



**CEO Remarks**  
**GVR Annual Membership Meeting of the Corporation**  
**Tuesday, 26, 2019**

I extend my heartfelt thanks and sincere appreciation to everyone who contributed this past year. I'd like to give a special shout out to the following:

- **GVR Volunteers** – Tireless members helping and serving their fellow members. **GVR Volunteers**, we appreciate your service. Please stand and be recognized.
- **GVR Clubs Leadership** – We celebrate the diversity of member interests through our 65 clubs with new groups forming during this past year. **GVR Clubs Leadership**, please stand and be recognized.
- **GVR Board & Committee Members** – Members who volunteer to assist GVR planning. **GVR Board & Committee Members**, we appreciate your service. Please stand and be recognized.
- **GVR Foundation Board Members** – You strengthen community well-being and help ensure that we all enjoy a better quality of life by enriching the lives of GVR members and community residents. We appreciate your service. **GVR Foundation Board Members**, please stand and be recognized.
- **GVR Staff Team** – highly skilled and dedicated staff striving to be the best they can be, exceeding expectations, with servant hearts; each one making a significant difference to the operation and maintenance of GVR facilities, programs, and events. I am proud to be a member of our staff team!

**GVR Staff Team**, please stand and be recognized.

Since our last annual meeting of the Corp. your staff has contributed to accomplishing some BIG things. But frankly, not all of our best intentions turned out well.

After approximately four years of effort, staff had to abandon work to develop a new membership database software platform. The firm we worked with simply could not deliver what they had promised. Staff could not accept a product that would not meet the needs and expectations of our members. As a result, we had to write off a loss of \$155,000. This project occurred on my watch, and ultimately the buck stops with me. I made the decision to pull the plug on it. However, know that we have already started identifying and working with other vendors who could deliver what we need.

We also made no progress last governance year on a renewed five-year GVR Strategic Plan. I believe this will be a priority for the Board and staff for the coming governance year.

Here are highlights of BIG things that your staff contributed to and are noteworthy:

1. We have improved communications.
  - We have made user-friendly improvements to the GVR website ([www.gvrec.org](http://www.gvrec.org)) pertaining to Board activities and meetings.
  - We created a 'Board-Only' Webpage with links to Board documents and 'Committee' Webpages with links to Committee documents.
  - We provided 'Suggestion Boxes' at major GVR Centers with Suggestion Box Q&As now posted on GVR website.
  - We provided a meeting scribe to record minutes of Board committee meetings and work sessions
2. We extended GVR volunteerism and developed SOS Volunteer Program.
3. We purchased property for a 24-court GVR Pickleball Center.
4. We continued the GVR Member ID Authentication Initiative 'Membership Matters' to reduce fraudulent use of GVR-issued IDs.
5. We Installed CCTV security cameras at strategic GVR Center and facility locations
6. We conducted several Member Forums on variety of important and timely topics, including:
  - Member Communications
  - GVR Capital Projects
  - Fitness Centers
  - The Pickleball Center
  - Solar Panel Installations

7. We increased Non-Dues Revenue through:
  - Increased number of leisure education classes offered;
  - Increased non-member registration fees for leisure education classes
  - Bringing personal trainer (PT) operations In-house;
  - Increasing gross advertising sales in *GVRNow!* & EBlasts that exceeded \$100,000 in FY2018
8. We cooperated with GVR Foundation for:
  - 2019 MAP
  - 2019 Southern Arizona Senior Games
  - 3<sup>rd</sup> annual “SoAZ CultureFest”
  - & the “Write a Will” Workshop, in partnership with Greater Green Valley Community Foundation
9. We conducted the 3<sup>rd</sup> annual “Paws in the Pool” @ East Center last July
10. We completed build-out of the former nursery property to house the GVR Facilities Department and vehicle fleet
  - This allowed the transfer of the Facilities Department staff, vehicle fleet and maintenance storage to the new site, providing space to house the new GVR Metalworking Club.
11. We completed re-alignment of East Center PB Courts plus Lighted All East Center Courts.
12. We Began installation of Solar Panels on rooftops and parking spaces at 11-GVR centers.
  - We project a \$100,000 energy cost savings per year once installation is fully completed.
13. We Identified required maintenance, repair and replacement updates to the GVR Reserve Study for 2019
14. We developed reporting documents and procedures for all forms of capital spending and reserves.
15. We Enhanced Community Partnerships with the Green Valley Council, Green Valley/Sahuarita Chamber of Commerce, and Greater Green Valley Community Foundation.
16. We advocated passage of Arizona House Bill 2374 to help safeguard GVR’s future.
  - This Thursday morning I will be back in Phoenix testifying before the Arizona House Government Committee on HB2374.

17. And we were recognized by *Best Places to Retire* magazine in its March/April 2019 edition as being a spectacular retirement community, thanks to the fabulous recreation opportunities provided by GVR!

But wait, there is more!

As part of this year's 2018/2019 Work Plan, we undertook a feasibility study of installing computer kiosks in our major centers that will offer our members and guests online GVR concierge service. Our goal was to demonstrate the kiosk system at this 2019 Annual Meeting of the Corp.

I ask **IT Dir. Randy Cheatham** and **IT Specialist Jason King** to step up and give us a demonstration of the computer kiosk and GVR concierge service that we have been working on.

Thank you.

**[GVR KIOSK & CONCIERGE DEMO]**