

### **FINANCE:**

#### **Financials**

RCSC ended the month of December with a Net Operating Excess of \$353,678 which was (\$149,532) unfavorable to budget. The Facilities division Net Operating Deficit was (\$173,834) and (\$11,384) unfavorable to budget. The Finance division Net Operating Deficit was (\$361,280) and (\$85,884) unfavorable to budget due to the timing of \$52k in Audit Fees and \$36k in unbudgeted Vacation Accrual in 2025. The Operations Net Operating Excess was \$722,865 and \$87,346 favorable due to Assessment income \$92,249 over budget. Golf generated a Net Operating Excess of \$165,927 which was unfavorable to Budget by (\$139,610) due to an unbudgeted Vacation Accrual of \$63.7k and a timing variance of \$15k for Building Projects.

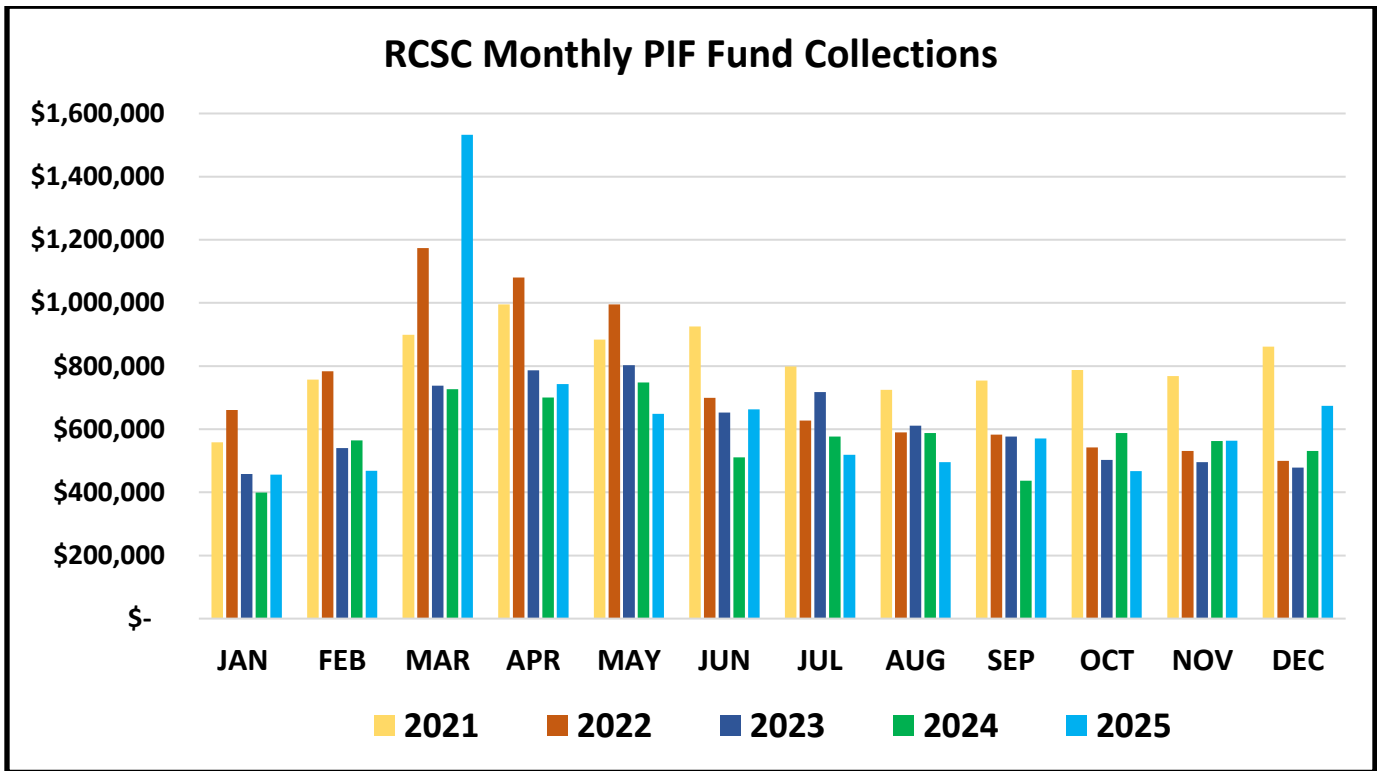
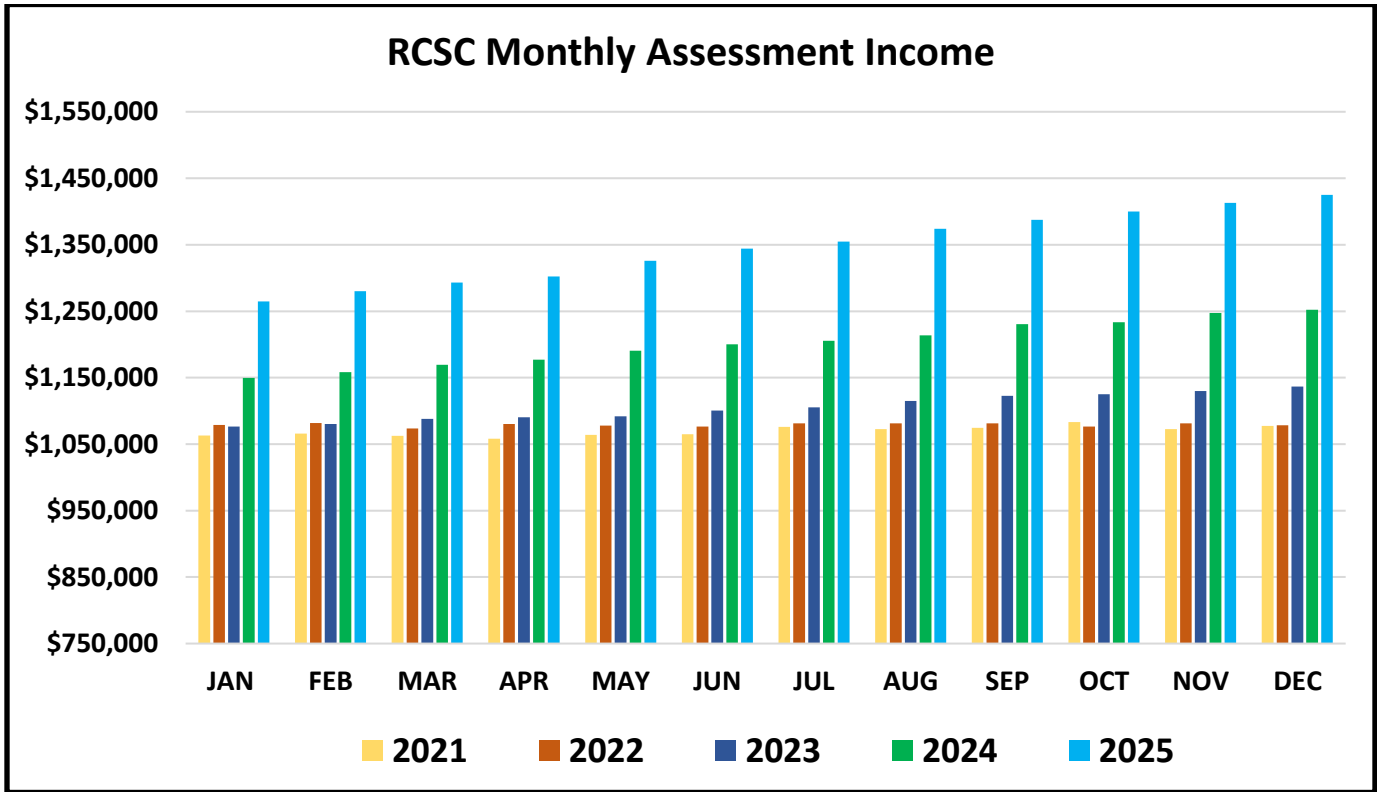
Year to Date, Net Excess from Operations was \$2,067,373 and favorable to budget by \$79,708. All divisions at RCSC were favorable to budget in Net Operations year to date except for Golf, which was (\$1,118,268) unfavorable due to Golf income being below budget by (\$1,278,304). Total Income for RCSC was \$28,488,309 and less than budget by (\$766,300) due to Resident Golf Pass income (\$499,966) below budget, and Public greens fees (\$325,412) less than budget. This unfavorable variance in Income was offset by total Operating Expenses being \$700,794 under Budget, due to Wages & Benefits being \$851,674 under budget. YTD PIF collections were \$7.8 million and higher than budget by \$1.8 million. CIF collections were \$3.4 million and higher than budget by \$1.9 million in 2025.

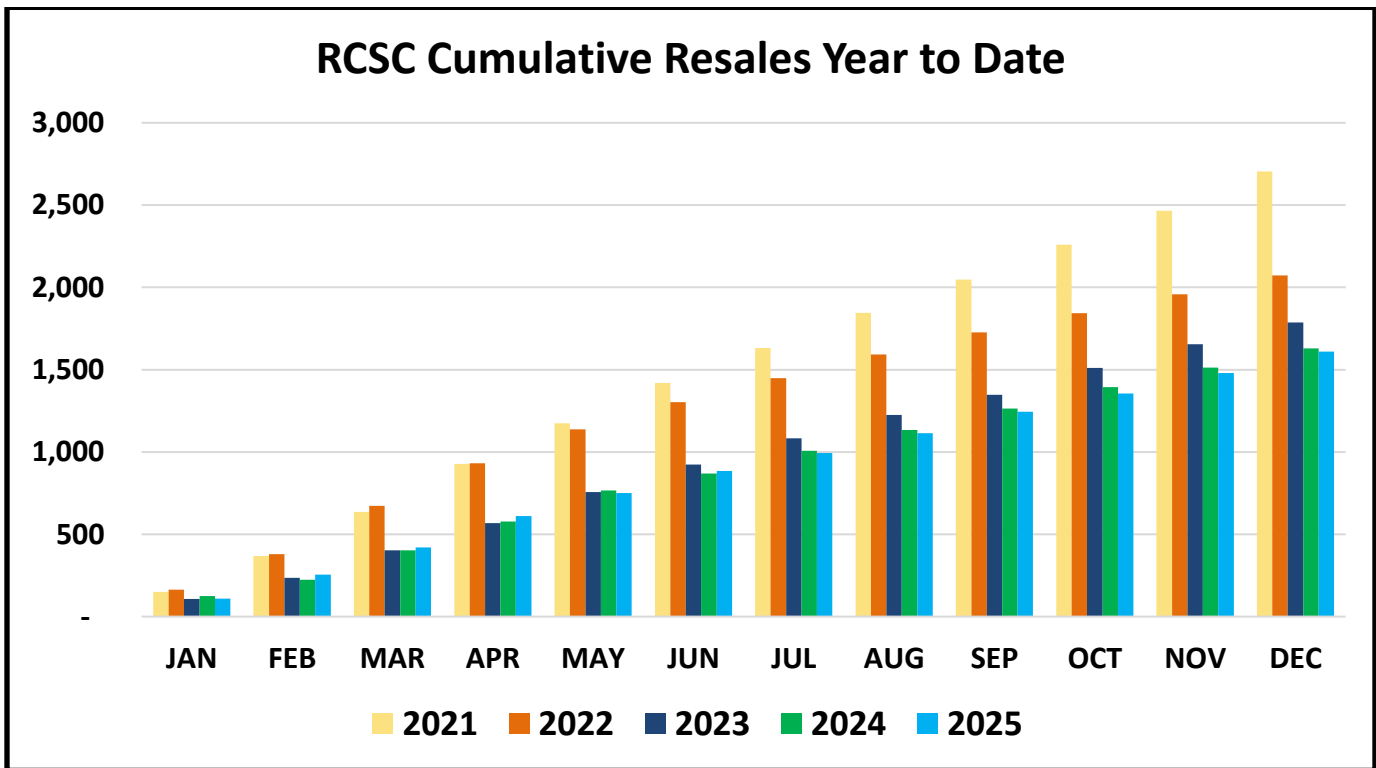
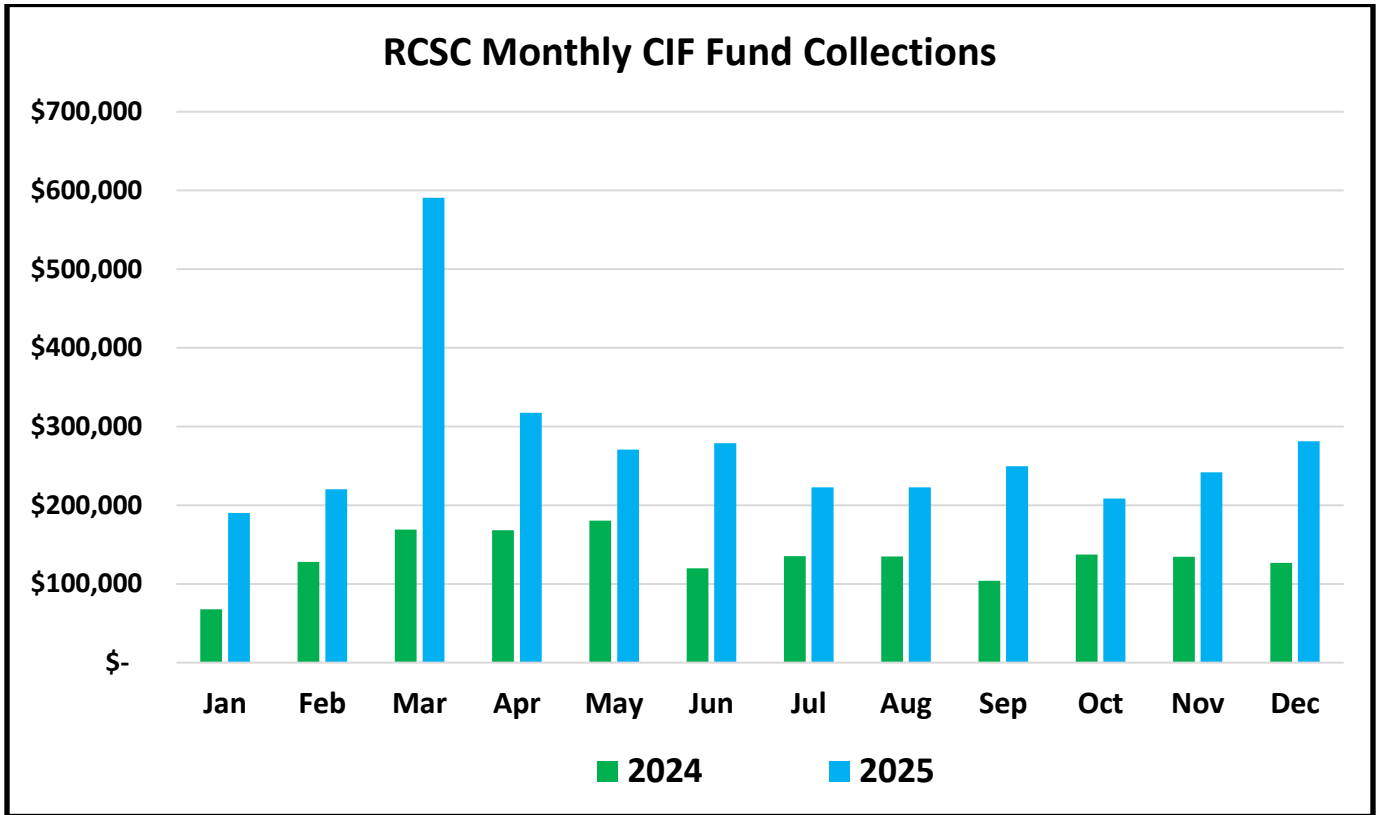
#### **Cardholder Services**

Payments on past due assessments in December were 16.6% of past due balances. Overall accounts receivable increased in the month by 0.7% and are up 18.1% from the end of 2024. Overall receivables for past due balances decreased in December by 1.8%. November assessments went 30 days past due at a rate of 7.9%, and October assessments went 60 days past due at a rate of 3.5%.

Payments from third-party collection firms totaled \$58,414 in December and totaled \$452,351 in 2025. Payments made through the online Web Portal totaled \$205,469 from 327 property owners in December. Year to date, Portal payments totaled \$3,260,711 from 5,337 property owners.

In December, property transfer balances increased by 2.1%. Outstanding balances related to property transfers represent 59% of all receivables and 59% of past due balances. December trustee sale notices on Sun City AZ properties increased by two to 31, and properties owned by lending institutions decreased by one to 6 properties.





# RCSC Management Report: January 29, 2026

## Safety & Compliance 2025 Overview

537 health and safety incidents were documented in 2025 across RCSC properties. While totals are lower than the prior year, incident categories and reporting practices are not directly comparable year over year due to refinements in classification and improved documentation.

Safety's emergency preparedness efforts continued to benefit members through First Aid, CPR, and AED training, enabling timely response during medical events. Safety reviewed and documented security camera and access control systems as part of an overall security planning effort. This review identified aging components, reliability concerns, and functionality limitations affecting incident review and access management, and supports coordinated security planning and budgeting for 2026 and beyond.

Additional Safety efforts included development of Job Hazard Analyses, progress toward OSHA-related compliance requirements, and coordination around hazardous materials and chemical safety. These efforts support safer work practices and reduced regulatory exposure. Overall, 2025 reflected a steady, disciplined approach to safety-related risk management. Safety's focus remains on consistent incident handling, accurate documentation, and informed decision-making related to risk.

### 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	16	27	8	29	3	83
Fairway Recreation Center	1	17	3	26	8	55
Lakeview Recreation Center	5	17	8	34	16	80
Marinette Recreation Center	2	34	10	27	3	76
Sundial Recreation Center	6	27	5	28	3	69
Sunbowl Property incl Softball	1	11	3	2	3	20
Oakmont Recreation Center	2	10	2	29	17	60
Lakes E/W Golf Course	3	1		6	3	13
South Golf Course	1	1	2	6		10
Riverview Golf Course	1			8	1	10
Willow Golf Course	8	3	1	7	1	20
Other	5	7	4	19	6	41
<b>TOTALS</b>	<b>51</b>	<b>155</b>	<b>46</b>	<b>221</b>	<b>64</b>	<b>537</b>
YTD 2024 Incident Reports:	63	176	57	255	85	636

# RCSC Management Report: January 29, 2026

## FACILITIES:

### PROJECTS RECENTLY COMPLETED

#### Bell Recreation Center

- Removal of solar panels repaired and coated the Social Hall Roof. Completed 12/23/25, Cost \$119,413 Contractor: Diversified Roofing, LLC.
- Removal of solar panels repaired and coated Bell Lanes Roof. Completed 12/23/25, Cost \$264,089.00 Contractor: Diversified Roofing, LLC
- Updated the concrete sidewalk and wall near the pool heaters. Completed 12/18/25, Cost \$20,218.23 Contractor: Tri-Gen Construction
- Repaired and replaced sections of concrete to eliminate trip hazards around the Bell Center. Completed 12/23/25, Cost \$194,879.78 Contractor: Legarda, LLC
- Removed and replaced center filter sections with new metal ductwork and a filter rack. Completed 12/3/25, Cost \$7,548.69 Contractor: AZ HVAC Solutions

#### Grand Center

- Installed dedicated electrical circuits and outlets, along with water and gas lines, in the storage room to support a washer and dryer. Completed 12/31/25, Cost \$12,772.03 Contractors: Copper King Electric & Sunland Plumbing

#### Marinette Center

- Added Air Flaps over open areas at the pickleball courts. Completed 12/1/25, Cost \$9,840.00 Contractor: Fairlane Fence

#### Sundial Recreation Center

- Complete retrofit and replacement of failed sump pump system. Completed 12/14/25, Cost \$51,500 Contractor: Plunge Plumbing

#### Lakes Grill

- Removed existing equipment and installed an Imperial 40lb floor fryer. Completed: 12/18/25, Cost \$5,340.19 Contractor: Alpha & Omega Restaurant Equipment Repair, LLC

## GROUNDS

### Lawn Bowls

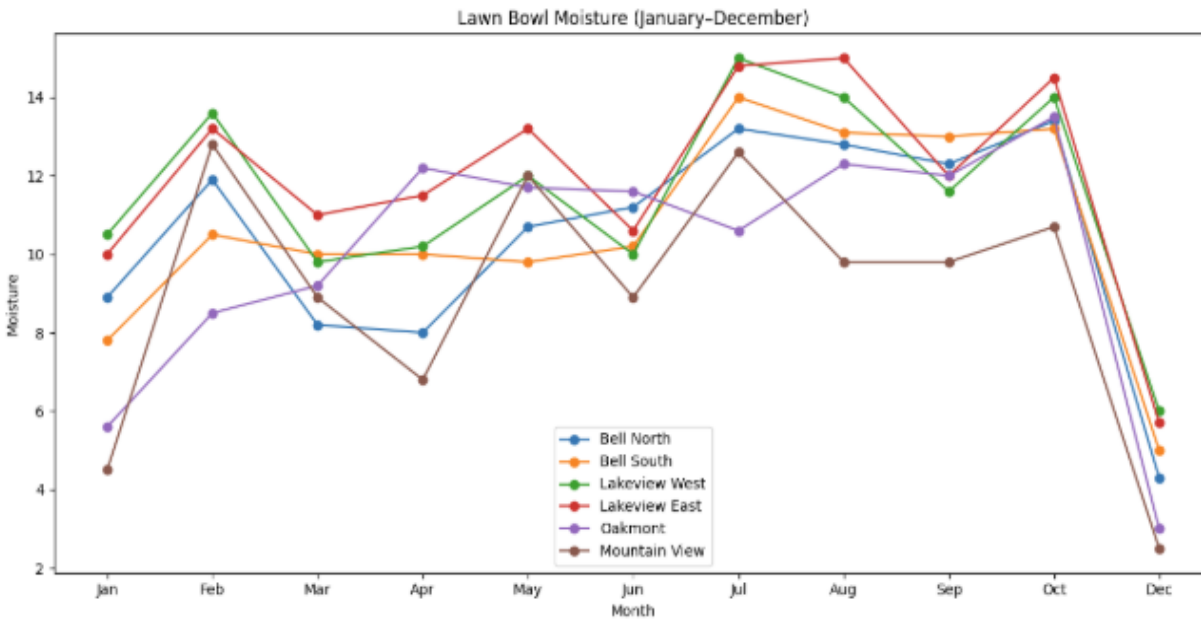
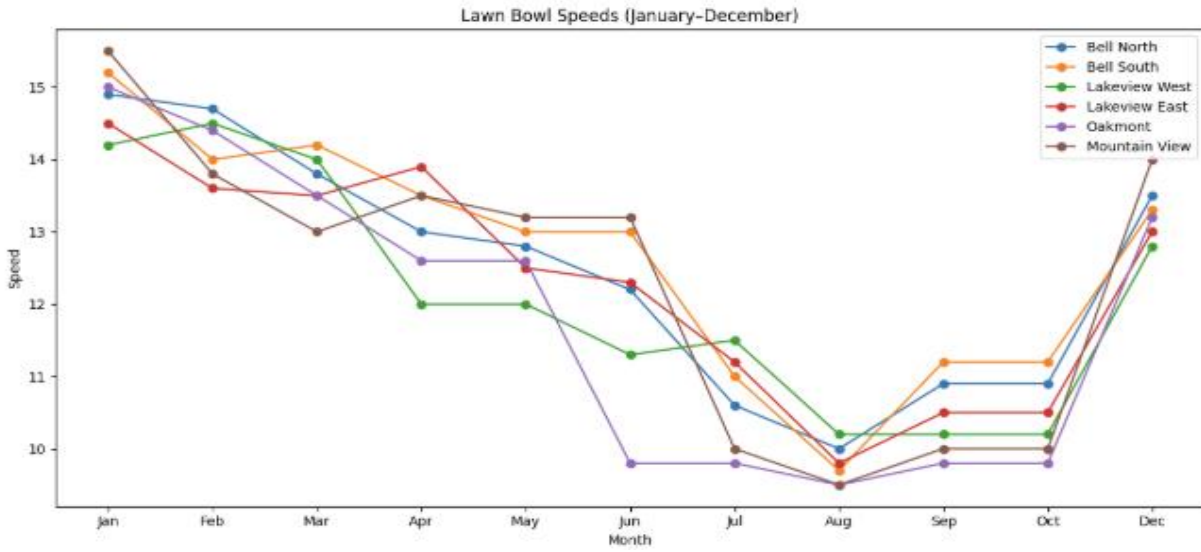
- Mowing once a week, rolling and cleaning ditches daily

LAWN BOWLS SPEED		LAWN BOWLS MOISTURE	
Bell North	13.5	Bell North	4.3
Bell South	13.3	Bell South	5.0
Lakeview East	13.0	Lakeview East	5.7
Lakeview West	12.8	Lakeview West	6.0
Oakmont	13.2	Oakmont	3.0
Mountain View	14.0	Mountain View	2.5

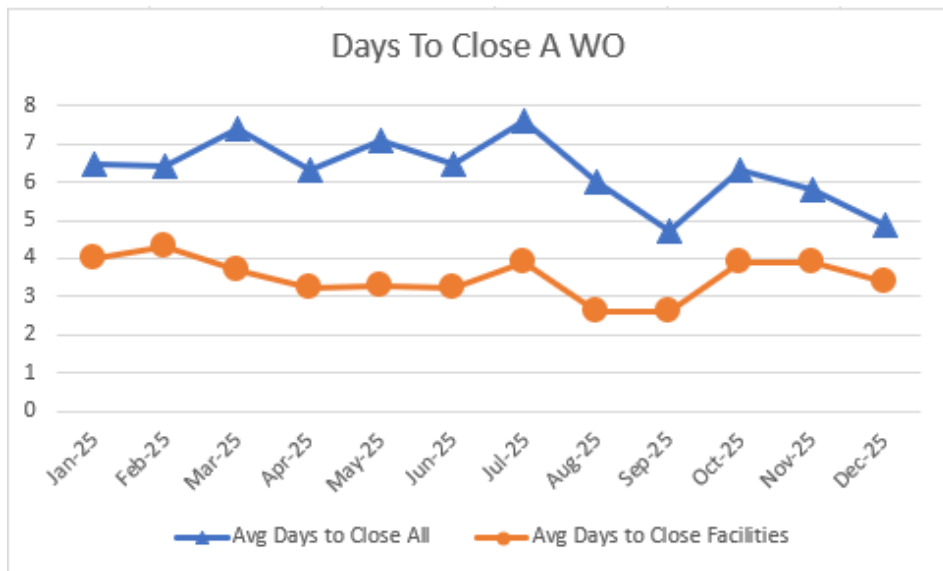
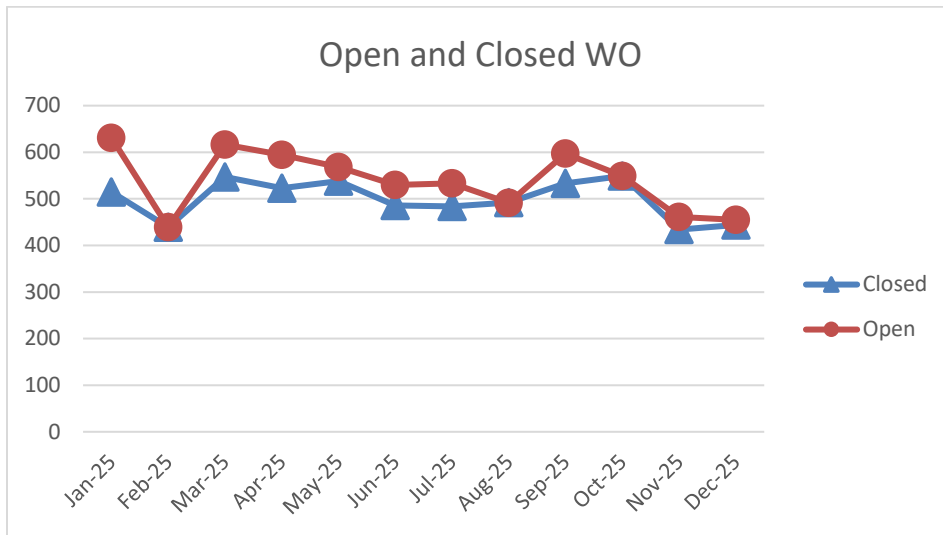
### Grounds

- Mowing and trimming Sun Bowl weekly in preparation for concerts
- Mowing the ball field three times a week and grading the infield four times a week
- Spraying for weeds, cleaning up leaves, tree and brush trimming around rec centers

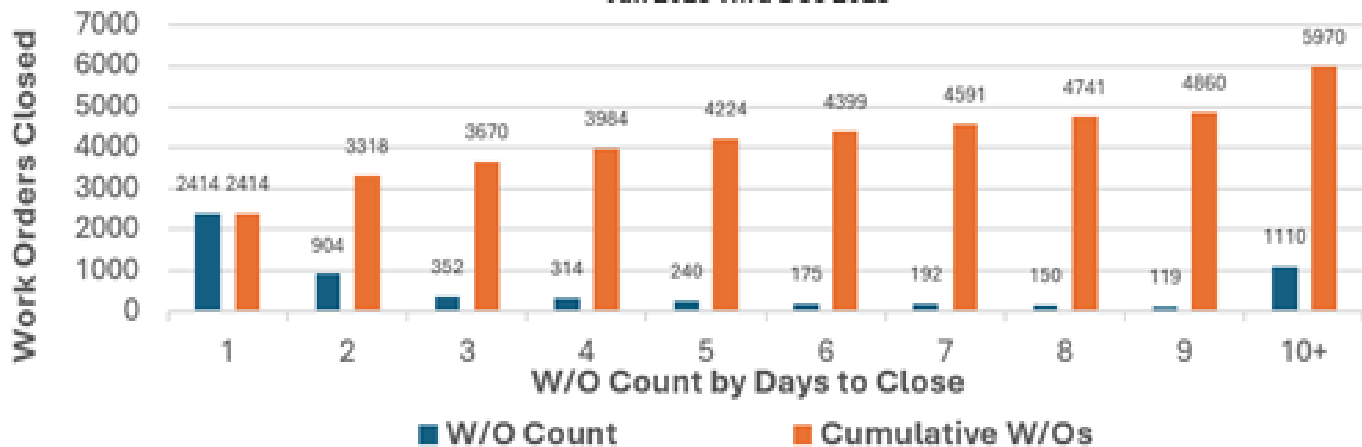
# RCSC Management Report: January 29, 2026



# RCSC Management Report: January 29, 2026



**12-Month Running Work Orders by Days to Close**  
Jan 2025 Thru Dec 2025



The Facilities Department opened 455 new work orders in December and completed a total of 444. The average time to complete a work order was 4.9 days. Year to Date 5,970 completed, January started with 42 open.

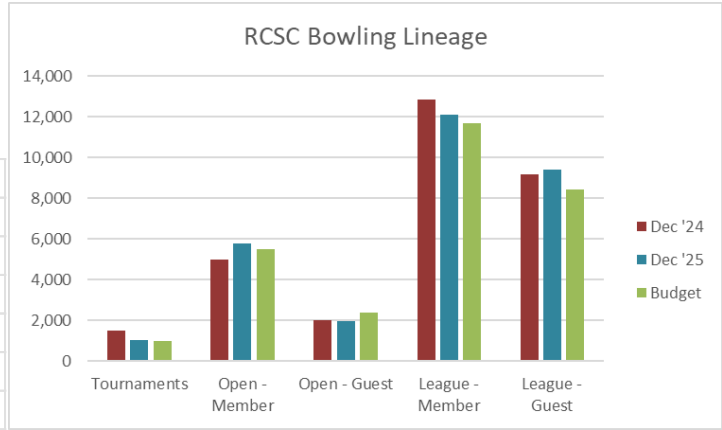
# RCSC Management Report: January 29, 2026

## OPERATIONS:

### Bowling

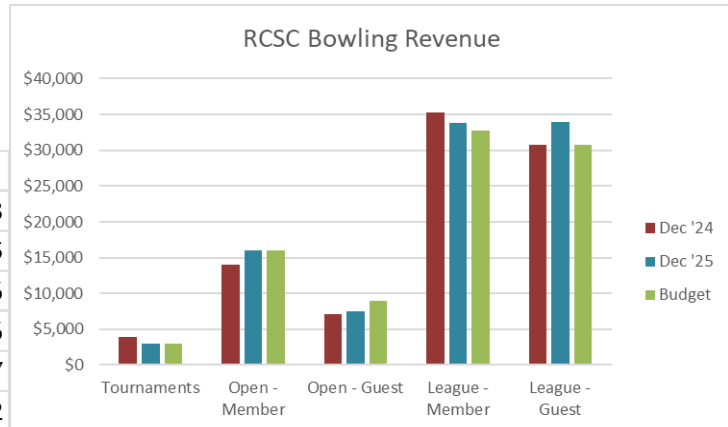
In December of 2025, Bowling lineage totaled 30,344, compared to 30,562 in December of 2024, a decrease of 1%. Year to date lineage through December 2025 totaled 332,076 lines, compared to 329,864 through December 2024, an increase of 1%.

	Dec '24	Dec '25	Budget
<b>Tournaments</b>	1,512	1,051	986
<b>Open - Member</b>	5,020	5,779	5,533
<b>Open - Guest</b>	2,016	1,976	2,388
<b>League - Member</b>	12,840	12,124	11,702
<b>League - Guest</b>	9,174	9,414	8,443
<b>Total</b>	30,562	30,344	29,052



Bowling Revenue in December 2025 totaled \$94,206 which was a 3% increase over the December 2024 revenue of \$91,024. Year to date, 2025 Bowling revenue is \$1,022,693, or 5% greater than the total revenue through December of 2024.

	Dec '24	Dec '25	Budget
<b>Tournaments</b>	\$3,936	\$3,012	\$2,958
<b>Open - Member</b>	\$13,980	\$16,016	\$16,045
<b>Open - Guest</b>	\$7,093	\$7,456	\$8,956
<b>League - Member</b>	\$35,302	\$33,755	\$32,766
<b>League - Guest</b>	\$30,714	\$33,966	\$30,817
<b>Total</b>	\$91,024	\$94,206	\$91,542



	Dec-25	Nov Budget	Monthly Variance to Budget	YTD Actual	YTD Budget	Yearly Variance to Budget
Total Bowling Revenue and Expenses						
Total Revenue	\$111,400	\$106,469	\$4,931	\$1,182,285	\$1,165,140	\$17,145
Total Cost of Sales	\$6,219	\$5,911	(\$308)	\$69,416	\$65,311	(\$4,105)
Total Operating Expenses	\$74,709	\$73,581	(\$1,128)	\$892,889	\$930,643	\$37,754
Net Operating Excess/(Deficit)	\$30,472	\$26,977	\$3,495	\$219,980	\$169,186	\$50,794

# RCSC Management Report: January 29, 2026

## Centers

CHECK IN REPORT BY CENTER	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
BELL	24,123	29,050	31,612	27,633	26,316	28,286	28,924	26,033	22,915	24,844	24,193	21,986	315,915
FAIRWAY	17,437	18,414	19,888	19,547	19,431	20,535	23,588	22,715	19,517	17,208	16,112	15,742	230,134
LAKEVIEW	10,192	14,288	15,052	12,301	9,332	7,142	6,356	5,951	6,147	8,812	9,605	10,141	115,319
MOUNTAIN VIEW	4,943	6,722	6,954	5,083	3,832	3,255	3,396	3,188	2,883	4,376	4,334	4,716	53,682
MARINETTE	17,245	16,976	19,486	16,316	12,773	10,168	9,493	10,850	10,620	13,626	14,203	14,814	166,570
OAKMONT	3,792	4,186	4,649	4,454	4,879	4,270	5,322	4,931	4,068	4,034	3,989	3,081	51,655
SUNDIAL	10,268	9,155	9,725	8,790	6,315	4,511	5,127	9,542	9,652	10,474	6,737	12,786	103,082
<b>TOTAL CENTER USAGE</b>	<b>88,000</b>	<b>98,791</b>	<b>107,366</b>	<b>94,124</b>	<b>82,878</b>	<b>78,167</b>	<b>82,206</b>	<b>83,210</b>	<b>75,802</b>	<b>83,374</b>	<b>79,173</b>	<b>83,266</b>	<b>1,036,357</b>
USAGE REPORT BY ACTIVITY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
BASKETBALL	80	48	78	73	64	53	48	42	24	15	49	56	630
BILLIARDS	2,533	2,552	2,838	2,350	2,201	2,133	2,266	2,352	2,151	2,228	2,277	2,408	28,289
BOATS, PEDAL & ROW	444	698	974	589	272	109	59	41	97	301	400	528	4,512
BOCCCE (open)	126	268	121	55	15	1	3	-	44	24	27	70	754
DARTS	783	640	927	658	601	651	704	677	560	727	773	721	8,422
FISHING	498	349	237	209	148	121	51	83	114	156	211	131	2,308
FITNESS	33,984	31,281	33,037	30,239	27,152	25,024	27,667	28,471	27,196	28,848	28,852	29,684	351,435
WHISPERBALL/RACQUETBALL	286	288	250	227	191	254	310	172	217	215	271	260	2,941
HORSESHOES	114	114	73	36	5	-	1	-	1	16	35	79	474
MINI GOLF	4,840	6,546	7,767	4,441	1,803	734	657	408	733	2,412	3,657	4,283	38,281
PICKLEBALL	10,863	10,308	10,915	7,788	5,129	3,340	2,706	3,048	3,776	6,312	7,670	8,586	80,441
POOLS, SWIMMING	9,777	14,031	17,482	17,026	16,818	17,132	18,505	19,478	14,562	15,796	10,509	11,559	182,675
POOLS, WALKING	2,352	7,288	7,869	8,780	10,383	13,389	13,811	12,160	9,546	7,856	6,028	4,065	103,527
POOLS, WARM WATER	1,532	1,406	1,427	1,478	859	655	651	1,284	1,490	1,569	956	1,913	15,220
SHUFFLEBOARD (open)	828	826	1,004	687	481	518	526	412	457	545	628	726	7,638
SPA, INDOOR	2,653	2,468	2,371	2,017	1,512	1,091	1,028	1,622	1,920	2,079	1,663	3,013	23,437
SPA, OUTDOOR	4,662	6,790	6,605	5,696	5,404	4,416	4,266	3,325	3,354	4,022	4,635	4,523	57,698
TABLE TENNIS	931	904	914	797	549	715	709	774	873	852	949	832	9,799
TENNIS COURTS	1,128	1,123	1,206	978	652	468	411	346	478	835	927	1,068	9,620
WALKING, INDOOR	4,835	4,034	4,549	4,627	5,290	6,035	7,114	7,603	6,398	4,879	4,150	3,906	63,420
WALKING, OUTDOOR	4,751	6,829	6,722	5,373	3,349	1,328	713	912	1,811	3,687	4,506	4,855	44,836
<b>TOTAL CENTER USAGE</b>	<b>88,000</b>	<b>98,791</b>	<b>107,366</b>	<b>94,124</b>	<b>82,878</b>	<b>78,167</b>	<b>82,206</b>	<b>83,210</b>	<b>75,802</b>	<b>83,374</b>	<b>79,173</b>	<b>83,266</b>	<b>1,036,357</b>

## Welcome Center

MONTHLY STATS - WELCOME CENTER	
Month	December 2025
# Visitors	380
New Members	9
Top reasons for visit	Pick up brochures and get directions

## Activities

The Holiday Concert was attended by over 800 people with more than 2,500 tickets sold for the new Fall Mini Concert Series. The Wednesday Winter Concert Series is every Wednesday until April. Get your tickets for these events. The Spring Sun Bowl Concert Series is confirmed and being promoted.

# RCSC Management Report: January 29, 2026

## Communications

The January Sun City Update was mailed out to every home. This allows the members to get one edition of our monthly newsletter in their hands without having to go to a center. In the annual edition we promoted our Discover Sun City event, other events RCSC is doing for the members, updated our Club Directory pages, promoted our community partners, and reminded the members of all the available opportunities to connect with RCSC and the news.

## Clubs

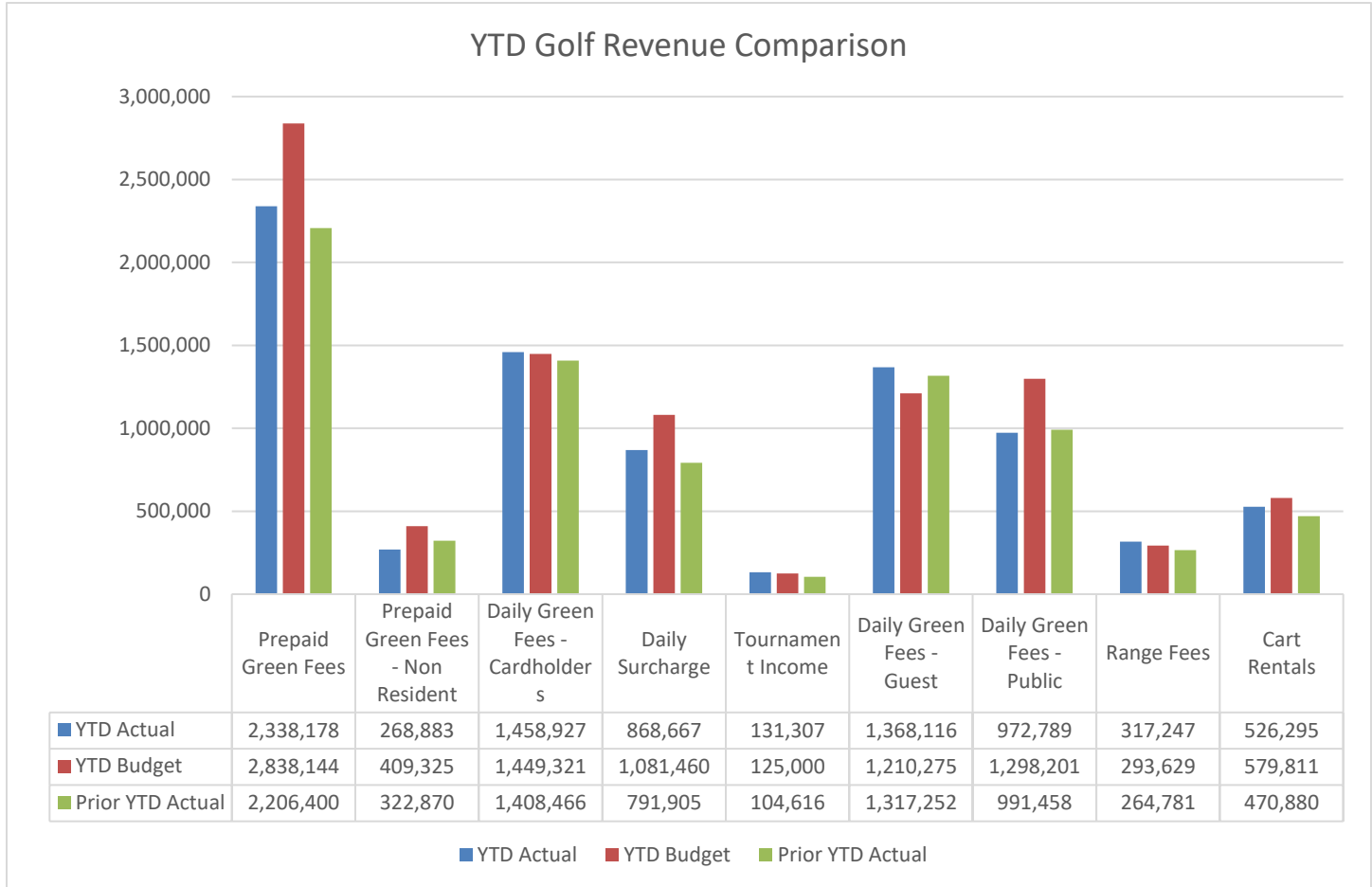
The Clubs office is completing club officer training at the end of January. 2027 Club Budget requests are due February 27, 2026. Reminder emails have been sent out.

Monthly Club Reported Attendance	December		2025 Total		Monthly Club Reported Attendance	December		2025 Total		Monthly Club Reported Attendance	December		2025 Total	
	Members	Guests	Members	Guests		Members	Guests	Members	Guests		Members	Guests	Members	Guests
500	94	0	866	0	FUNTASTIC FITNESS	208	0	2304	0	REPUBLICANS	35	7	412	61
AEROBICS	390	0	5345	0	GARDEN	220	0	2474	3	RHYTHM RAMBLERS	111	17	732	105
ARTISTIC STAINED GLASS	688	0	8447	0	HAND & FOOT	218	1	4757	49	ROCKHOUNDS	230	87	1752	2295
ARTISTIC WEAVERS	204	0	2487	0	HANDBELL RINGERS	31	15	425	218	ROCKIN' THRU THE YEARS	158	42	4068	930
ARTISTS BY THE LAKE	172	0	2282	0	HANDWEAVERS/SPINNERS	0	0	3880	0	RV	111	3	886	15
BELL STITCHERS	291	0	3245	0	HATHA YOGA	984	0	10862	41	SEW N SEW	251	0	3860	11
Bell Afternoon Dance	59	46	846	507	HOSPITALITY	0	0	207	0	TABLE GAMES	103	8	1162	96
BEST FRIENDS DOG CLUB	309	6	5452	25	ILLINOIS	33	0	348	0	SHUFFLEBOARD OUTDOOR	46	0	960	60
BIRDING	25	0	519	3	JEWELRY, STAINED GLASS	0	0	3736	0	SILVERCRAFT BC	412	0	5222	0
BOCCIE	574	10	6235	273	KACHINA BRIDGE	105	29	1288	252	SILVERSTONES	375	0	3907	0
BUNCO BRONCOS	94	1	818	13	KNIT & CROCHET	127	7	1486	11	SINGLES SOCIAL	212	0	1171	0
CALLIGRAPHY	205	0	2140	0	LADIES EXERCISE	200	0	2362	0	SO GRAND EXERCISE	352	0	3888	0
CAMERA GUILD	280	18	3139	163	LAPIDARY BC	323	0	3060	0	SOFTBALL	1400	458	13571	4293
CANASTA	93	0	1294	36	LAWN BOWL SC	0	0	645	66	SPANISH	123	0	1730	0
CERAMICS BC	467	0	7139	0	LAWN BOWLING BC	941	15	9445	72	SPORTSMEN	178	0	1877	0
CERAMICS FW	455	1	5032	6	LAWN BOWLING FW	0	0	2307	0	SQUARES	142	32	1491	146
CHINA PAINTING	154	4	2293	14	LAWN BOWLING MV	0	0	3220	0	FUN CITY CARD CLUB	528	145	5464	2018
CHORUS (WOMEN'S)	21	4	521	85	LAWN BOWLING LV	804	2	10280	74	STERLING & STONES	494	0	4622	7
CLASSIC ROCK N ROLL	266	73	2394	543	LAWN BOWLING OM	769	0	4317	45	SUN CITY CARVERS	0	0	2859	18
CLAY CLUB	0	0	10979	16	LEATHERCRAFT	250	0	2424	0	TAI CHI	176	9	2072	125
CLAY CORNER	1634	10	18974	94	LGBT	610	26	7136	162	THURSDAY PM BRIDGE	38	0	813	10
COMMUNITY ORCHESTRA	0	0	205	424	LIFE LONG LEARNING	240	2	3576	22	TIP TOP	238	59	3022	625
COMPUTER	552	0	6802	0	LINE DANCE	1269	149	14161	2292	UKULELE	258	0	2831	0
CONCERT BAND	42	35	1085	882	MAH JONGG	242	8	2293	258	VINTAGE VEHICLES	995	0	9313	0
COUNTRY DANCE	273	202	1734	1367	MENS CLUB	0	0	8824	200	WEDNESDAY PM BRIDGE	88	0	1260	24
CRAFTS BC	568	0	5698	6	METAL	1009	0	9396	0	WOMENS CLUB	489	2	6126	75
CRAFTS SD	210	0	2994	18	MICHIGAN	44	0	324	2	WOODWORKING BC	991	0	10483	0
QUILTERS ON GRAND	455	0	6236	0	MODEL RR	191	15	1833	59	WOODWORKING FW	852	0	7924	0
CRIBBAGE	181	0	2333	0	MONDAY PM PINOCHLE	0	0	582	4	WOODWORKING LV	417	0	3983	0
DANCE FOR FITNESS	401	0	3961	48	NEW ENGLAND	17	0	144	5	YACHT	0	0	238	80
DEMOCRATS	0	0	1035	50	NEXTGEN	253	9	4051	126	STEP TO THE MUSIC	1207	0	15182	45
DUPLICATE BRIDGE	112	68	1545	1079	PALO VERDE ARTISTS	148	3	1958	21	FUN AND GAMES	0	0	495	6
EUCHRE	396	15	3993	135	PIANO	163	0	1679	0					
FAIRWAY READERS	26	0	307	0	PINOCHLE OM	314	0	3025	0	not submitted				
FRIDAY NIGHT Social Dance	0	0	1931	2182	PLAYERS	0	0	3547	64	did not meet				
FRIDAY PM BRIDGE	39	0	583	1	POMS	191	0	2060	48					

# RCSC Management Report: January 29, 2026

## GOLF:

### Pro Shops



Through December year-to-date (YTD), total income stands at **\$9,311,491** short of the budgeted **\$10,593,258** but showing an increase from the prior year's **\$8,929,645** with an increase of **\$381,847**. This amounts to a little over a four percent increase year over year.

Through December the following line items were the only categories that showed a decrease compared to the previous year (2024). The rest of the revenue categories showed an increase compared to 2024.

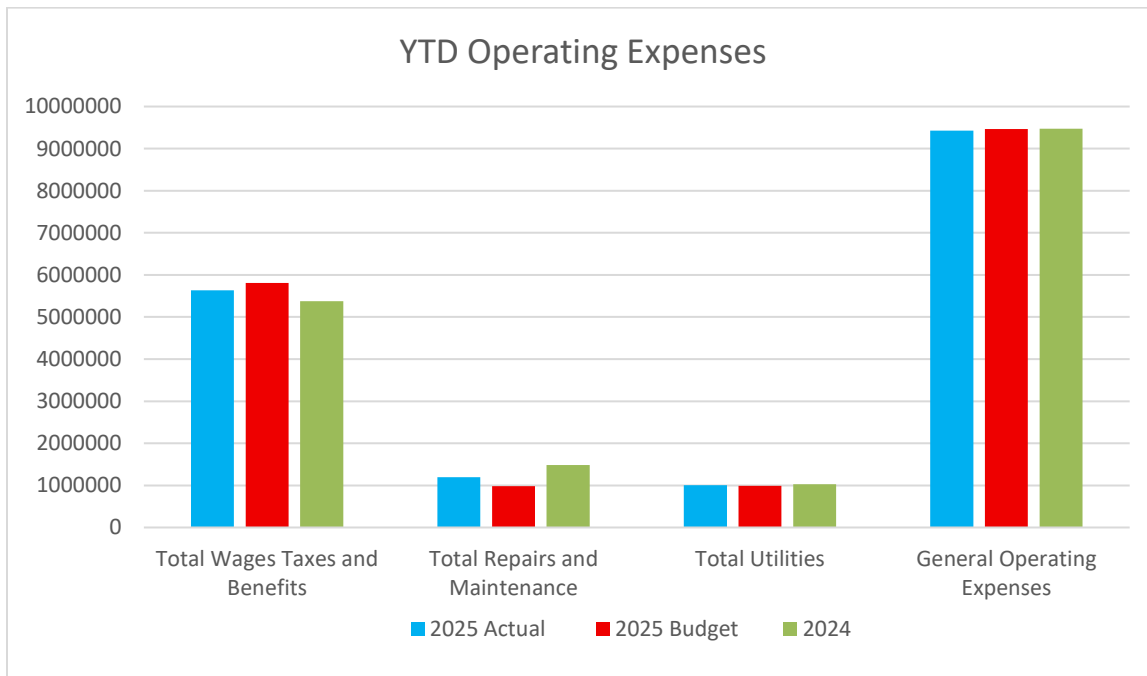
Prepaid Non Rest GF:       (\$53,987)  
 Daily Public Green Fees:   (\$18,669)  
 Merchandise Accessories: (\$6,138)  
 Liquor Sales                 (\$17,870)  
 Golf Ball Sales               (\$1,233)

# RCSC Management Report: January 29, 2026

Categories with largest increase YOY:

Item	2025	2024	Variance
Prepaid Green Fees	\$2,338,178	\$2,206,400	\$131,779
Daily Green Fees Card Holders	\$1,458,927	\$1,408,466	\$50,461
Daily Surcharge	\$868,667	\$791,905	\$76,761
Tournament Income	\$131,307	\$104,616	\$26,692
Daily Green Fees-Guest	\$1,368,116	\$1,317,252	\$50,864
Cart Rentals	\$526,295	\$470,880	\$55,415

## Operating Expenses



Operating Expenses	Actual	Budget	2024
Total Wages, Taxes and Benefits	\$5,637,378	\$5,807,979	5,377,034
Total Repairs and Maintenance	\$1,194,106	\$984,431	1,480,965
Total Utilities	\$1,006,014	\$989,060	\$1,025,269
Total Operating Expenses	\$9,425,527	\$9,464,927	\$9,475,853

Through December our total operating expenses stands at \$9,425,527 versus a budget of \$9,464,927.

## RCSC Management Report: January 29, 2026

### Significant impacts to the budget:

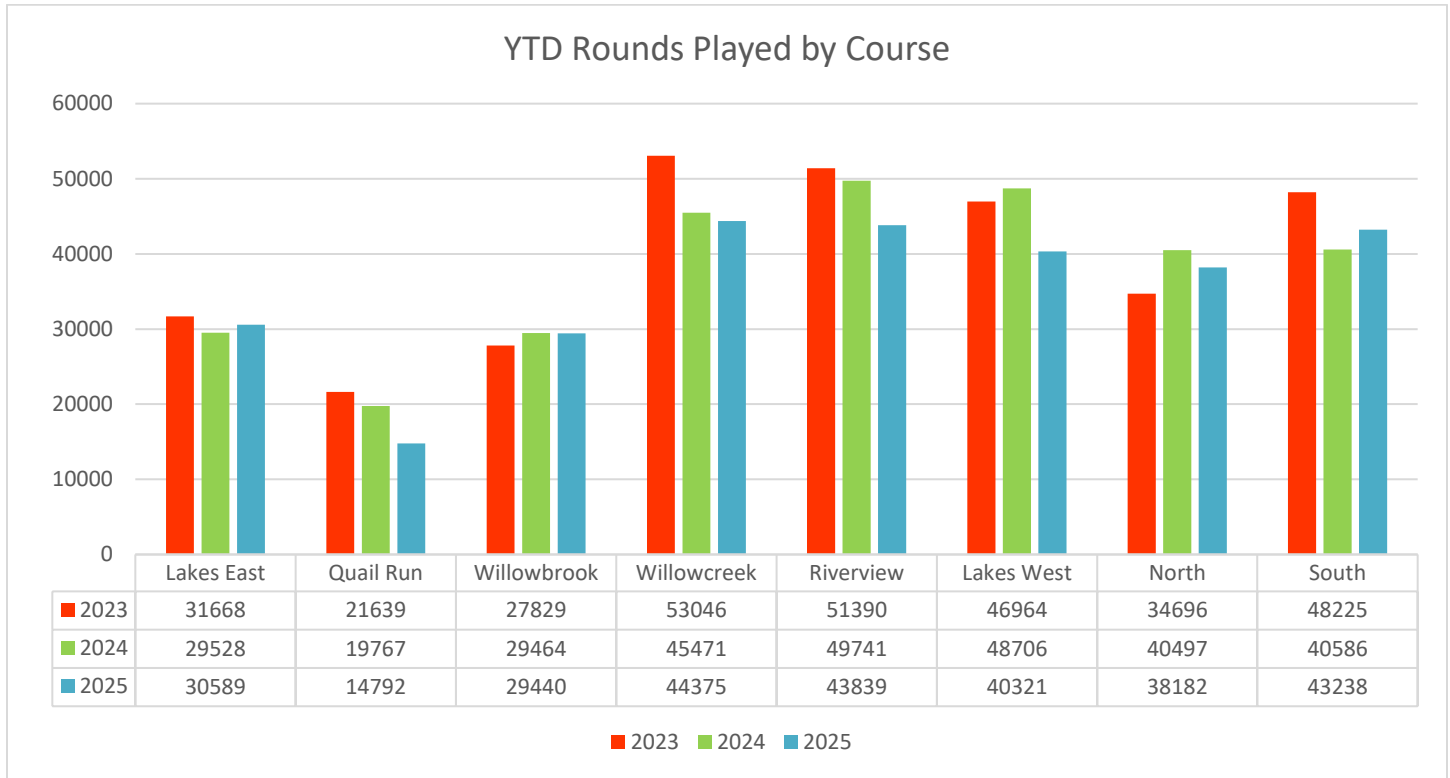
Item	2025 Actual	2025 Budget	Variance
Rolling Stock & Repair Service	\$438,747	\$355,610	(\$83,137)
Sprinkler & Irrigation Parts	\$170,712	\$108,412	(\$62,300)
Equipment Repair Parts & Service	\$111,191	\$62,830	(\$48,361)
Vegetation Management	\$110,800	\$83,000	(\$27,800)
Fertilizer	\$312,769	\$288,977	(\$23,792)

We are hopeful that the Rolling Stock and Repair Service will decline as we acquire new machinery from our 2025 and 2026 Capital Budget orders. Sprinkler and Irrigation parts will continue to be an issue as we are repairing leaks on a daily basis. As we move forward and begin replacing turf and adding drought resistant grass we will see decrease spending in water, chemicals and seed.

### Golf Rounds

	YTD Thru December 2025		Incr/(Decr):	% change
	2025	2024		
Annual no fee	51,474	63,843	(12,369)	-19.4%
Annual fee	107,616	111,996	(4,380)	-3.9%
Cardholder Daily	58,717	57,170	1,547	2.7%
Guest	37,216	38,355	(1,139)	-3.0%
Staff	12,088	10,623	1,465	13.8%
Non Resident no fee	8,794	12,311	(3,517)	-28.6%
Public Play	<u>39,859</u>	<u>42,264</u>	<u>(2,405)</u>	<u>-5.7%</u>
<b>TOTAL</b>	<b>315,764</b>	<b>336,562</b>	<b>(20,798)</b>	<b>-6.2%</b>
	TOTAL			
	Incr/(Decr):		(20,798)	

# RCSC Management Report: January 29, 2026

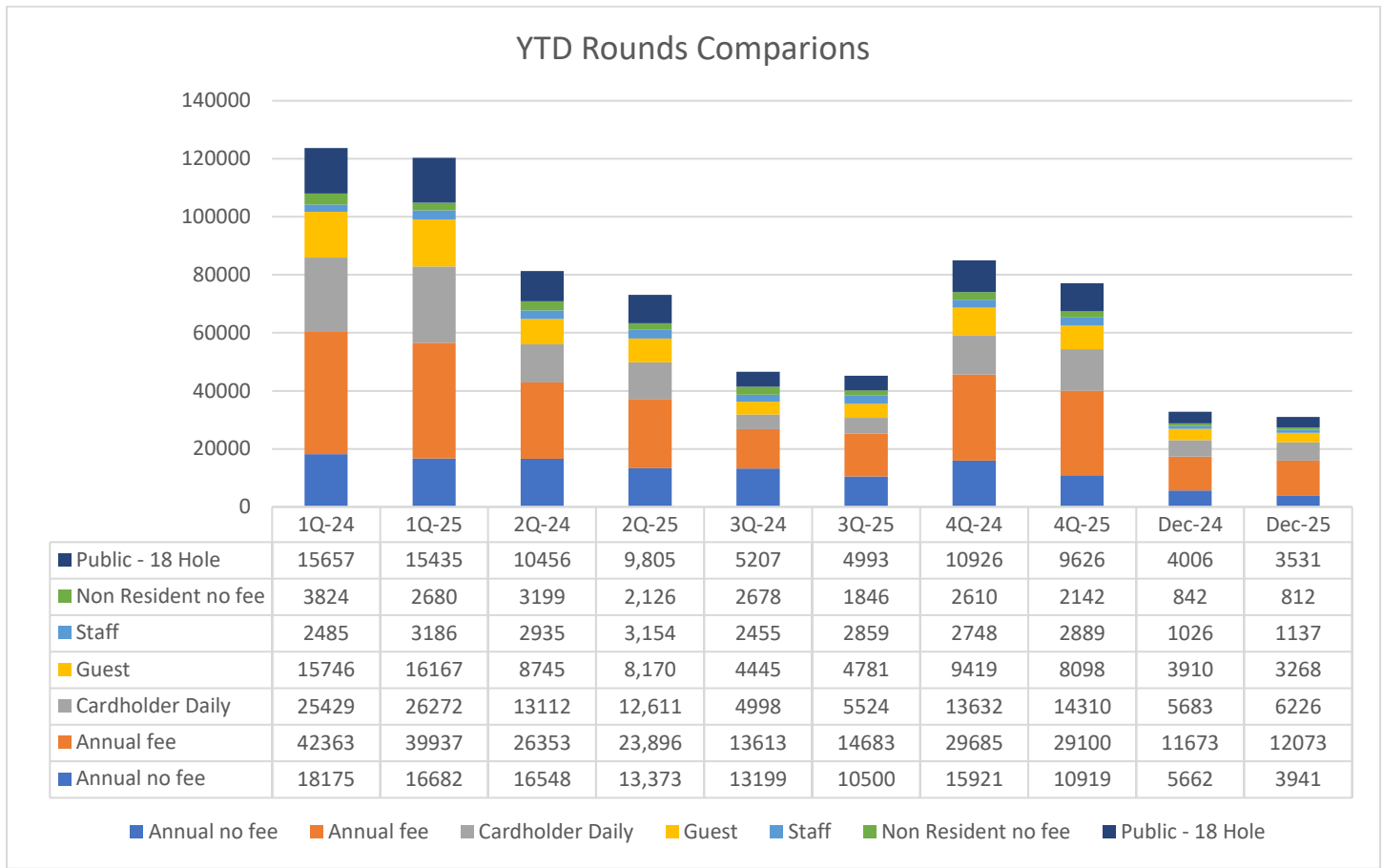


## Summary

December rounds totaled 30,988 compared to 32,802 in 2024 which resulted in a 1,814 decrease. Overall rounds resulted in a total of 315,764 compared to 336,562 for 2024. This resulted in 20,788 less rounds versus 2024 for a -6.2% decrease year over year. The largest deficit came from the following categories:

- Annual No Fee (12,369 -19.4%)
- Surcharge (4,380 -3.9%)
- Non-Res No Fee (3,517 -28.6%)
- Public Play (2,405 -5.7%)

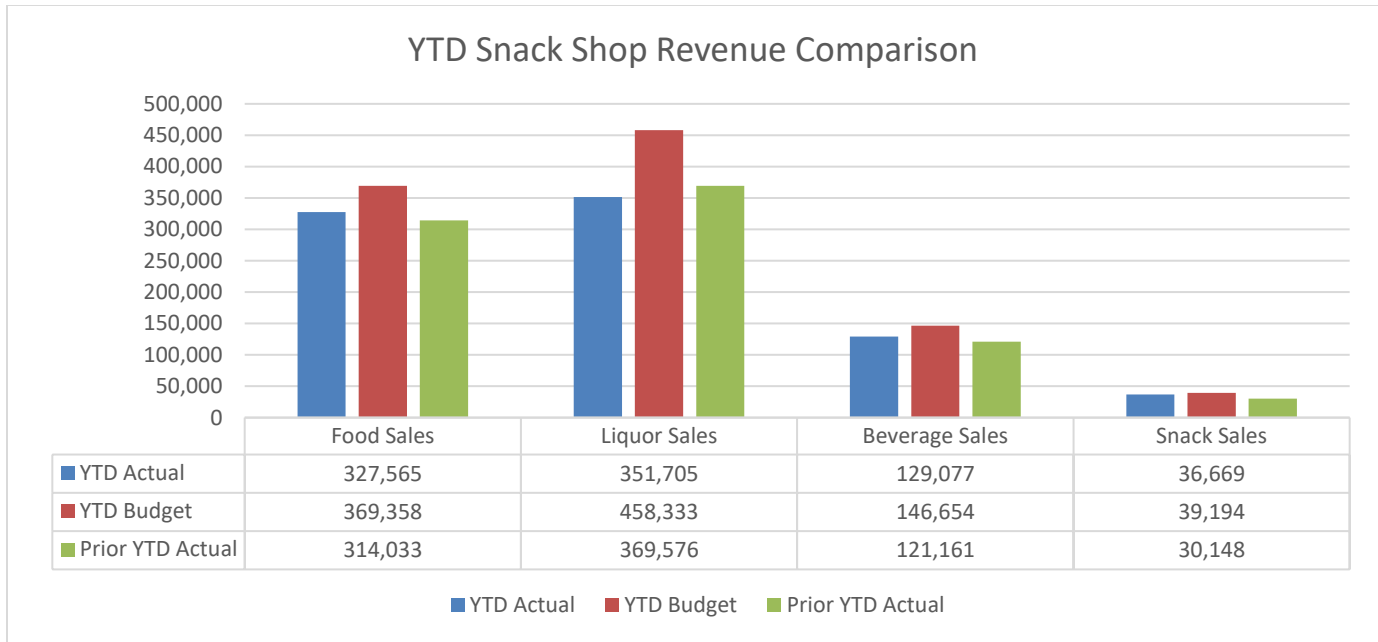
# RCSC Management Report: January 29, 2026



## Superintendent Update - (Chuck Hyppa)

Happy New Year everyone, I am pleased to report that the golf courses are doing well currently. The Fairways are firming up, and the Greens are rolling very true. Soil temps are 56 degrees, which is 8 degrees warmer than previous year. However, with it finally getting a touch colder in the mornings allowing the Winter Rye to really thrive with no competition from the Bermuda grass. You will notice the Greens begin firming up and rolling a little quicker as the morning lows drop. A point of emphasis on all our courses is ball marks and filling divots. We ask you kindly to do your part in helping us. I am optimistic with the slightly warmer than usual temps that our courses will continue to provide you all a fun and enjoyable golfing experience all Winter long. Throughout January and February all our maintenance teams will be applying our 2<sup>nd</sup> application of Pre-emergent Herbicide to our non-overseeded roughs. This is an attempt to slow down the Spring and Summer weed population most notably Nutsedge, Goose and Crabgrass. We look forward to seeing you out on the courses. We appreciate everyone's continued support of RCSC Golf Course Maintenance.

December 2025 Grills Update



**Summary:**

December F & B were moderate as several categories met budget for the month. Food Sales and Snack Sales met or exceeded budget while Liquor Sales and Beverage fell below the mark. Our goal for 2026 is to create more awareness throughout Sun City about our Grills and our menu selections. The addition of a fryer at Lakes will provide added menu options that are favorites of many people. “The Fryer” menu link: <https://suncityaz.org/generic/the-lakes-grill/> After a bit more training, we will invite you to Friday Fish Frys, with fun music and flowing hops and barley.

**December Variances**

Category	2025 Actual	2025 Budget	Variance
Liquor Sales	\$32,994	\$39,031	(\$6,037)
Beverage/ Coffee Sales	\$12,271	\$13,549	(\$1,278)
Food Sales	\$36,489	\$35,922	\$567
Snack Sales	\$3,138	\$3,021	\$117

**Grills Recap**

During the December Safety Committee Meeting, all our Grill Managers, along with many Grill Attendants, were present and participated in a live “kitchen fire” extinguishing event. Everyone got familiar with their fire extinguisher and deployed the agent to practice in case of a real emergency.

## RCSC Management Report: January 29, 2026

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As part of growing our partnerships, we catered an outdoor buffet on the Lakes' south-facing patio for 32 people. This event was hosted by Pastor Rob Boyd from the Bellevue Heights Church. Bonnie Mathews, a long-time customer of ours, helped serve, and everyone had a great time! We have catering events coming up, including taco bars, brunch buffets, and plated specials. I look forward to keeping you up to date with the success stories.

### INFORMATION TECHNOLOGY:

#### **Summary:**

In December 2025, RCSC IT maintained stable and reliable technology operations across all facilities while making meaningful progress on several strategic initiatives focused on modernization, security, and operational readiness. Core infrastructure, network connectivity, and member-facing systems continued to perform reliably, supporting daily operations without significant disruption.

#### **December 2025 Highlights:**

- The Cisco infrastructure remains stable, with zero reports or complaints from staff, members, or clubs regarding network connectivity since its implementation in July 2025.
- The servers in the Disaster Recovery site (Rapidscale) are now reachable.
- Specto computer has been set up at Lakeview Lane. This new set-up will help Lakeview Lane generate additional revenue.
- New WiFi Access Point has been installed in Lakeview (facing the Lawn Bowling club) and Duffeeland Dog Park.

#### **Help Desk Ticket Summary:**

**Ticket Report - 12/01/25 to 12/31/25**

**Tickets created during period: 114**

**Of them closed: 82 Still open: 32**

**Average duration: 14h 56m 55s**

**Tickets that were reopened: 13**

**Average time spent: 41m 32s**

**Average response time: 3h 13m 45s**

#### **Major Accomplishments/Progress for the Month:**

- Active Directory has successfully installed MS Azure Portal. This provides redundancy and business continuity in case something happens to Active Directory servers sitting in the LV Datacenter.
- Fiber Circuit at Grand has been activated
- Testing of the two POLY phones for the VOIP project has been completed. The next steps are now steps are now being worked on.
- New Bridge has been installed at Lakeview FA Station Mini Golf to strengthen the connectivity inside the FA Station. The old speed they were getting was between 20mb and 50mb. After the upgrade, they are getting between 600mb and 900mb.
- Backup for File Server and TEG are on-going without issues. Below is an example of the report: