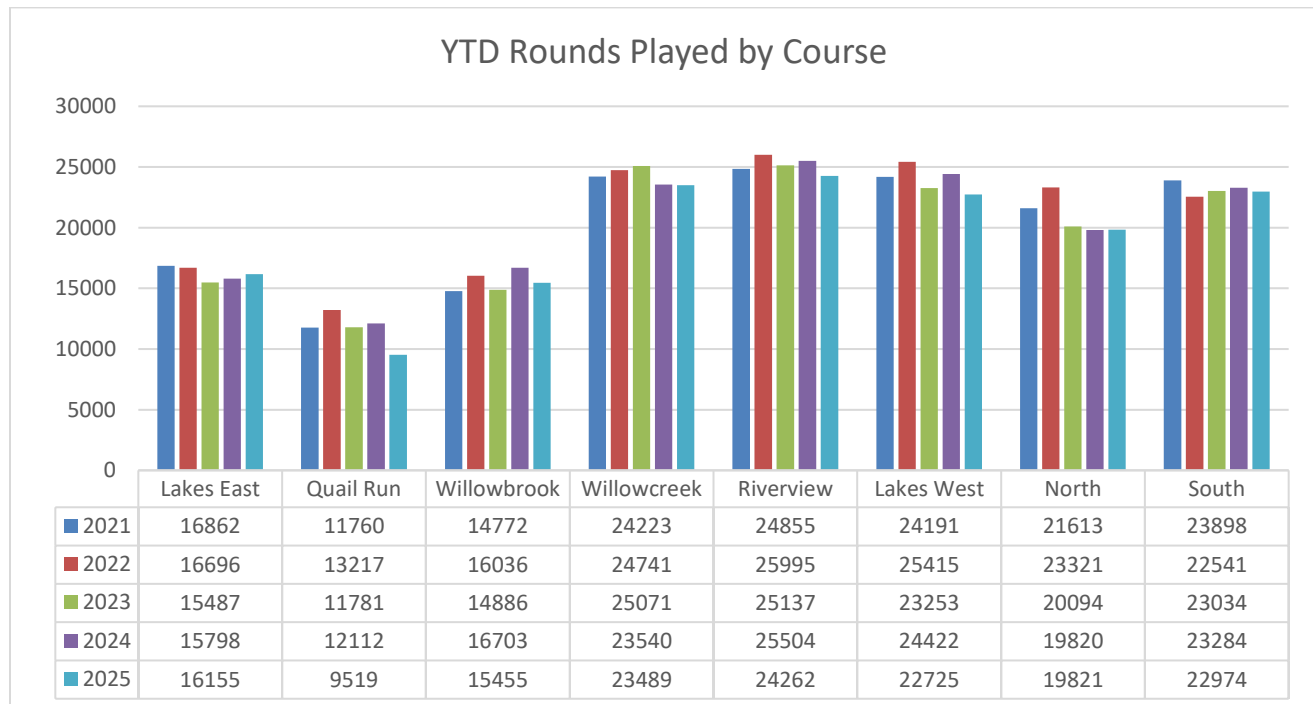
**Gross income** stands at \$4,048,431 – below the budgeted \$4,477,117, but still higher than last year's gross income of \$3,828,364.

Operating expenses total \$2,616,733, which is **well under budget** by around \$235,000 and lower than last year's \$2,713,953.

The resulting **net operating excess** is \$1,732,546, which is **\$186,547 below budget**, but **\$371,607 higher than the same period last year**.

### Superintendent Report (Chuck Hyppa):

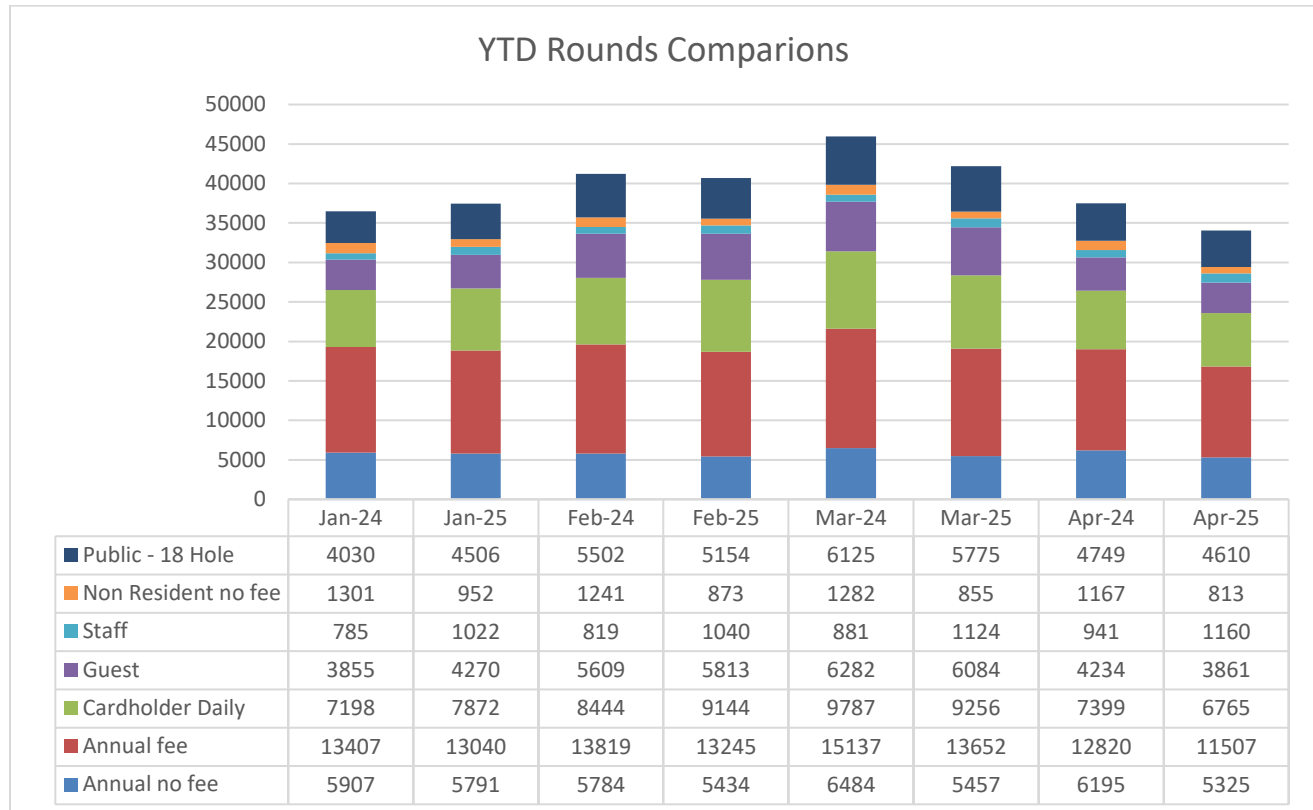
With the morning lows still in the upper 60's, most days we are seeing both a resurgence of the Bermuda as well as thriving Ryegrass. A combination of vertical mowing, lowering mowing heights and light rates of Sapphire Herbicide will allow us our greatest chance at a smooth transition. Bi-weekly fertilizing remains consistent at all our courses to ensure water and nutrients are readily available to Bermudagrass. Our focus at this time is turf health so we will be active with the aerification equipment, so please be patient as we make every attempt to transition the courses as quickly as possible. June 2<sup>nd</sup> the South course will be closing for Greens and Fairway aerification so please check the schedule regarding course closures throughout the Summer. We appreciate your continued support.



### Summary:

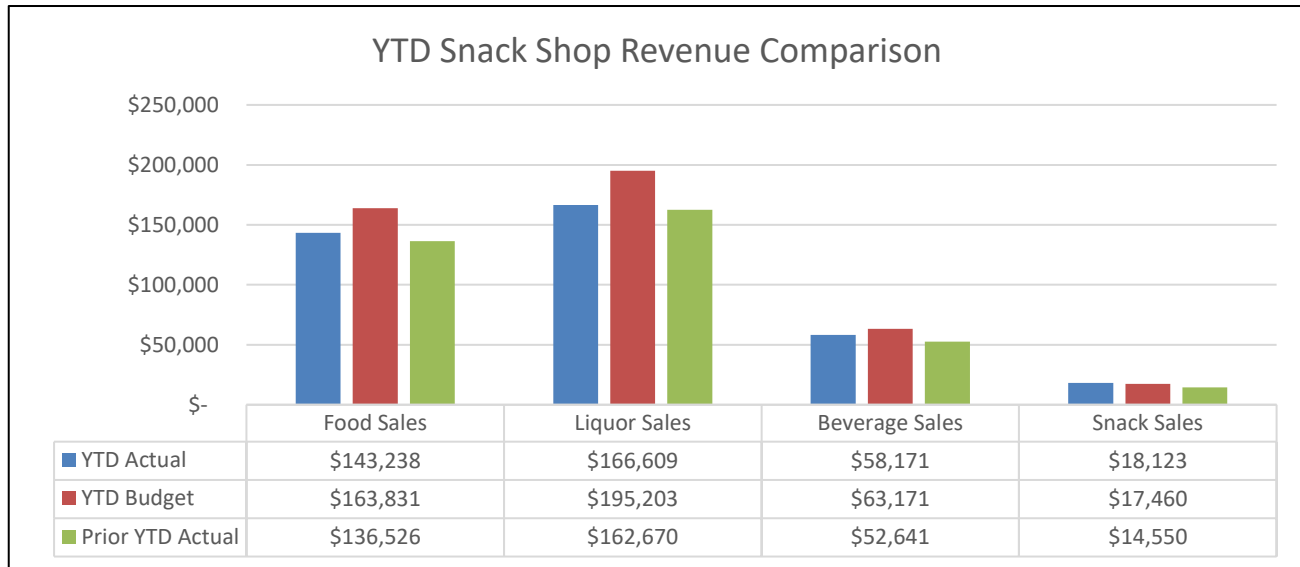
## RCSC Management Report: May 29, 2025

In 2025, most courses saw a slight decline or remained stable compared to 2024. Lakes West and Willowbrook declined notably, while Riverview, South, and Lakes East saw minor decreases. North remained virtually unchanged. Only Lakes East showed a modest increase. Overall, 2025 reflects a softening in usage across most courses compared to 2024.



- 14.25% of total rounds played by Annual No Fee Yearly passholders, down from 15.12% last year
- 33.32% of total rounds played by Annual Fee passholders, down from 34.24% last year
- 21.40% of total rounds played by Cardholder Daily, up from 20.37% last year
- 2.26% of total rounds played by Non-Resident no-fee passholders, down from 3.10% last year
- 12.98% of total rounds played by Public Golfers, up from 12.66% last year
- 12.97% of total rounds played by Guests, up from 12.40% last year
- 2.81% of total rounds played by Staff, up from 2.13% last year

### Snack Shops (Lindsey Armentrout – Snack Shops Manager):



### Lakes – Lindsey Armentrout:

Although overall business activity has slowed considerably, we are encouraged by the steady stream of first-time visitors, many of whom are either new to the area or have recently discovered our location. These new customers consistently share positive feedback about their experiences, often expressing their intent to return with comments like, “We’ll be back!” This trend highlights the continued strength of word-of-mouth advertising, which remains a valuable driver of new business. The quality of service and welcoming atmosphere provided by our team are clearing resonating with guests, reinforcing our reputation and helping to build long-term customer relationships.

### North – Jim DeLaTorre:

The most significant change in our area has been the leadership transition, with me stepping in as Shop Manager following Derick’s move to the Charlotte, NC region. I’m excited about the opportunity and energized to work with our consistent year-round team, Cheryl and Ron, as we move into the summer season. My initial focus has been adjusting to the new shop after 2.5 years at Willow, which ran at nearly double the volume. Aligning expectations and processes has been key. I’m also working to reduce excess inventory and bring stock levels in line with actual demand to avoid unnecessary overstock. Sales are mirroring last year’s gradual decline, a trend likely to continue with our 1pm summer closures and reduced foot traffic due to the Phoenix heat. The shop will be closed June 9-20 for course maintenance, during which we’ll focus on cleanliness and organization. On the upside, 3 major catering events, May 26, July 4, and Labor Day, should help offset slower summer sales. Overall, the focus remains on adapting, streamlining operations, and setting up for a strong season.

### Willow – Ann Pisano:

Mother’s Day weekend was exceptionally successful, sales increased by 250% compared to the same period last year. We were pleased to see the return of many of our regular customers. The shop received numerous compliments from patrons, particularly regarding our festive decorations, welcoming atmosphere, exemplary customer service, and appreciation for reasonable pricing, all of which contributed to the positive experience. Overall, the weekend was a strong reflection of our team’s efforts and effectiveness for our customers.

### **Riverview – BB Boyer:**

I would like to commend our maintenance team for their prompt response to a work order that was submitted regarding the swamp cooler. Despite it being the weekend, the crew arrived quickly and assessed the situation. Although they were unable to resolve the issue immediately, they ensured the appropriate personnel were on-site the following day (Sunday). The issue was fully resolved at that time. Their responsiveness and coordination are greatly appreciated.

### **South – JP Loscher:**

Operations at South are running smoothly and efficiently. The integration of the snack shop, pro shop, and simulator into a unified space has proven to be highly effective. This setup has fostered a strong sense of teamwork, with all staff collaborating to deliver an outstanding experience for our members.