

RCSC Management Report – July 22, 2021

Financial:

Financial Report

The Recreation Centers of Sun City, Inc. (RCSC) has ended June 2021 within its operating and capital budget year to date. All Divisions except Member Services and Food Service have met or exceeded their net operating budget projections year to date with total operating income \$456k (3.8%) favorable to budget and operating expenses \$483k (6.0%) favorable to budget. Member Services led the declines due to the cancellation of shows in 2021 due to COVID-19 restrictions driving down Ticket Sale income. Food Service was slightly below net operating budget due to COVID seating restrictions driving down income. Operating expense favorability is primarily driven by lower Payroll taxes & benefits, lower safety supplies expense, and lower equipment expenses across multiple Divisions. Year to date operating excess without projects favorability is \$985k (30.3%) favorable to budget.

Cardholder Services Report

Payments on past due assessments in June were 6.8% of past due balances. Overall accounts receivable decreased in June by 2.0% and is up 3.3% from the beginning of the year. Overall accounts receivable past due balances have decreased in June by 0.7%. May assessments went 30 days past due at a rate of 4.7% and April assessments went 60 days past due at a rate of 2.1%.

Payments from our third-party collections firm totaled \$16,243 in June. Year to date payments through our third-party collections firm total \$163,643. Payments made in June through the online RCSC Web Portal totaled \$163,629 from 365 property owners. Year to date web portal payments total \$1,146,007 from 2,501 property owners.

In June, property transfer balances decreased by 3.1%. Outstanding balances related to property transfers represent 52% of all receivables and 51% of past due balances. June trustee sale notices on Sun City AZ properties ended at 21, and properties owned by lending institutions remained at 1.

Information Technology Report

In June, the Information Technology team responded to 46 service requests, closing 45 by month end. Year to date, IT has received 496 service requests, of which 9 remain open. On average, IT is closing service requests in less than one day in 2021.

During the month of June, the Information Technology team provided management with data backup diagrams and descriptions for the Cyber insurance renewal, continued testing the TEG web portal, and cleaned out outdated / obsolete files to reclaim 50 GB file storage space on the corporate file servers.

Human Resources Report

Human Resources began the month of June with 4 open job requisitions and added 22 new job requisitions during the month. Human Resources filled 20 requisitions and ended June with 6 open positions. Time to fill requisitions Key Performance Indicator in June was 6.9 days. Year to date, Human Resources has opened 135 requisitions and filled 131 open positions, with the time to fill requisitions KPI at 7.4 days.

During the month of June, Human Resources completed the automation of the benefits enrollment process, which will enable the completion of the 2021 open enrollment process completely online for the 2022 benefits period. HR continues to work to fully automate the new employee orientation process in Paylocity.

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Projects:

Bell Center

- Removed and replaced an evaporative cooler in the pump room near the indoor spa. Project was completed on 06/15/21 at a cost of \$4,372. Contractor: Sunland Plumbing
- Removed and replaced a 5-ton Trane Roof Top Unit (RTU) serving the weight room. Project was completed on 07/13/21 at a cost of \$9,961. Contractor: Custom Cooling

Lakes East/West Maintenance Yard

- Three General Contractors were recently invited to bid this project. The bidder's drawing set, project manual and instructions were released 06/21/21. The bids are due to CCBG and RCSC on 08/05/21.

Mountain View Center

- CCBG Architects is proceeding with the Mountain View Master Plan based on "Option 2" as directed by the RCSC Board of Directors from the Board Meeting held 06/14/21. Next steps for CCBG include conducting a budget study and submitting a proposed team of specialty design consultants for the project to RCSC.

Sundial Rec Center

- Capital equipment purchase of two new 25-ton dehumidifiers for the natatorium is underway. W.D. Manor Mechanical Contractors, Inc. has placed the order with manufacturer Dunham-Bush, with a scheduled on-dock at Sundial Center around the end of August 2021. Installation to be complete by 09/30/21.

Skilled Trades

- Completed 317 work orders in June 2021

Solar:

New Issues:

N/A

Issues Resolved:

- **Lakeview Rec Center – Inverter #18**
Inverter was replaced under warranty.

Open Issues:

- **Oakmont Rec Center - # 01/02/03/04/05/06**
The inverters are reporting daily data correctly but not historic data. This issue is Also Energy's. We are working with Jagger from Also Energy to resolve the issue.
- **Lakeview Rec Center – Data Logger #2**
Kortman is working on getting a data logger replacement.

Production Data:

After including June's production data, the lifetime to date production versus expected went down slightly and is over expected by 4.29%. The percentage of inverters producing above expected was reduced by 1 inverter. The percentage was reduced by 1% down to 76%.

Preventive Maintenance:

Kortman pushed the start of yearly preventive maintenance back one week to the week of July 26th. This will require impacted parking canopies to be shut down during the maintenance. The duration of work at each site will be approximately one day.

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Bowling:

The bowling department is currently working with all the fall league officers to coordinate start dates and league strength for the upcoming season.

Due to COVID-19 restrictions, the fall 2019 / 2020 bowling season ended prior to the scheduled end date and the fall 2020 / 2021 season began four months later than normal. Not all leagues returned, and guest bowlers were not allowed to return at that time due to COVID-19 restrictions. The upcoming fall season looks promising as it seems that most bowlers will be returning. The bowling staff and league officers are currently contacting bowlers to confirm their return for the fall season.

Golf & Grounds:

Pro Shops

Golf rounds in June decreased by 3,539 from prior, however the total rounds played were the second highest recorded total since 2010. For the year, golf rounds played total 207,285, the highest cumulative total through June, since 2007. For the year Riverview has played the most regulation course rounds (32,316), followed by Willowcreek (31,635), Lakes West (31,128), South (31,067) and North (27,189). For the executive courses Lakes East has recorded the most rounds played (21,267), followed by Willowbrook (18,261) and Quail (14,422).

On September 3rd, we will be hosting a fundraising event to support Patriot Golf Day and the Folds of Honor Foundation, at the South Golf Course. The format will be an individual skins game, with a shotgun start beginning at 7:00 a.m., lunch will follow play on the South patio/pro shop. Entry forms are available in all pro shops, please return completed entry forms to Riverview Golf Course.

Snack Shops

Snack shop closing time is now 1:00 p.m. After the snack shops close snacks and beverages are available through the pro shop.

Golf Courses

Beginning June 21 greens aerification that directly affects play, began on the South Course and will continue through June 28 at Willowbrook. Greens aerification on Lakes West is taking place during the bunker renovation and will not impact play directly. Greens aerification represents our last major agronomic practice for the summer. Though necessary, we realize the impact these practices have on golfers, and we appreciate the patience of the golfing community.

The bunker renovation began as scheduled on July 8, with work beginning on the back 9 and will continue through August 27. In addition to the bunker renovation, the RCSC Board approved funding to begin a trial of TifTuf Bermudagrass on the par 3 tees at Lakes West. TifTuf has been developed to be drought tolerant and therefore requires 38% less water than typical bermudagrass. In addition to using less water it also has a higher shade tolerance, allowing it to retain color later into the season and recovering earlier in the spring.

Lawn Bowling/Grounds

Lawn Bowl pace is running from a low of 12.9 seconds on Lakeview West to a high of 14.0 seconds on Bell North. Moisture readings are running from a low of 9.8 at Lakeview West to a high of 12.0 at Bell South. Greens are currently mowed three times per week at a height of .120", rolled three days per week, and the ditches are cleaned three times per week. In May a total of 5,922 pounds of material was removed through verticutting, followed by 4,747 pounds in June.

In addition to the normal day to day upkeep of the centers, the grounds crew have been assisting with landscaping around the new phase of the Grand Center. Currently trees and shrubs have been planted around the center with delivery of landscaping rock expected the week of July 19.

2021 AERIFICATION/VERTICUTTING DATES Golf Course will be Closed

Greens Aerification

Mon, Tue, Wed	June 21-23	South
Thu, Fri	June 24, 25	Quail
Mon, Tue, Wed	June 28-30	North
Mon, Tue, Wed	July 5-7	Riverview
Mon, Tue, Wed	July 12-14	Lakes West
Mon, Tue, Wed	July 19-21	Lakes East
Mon, Tue, Wed	July 26-28	Willowcreek
Mon, Tue, Wed	During Bunker reno	Willowbrook

2021 OVERSEED SCHEDULE Golf Course will be Closed

<u>Course</u>	<u>Overseed</u>	<u>Opens</u>	<u>Cart Path Until</u>
North	Sept 27	Oct 16	Nov 5
Lakes West	Sept 27	Oct 16	Nov 5
Willowbrook	Sept 27	Oct 16	Nov 5
Quail Run	Sept 27	Oct 16	Nov 5
Lakes East	Oct 18	Nov 6	Nov 26
Riverview	Oct 18	Nov 6	Nov 26
Willowcreek	Oct 18	Nov 6	Nov 26
South	Oct 18	Nov 6	Nov 26

As of 3-16-2021