

# RCSC Management Report – February 23, 2023

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## **Finance:**

### **Financial Report**

The Recreation Centers of Sun City, Inc. (RCSC) ended January 2023 within its operating and capital budget year to date. All Divisions except Food & Beverage and Events & Entertainment have met or exceeded their net operating budget projections year to date. Food & Beverage is (\$8.2k) unfavorable year to date due to golf rounds being negatively impacted by weather. Events & Entertainment is (\$11.9k) unfavorable to budget due to show tickets being (\$38.3k) under budget. Operating Income for January totaled \$2,329k and was (\$75.1k) unfavorable to budget due primarily to Daily Greens Fees being (\$46.0k) under budget due to unseasonably cold and wet weather this month and Show Ticket Sales being (\$38.3) below budget. Operating expenses for the month were \$1,497k and \$364.3k favorable to budget due primarily to Wages & Benefits favorable to budget by \$159.4k due to attrition, Software Maintenance fees \$54.3k under budget due to timing of software license renewals, and Equipment \$52.3k under budget due to timing of fitness equipment purchases. Year to date Net Operating Excess is \$293.7k (38.5%) favorable to budget.

### **Cardholder Services Report**

Payments on past due assessments in January were 10.2% of past due balances. Overall accounts receivable decreased in January by (0.5%) and is up 7.4% from the beginning of the previous year. Overall accounts receivable past due balances have decreased in January by (0.1%). December assessments went 30 days past due at a rate of 4.6% and November assessments went 60 days past due at a rate of 2.4%.

Payments from our third-party collections firm totaled \$6,623 in January. Payments made in January through the online RCSC Web Portal totaled \$184,239 from 389 property owners.

In January, property transfer balances increased by 6.2%. Outstanding balances related to property transfers represent 59% of all receivables and 59% of past-due balances. January trustee sale notices on Sun City AZ properties increased by 5 to end at 38, and properties owned by lending institutions remained at 1.

### **Information Technology Report**

In January, the Information Technology team received 105 new service requests, and closed 98 requests by month end, leaving 7 remaining open. On average, IT closed service requests in less than one day in January.

This month, IT worked with Datalink and Cox getting the new server room built at Lakeview. Cox has finished running a new data connection to Lakeview Bowling and will complete boring a new conduit to the Lakeview Center server room in February. IT has received all of the new hardware except for 10 outdoor Wi-Fi access points for the IT Upgrade project. HP is ready to assist in the installation of the new servers and storage devices as soon as the server room is ready.

### **Human Resources Report**

Human Resources added 10 new requisitions during the month of January and filled 11 requisitions, ending the month with 6 open positions. The time-to-fill requisition KPI in January was 27 days due to filling two positions (Golf Irrigation and Lighting Tech) that were open for over 80 days.

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In January 2023, the new HR Manager was busy becoming familiar with the various centers, departments, and employees at RCSC. HR was focused on year-end work including updating labor law posters at all RCSC facilities, providing employees with their W-2s, and assisting job candidates dropping into HR to complete applications.

## **Building & Infrastructure:**

### **Projects:**

#### **In Work**

##### **Lakes East/West Maintenance Yard (PIF)**

- Budget: \$4.0M Total Cost to date: \$3.68M (thru January 2023)
- Landscaping – Proposals received from bidders on 02/03/23; assessing with Gary Brawley Golf Design to select vendor. Expected completion 02/16/23

- **Status: Green**

##### **Mountain View Rec Center Phases 1 and 2 (PIF)**

- Budget: \$27.3M Total Cost to date: \$211K (thru January 2023)
- Schematic design is in-progress. (50% Complete)
- Owner/Architect/Contractor Kick-off meeting held 01/30/23

- **Status: Green**

##### **Sun Bowl Softball Field Improvements (PIF)**

- Budget: \$1.0M Total Cost to date: \$24K (thru January 2023)
- Reviewed progress drawing set with CCBG, Sun City Softball Club and RCSC Operations on 01/27/23. Changes noted with the architect to roll into the set.
- Proposals being sought from Multicard and Fire Security Electronics & Communications for door security and video surveillance elements

- **Status: Green.**

##### **Sundial Rec Center Dehumidifier (Capital)**

- Budget: \$500k Total Cost to date: \$127K (thru January 2023)
- Contract signed 06/07/22. Production delay at the manufacturer moves the Installation/Completion forecast from January 2023 to February 2023. Coordinating last week of February for the installation effort. Contractor: W.D. Manor Mechanical Contractors.

- **Status: Green.**

##### **Viewpoint Lake Repair (PIF)**

- Budget: \$8.0M Total Cost to date: \$1.7M (thru January 2023)
- Proposals to assess cost/schedule impact due to unforeseen condition of 12" earth cover over the old liner is in progress.
- Budget will be maintained; there will be a slide to the schedule. Completion date tbd.

- **Status: Yellow**

## **Recently Completed**

### **Fairway Rec Center**

- Added new 2' x 2' LED flat panel panels on the 2nd floor hallway to improve brightness. Project was completed on 01/12/23 at a cost of \$7,222. Contractor: Accel Electric

### **Lakeview Rec Center**

- Added handrail at the 18<sup>th</sup> hole on the mini-golf course (safety request). Project was completed on 01/18/23 at a cost of \$1,930. Contractor: Fairlane Fence

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## **Skilled Trades (Repair and Maintenance)**

- Completed 477 work orders in January 2023. Average time to close: 7 days

## **2023 Project Planning**

- B&I is sending out numerous Requests for Quotations (RFQ's) to vendors for authorized 2023 Capital Projects. Including, but not limited to:
  - HVAC replacements
  - Roofing replacements
  - Parking Lot paving & striping
  - Pool & Spa pump replacements
- Seeking 3 quotes per project. Quotes due by end of February.

## **Solar:**

### **New Issues:**

#### **WB/WC Maintenance Inverter number 7.**

- This inverter is down and will be replaced under warranty.

### **Issues Resolved:**

#### **Lakeview Lanes – Power Loggers not Communicating.**

- Kortman fixed the issue.

### **Open Issues:**

#### **Oakmont Inverter Structure Number 1.**

- Working with insurance for a settlement.

#### **WB/WC Maintenance Structure number 8.**

- Purlins will arrive in the Third week in February. Will schedule repair when in.

#### **WB/WC Maintenance Inverter number 3 and 9**

- Power one is awaiting parts to repair inverters. They cannot get the parts from Italy; they are looking for another parts provider.

#### **Lakeview Rec Center Inverter number 9**

- Power one is awaiting parts to repair inverters. They cannot get the parts from Italy; they are looking for another parts provider.

#### **Bell Lanes Café – Inverter #05**

- Power one is awaiting parts to repair inverters. They cannot get the parts from Italy; they are looking for another parts provider.

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## **Production Data:**

After including December's production data, the lifetime to date production versus expected went up slightly to 3.24%. The percentage of inverters producing above expected stayed the same at 73%.

## **Preventive Maintenance:**

Will schedule with Kortman for middle of the year.

## **Golf & Grounds:**

### **Pro Shops**

We played 35,899 rounds in January, of those 18,502 were played by Annual No Fee (Resident) and Annual Surcharge passholders. Remaining rounds were played by Cardholder Daily (6,608), Cardholder Guest (4,068), RCSC Staff (683), Non-Resident passholder (1,401) and Public (4,637). Total rounds were 5,586 fewer than prior year. Rounds were primarily impacted due to weather. The average temperature for January 2023 was 62.84, down from 68.81 for January 2022. There were 7 days impacted by rain for January 2023, compared to 2 days for January 2022.

Free golf clinics will be offered March 4 at Riverview and March 11, 18 & 25, at Lakes East/Lakes West. Classes begin at 9:30 a.m. Topics covered are Ball Flight, Golf Swing Fundamentals, Chipping and putting. There is no need to preregister, and the clinics are open to golfers of all skill levels. The clinics are a great introduction to the game of golf or a great way to brush up on your game. Clinics are conducted by PGA and LPGA professionals.

A request was made during the February Exchange to provide a summary of the effect the \$250 increase in August had on Non-Resident pass sales. From period of August 1, 2021 to January 31, 2022 we sold 98 passes. For the period of August 1, 2022 (price increase) to January 31, 2023 we sold 112 total passes. We will continue to work with the Golf Advisory Committee to develop a future plan related to Non-Resident passes.

### **Snack Shops**

Snack shops closing time is 5:00 p.m. and will remain so until rounds begin decreasing in April. Snack Shops have the discretion to remain open longer on particularly busy days.

### **Golf Courses**

The preliminary aerification/overseed schedule presented to Golf Advisory in January was also presented to each course's Green Committee. We did receive minor requests for adjustments, which are reflected on the schedule that is attached. The schedule can also be found on the RCSC website.

As we move into spring we can expect an increase in golf rounds. With increased rounds come increased wear and tear. As temperatures warm throughout the spring, these wear and tear areas will heal faster, however we still need golfer support. We ask everyone to please fill your divots and fix your ball marks. With increased play slow play instances become more likely. We ask everyone to please practice ready golf by; playing your shot as soon as possible and when it doesn't interfere with your playing partners or the group ahead, move to your ball whenever it is safe to do so, avoid excessive practice swings, read your putt ahead of your turn and record scores on the following tee box.

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## **Grounds/Lawn Bowl**

The pace of the greens range from a low of 14.2 seconds on Lakeview West to a high of 15.5 seconds on Bell South. Moisture readings range from a low of 8.0 on Bell South to a high of 11.0 on Lakeview West. Greens are currently mowed once per week and rolled three times per week. This frequency will increase as we move into longer and warmer days. Ditches are cleaned and raked in conjunction with green rolling.

The January rains have created a good deal of weed pressure, which has kept the grounds crew busy. The crew has also trimmed back growth at Lakeview around the lake as part of the lake renovation. They are also preparing Sun Bowl for upcoming shows and concerts.

## **2023 AERIFICATION/VERTICUTTING DATES** **Golf Course will be Closed**

### Fairway Verticutting

Thu-Fri	April 20,21	North (Front Nine Closes through Overseeding)
Mon-Tue	April 24, 25	Quail
Thu-Fri	April 27, 28	South
Mon-Tue	May 1, 2	Lakes East
Thu-Fri	May 4, 5	Riverview
Mon-Tue	May 8, 9	Willowcreek

### Fairways Aerification

Mon	May 15	North (Back 9)
Thu	May 18	Quail
Mon-Tue	May 22, 23	South
Thu-Fri	May 25, 26	Lakes East
Thu-Fri	June 1, 2	Lakes West
Mon-Tue	June 5, 6	Riverview
Thu-Fri	June 8, 9	Willowcreek
Mon-Tue	June 12, 13	Willowbrook

### Greens Aerification

Thu, Fri	June 15, 16	North (Back 9)
Mon, Tue	June 19, 20	Quail
Wed, Thu, Fri	June 21-23	South
Wed, Thu, Fri	June 28-30	Lakes East
Wed, Thu, Fri	July 5-7	Lakes West
Wed, Thu, Fri	July 12-14	Riverview
Mon, Tue	July 17-18	Willowbrook
Wed, Thu, Fri	July 19-21	Willowbrook

**2023 OVERSEED SCHEDULE  
Golf Course will be Closed**

<u>Course</u>	<u>Overseed</u>	<u>Opens</u>	<u>Off Cart Path</u>
Lakes West	Sept 25	Oct 14	Nov 3
Quail Run	Sept 25	Oct 14	Nov 3
Willowbrook	Sept 25	Oct 14	Nov 3
North	Sept 25	Oct 14	Limited Restrictions
Lakes East	Oct 16	Nov 4	Limited Restrictions
Riverview	Oct 16	Nov 4	Nov 24
Willowcreek	Oct 16	Nov 4	Nov 24
South	Oct 16	Nov 4	Nov 24

As of 2-14-2023

- \* North and Lakes East non overseeded fairways, cart restrictions limited only to around tees and green complexes.
- \* If temperatures are too high for Sept 25 start first wave will be pushed back one week, resulting in one week overlap of course closures

**Bowling:**

In January, there were 34,291 games bowled at both bowling centers. This represents the most total games bowled at the centers since 2008 and an overall usage increase of 14% over the prior year. Open Bowling continues to be as strong as ever with 9,430 open bowling games bowled, which is the most ever in the month of January since we began keeping track by month in 2001.

The new, short season league programs at Bell Lanes have been a big success. Two new leagues began in January. 104 new league bowlers began bowling in their 15-week league program. We are now prioritizing Members over outside play allowing 79 members to be given league and time priority.

Upcoming Tournaments in late February and March are the No Tap Scotch Doubles February 26<sup>th</sup> at Bell Lanes and the Sun City Bowling Association Doubles Tournament March 4<sup>th</sup> at Lakeview Lanes. The 14<sup>th</sup> Annual League Officer Appreciation Tournament will take place March 19<sup>th</sup> at Lakeview Lanes, and the 28<sup>th</sup> Annual Ladies No-Tap Tournament will be March 25<sup>th</sup> at Lakeview Lanes.

Bowl with the Director continued in February and will continue the first Thursday of every month from 10:30 am until 12:00 pm at Lakeview Lanes. The February event had 28 people in attendance. This event is free to all RCSC Member/Cardholders and Sun City Bowling League Participants. The purpose of this event is for anyone who may be interested in getting back into bowling, for current league bowlers to come by and get some extra practice and coaching, and for an opportunity to chat with Mike Dirmyer about any bowling related topic. The events have been well received and the feedback has been tremendously positive. The next event is March 2, 2023.

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Angry Birds Bowling has continued with great success. Since its introduction, the event has averaged 30-50 participants every Saturday night. Angry Birds Bowling is a bowling game that aligns with the popular app game and is a fast paced, 5-frame bowling game filled with excitement.

There have been twenty-seven 300 games and twelve 800 series bowled at both centers so far in this league bowling season.

## **Operations:**

### **Centers Operations**

Maintenance on the Softball field infield dirt was completed in January. This annual maintenance laser leveled the infield and added Hilltopper dirt material for a smooth playing surface that requires less water and prevents dust clouds when dragging. The work was completed by Stabilizer Solutions at a cost of \$4,000.

### **Chartered Clubs**

The RCSC Chartered Clubs counts requested by the Board is attached for review. Files were reviewed for the time period of 2006-2023 to provide the graphical snapshot of the year end club counts. In the provided report the details for each club are presented to provide additional information to the club changes that affected the counts year over year.

To date tradename filings for 90 clubs has been completed with 20 pending confirmation by the Arizona Secretary of State. This represents 92% of clubs with the remaining clubs needing some additional research to complete. Financial institutions are requiring tradename registrations for clubs when banking relationships change and having these completed will make establishing banking relationships easier for RCSC clubs.

Assigned club times for the Pickleball Club at the Marinette Center have been increased by including the 2:00pm-5:00pm block of time on Mon-Fri. Pickleball Club hours are now 7:00AM-5:00pm Mon-Fri with four courts retained for non-Club walk-on Cardholder play. No changes were made to the Sat hours for the Pickleball Club at Marinette Center and remain 7:00am-12:00pm.

## **Events and Entertainment:**

We have held 3 fantastic concerts in January as part of our Sundial ticketed series. There are 4 shows remaining in February and 5 in March of the 12 scheduled shows. Tickets are still available for these remaining performances. Check with the Events and Entertainment office for availability. Don't miss out on this exciting line-up.

On Wednesday, January 18<sup>th</sup>, RCSC held its annual "Discover Sun City" expose'. This event showcased all that Sun City has to offer through RCSC clubs, groups, and organizations throughout the Sun City AZ community. Both sessions were well attended and enjoyed by so many new Members.

RCSC is proud to announce that it will host, for the first time in a retirement community, the Italian Association Festival! This is a two-day event that will be held on Saturday March 11<sup>th</sup> and Sunday March 12<sup>th</sup> at Sundial Recreation Center. There will be authentic food, wine, entertainment, vendors, flag wavers and so much more. On Sunday the 12<sup>th</sup> the Hi-Fi Allstar

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Dance Band, originally scheduled at Sun Bowl on this date has been moved to Sundial and will perform a 90-minute set, at the festival, at 4pm. Tickets are on sale at <https://www.italianassociation.org>. Get your tickets in advance for \$10 (with a \$2 discount when you enter in the special code of RCSCMEMBER). Tickets are \$15 at the door.

RCSC will host the US Navy Sea Chanters in March. The Sea Chanters are a component unit of the United States Navy Band and are frequently found at the center of the country's most important national events, including inauguration day performances and state funerals. Grab your lawn chair They will be performing at the Sun Bowl on Monday, March 27<sup>th</sup> at 6pm. Food trucks will not be present at this event.