

# RCSC Management Report – August 26, 2021

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## **Finance:**

### **Financial Report**

The Recreation Centers of Sun City, Inc. (RCSC) has ended July 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 \$570k (4.2%) favorable to budget and operating expenses \$651k (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 \$1,290k (39.0%) favorable to budget.

### **Cardholder Services Report**

Payments on past due assessments in July were 9.7% of past due balances. Overall accounts receivable decreased in July by 5.0% and is down 1.9% from the beginning of the year. Overall accounts receivable past due balances have increased in July by 1.7%. June assessments went 30 days past due at a rate of 5.3% and May assessments went 60 days past due at a rate of 2.5%.

Payments from our third-party collections firm totaled \$51,857 in July. Year to date payments through our third-party collections firm total \$215,500. Payments made in July through the online RCSC Web Portal totaled \$143,077 from 310 property owners. Year to date web portal payments total \$1,289,083 from 2,811 property owners.

In July, property transfer balances decreased by 7.6%. Outstanding balances related to property transfers represent 51% of all receivables and 52% of past due balances. July trustee sale notices on Sun City AZ properties ended at 22, and properties owned by lending institutions remained at 1.

### **Information Technology Report**

In July, the Information Technology team responded to 39 service requests, closing 37 by month end. Year to date, IT has received 536 service requests, of which 5 remain open. On average, IT is closing service requests in less than one day in 2021.

During the month of July, the Information Technology team continued to test the new Web Portal payment system, created and configured a phone tree to streamline communication between FA's and the supervisor on duty, purchased and installed a plugin to prevent brute force attacks on our website, installed four new uninterruptible power supplies to replace outdated devices in the server room, and worked with Cox to replace outdated modems at all sites.

### **Human Resources Report**

Human Resources began the month of July with 6 open job requisitions and added 13 new requisitions during the month. Human Resources filled 18 open requisitions and ended July with 1 open position. The time-to-fill requisition Key Performance Indicator ("KPI") in July was 11 days, due to two specialized positions being closed in July. Year to date, Human Resources has opened 145 requisitions and filled 148 open positions, with the time-to-fill requisitions KPI at 7.7 days for 2021.

During the month of July, Human Resources released the Telecommuting policy which created a formal procedure to give remote employees the access needed to perform their job duties. HR also worked with the Director of Golf to reorganize certain positions due to the resignation of the North superintendent.

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## **Projects:**

### **Lakes East/West Maintenance Yard**

- Bids from three General Contractors were received on 08/05/21. The Bids are currently under evaluation by architect CCBG and RCSC Senior Management members.

### **Mountain View Center**

- CCBG Architects is continuing 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. Currently a Request for Proposal (RFP) is out to two firms to conduct a rough order of magnitude (ROM) estimate for the project. Proposals are due 08/19/21.
- Removed and replaced a 10-ton Trane Roof Top Unit (RTU) serving the auditorium. Project was completed 08/02/21 at a cost of \$13,317. Contractor: Custom Cooling

### **Oakmont Rec Center**

- Installed lockable electrical outlet covers at all exterior locations. Project was completed on 08/06/21 at a cost of \$987. Contractor: Accel Electric

### **Quail Run Pro Shop**

- Removed and replaced a 5-ton Trane heat pump. Project was completed on 07/26/21 at a cost of \$7,497. Contractor: Custom Cooling

### **Sun Bowl Amphitheater**

- Installed an intruder alert security system. Project was completed on 07/28/21 at a cost of \$575. Contractor: Special Electronic Systems Corp.

### **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 286 work orders in July 2021

## **Solar:**

### **New Issues:**

- **Bell Rec Center – Inverter 07**  
Inverter is only producing half of expected, Kortman to investigate.
- **Lakeview Rec Center – Inverter 01**  
Inverter is only producing half of expected. Kortman replaced two fuses. Issue resolved.

### **Issues Resolved:**

#### **Oakmont Rec Center - # 01/02/03/04/05/06**

Also Energy added logic to the driver to help mitigate the spikes in the new data logger.

### **Open Issues:**

- **Lakeview Rec Center – Data Logger #2**  
Kortman has ordered a new data logger.

### **Production Data:**

After including July's production data, the lifetime to date production versus expected went down slightly and is over expected by 4.18%. The percentage of inverters producing above expected was reduced by 2 inverters. The percentage was reduced by 2% down to 74%.

### **Preventive Maintenance:**

Kortman has finished yearly preventive maintenance on the inverters and combiner boxes.

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## **Bowling:**

The bowling department is currently working with all the fall league bowlers for the upcoming season. E-mails have been sent to the bowlers confirming their place in the league. Both bowling centers are heading towards a strong recovery and are focused on getting the fall league base back to what it was for the 2019/2020 season.

The annual league officer meeting was held August 17. League officers were given their supplies for the upcoming season.

Lakeview Lanes hosted the 4 Paws fundraising event on August 15 raising funds for their organization. There were more than 120 people in attendance.

The bowling ball speed reading was recently calibrated on the Sync scoring system and is now giving the bowlers a more accurate representation of their average throwing speed.

## **Golf & Grounds:**

### **Pro Shops**

Golf rounds in July decreased by 2,385 from prior year. However the rounds played were the second highest recorded total since 2008. For the year Riverview has played 35,114 rounds, followed by Willowcreek (34,378 rounds), South (34,051 rounds), Lakes West (32,460 rounds) and North (29,588 rounds). For the month 56% of rounds played were played by Annual No-Fee cardholders and Annual Surcharge Fee cardholders.

On September 3rd, we will be hosting a fundraising event to support Patriot Golf Day and the Folds of Honor Foundation. The Folds of Honor Foundation supports the families of soldiers killed or wounded while in service to our country, through scholarships and other forms of assistance. Entry forms are available in all pro shops, and entry fees may be paid by credit card or through the cardholders' account. Lunch will be served following play.

After a long, Covid driven hiatus, we will once again be teeing it up under the stars in a Moonlight Madness event on October 9 at the Lakes East Golf Course. The deadline to sign-up is September 25. However this event fills up fast, and we expect to reach our 56-player capacity well ahead of the deadline. The format of the event is a two-person scramble and play. Check-in is 4:45 p.m. Dinner will be served at 5:15 p.m., and play will begin at 6:15 p.m. The cost of the event is \$35.00 per player, plus applicable green fees paid on the day of play. Night golf accessories, including golf balls, will be provided.

### **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**

All major summer agronomic procedures have been completed. Overseeding is a month away and will begin on September 27 for North, Lakes West, Willowbrook and Quail Run. These courses will reopen on October 16 with cart path restrictions in place until November 5. The remaining courses will close October 18 and reopen November 6 with cart path restrictions in place until November 26. As a reminder we will not be overseeding the fairways on Lakes East or South and therefore, these courses will reopen with no cart path restrictions. We are currently not planning an overlap period during which all courses will be closed. However, we will be monitoring long range forecasts as we near the September 27 start date. Should forecasted temperatures prove problematic for overseeding we will move the start date for the first wave of course closures to October 6. Should this change prove necessary it will result in an overlap period of course closures, as we will not move the second wave of course closures back.

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## Lawn Bowling/Grounds

Over the course of the summer we conducted 3 verticutting events per green, with the first event beginning on May 10 and the final event beginning on July 15. In total we removed a total of 426 barrels of grass from the 6 greens for an estimated total of 17,100 pounds of material.

We have finished the process of aerifying and fertilizing all greens for the summer. In addition, two applications of insecticide have been applied to control white grubs. The greens at Bell have had sod placed to repair wear areas of turf.

Green speeds and moisture readings are below:

Lakeview East	11.6 seconds	13.6 MQ
Lakeview West	11.9 seconds	14.0 MQ
Bell North	12.0 seconds	14.2 MQ
Bell South	12.6 seconds	14.5 MQ
Mountainview	12.3 seconds	13.5 MQ
Oakmont	13.0 seconds	14.8 MQ

The softball field will be closed towards the end of September for overseeding. A definitive date has not been selected.

The grounds crew has been spraying for summer weeds, conducting light tree trimming and finishing up landscaping work around the Grand Center.