



AGENDA

BOARD OF DIRECTORS REGULAR MEETING

Wednesday, February 28, 2024 - 2pm

West Center Auditorium / Zoom

*Code of Conduct

Directors: Marge Garneau (President), Carol Crothers (Vice President), Bart Hillyer (Secretary), Jim Carden (Treasurer), Barbara Blake (Assistant Secretary), Joe Magliola (Assistant Treasurer), Nancy Austin, Kathi Bachelor, Beth Dingman, Steve Gilbert, Bev Lawless, Richard Sutherland, Scott Somers (non-voting)

AGENDA TOPIC

1. **Call to Order / Roll Call – Establish Quorum**
2. **Amend/Adopt Agenda**
3. **President's Report**
4. **CEO Report**
5. **Committee Reports**
 - A. Audit
 - B. Board Affairs
 - C. Fiscal Affairs
 - D. Investments
 - E. Nominations & Elections
 - F. Planning & Evaluation
6. **Consent Agenda** – Consent Agenda items are routine items of business that are collectively presented for approval through a single motion. A Board member may request that an item be pulled from the Consent Agenda and placed under Action Items for separate discussion and action.
 - A. Minutes:
 - 1) BOD Regular Meeting Minutes: January 31, 2024
 - 2) BOD Work Session Minutes: February 14, 2024
 - B. Financial Statements:
 - 1) January Financials
7. **Action Items**
 - A. Accept FAC Recommendation to Accept Café Report (Carden)
 - B. Approve Proposed 2024 Work Plan (Somers)
 - C. Approve BAC Recommendations for CPM Part 6, Section 2 GVR Clubs, 6.2.8 (Crothers)
 - D. Approve BAC Recommendations for CPM Part 1, Section 2 Use of GVR Facilities (Crothers)
 - E. Wallyball Club Application (Whitman)
 - F. P&E Recommendation for Ceramics Kiln Room Enhancements (Bachelor)
8. **Member Comments** - Please limit comments to two (2) minutes. Speakers are asked to provide their name and GVR member number. This time is for comments, not for questions and answers.
9. **Adjournment**



MINUTES

BOARD OF DIRECTORS MEETING

Wednesday, January 31, 2024 - 2pm

West Center Auditorium / Zoom

Directors: Marge Garneau (President), Carol Crothers (Vice President), Bart Hillyer (Secretary), Jim Carden (Treasurer), Barbara Blake (Assistant Secretary), Joe Magliola (Assistant Treasurer), Nancy Austin, Kathi Bachelor, Beth Dingman, Steve Gilbert, Bev Lawless, Richard Sutherland, Scott Somers (non-voting)

Staff Present: Steve Mendoza (Facilities Director), Nanci Moyo (Administrative Supervisor), Howey Murray (Finance Manager), David Webster (CFO), Natalie Whitman (COO), Kris Zubicki (Member Services Director)

Visitors: 13 Including support staff

AGENDA TOPIC

1. Call to Order / Roll Call – Establish Quorum

The President being in the chair and the Secretary being present.

President Garneau called the meeting to order at 2:04pm MST. Secretary Hillyer called the roll; quorum established.

2. Amend/Adopt Agenda

MOTION: Director Lawless moved, Director Gilbert seconded to Amend the Agenda by adding under Action Item a discussion on separating the Candidate Forum from the bylaws' discussion.

Passed: 8 yes / no 4 (Austin, Blake, Garneau, Hillyer)

AMENDMENT TO THE MOTION: Director Dingman moved, Director Lawless seconded to add discuss in the MOTION.

Passed: 8 yes / 4 no (Austin, Blake, Garneau, Hillyer)

3. Presentations:

A. Quarterly Financial Report

David Webster, CFO, reviewed the quarterly financial report. Highlights include:

- Under budget by 17 percent due mainly to home sales. This is 1.2 percent less than the prior year, 2022. Last year budget was projected for 1,100 home sales and the final number was 990. For 2024, the projected home sales are 950. In January, the projection was for 86 home sales and currently is at 67 homes as of January 31.
- Expense side was under budget by 1.1 percent. Personnel was 11 percent under budget. Many of the personnel costs were allocated to outsourcing custodial services and Human Resources.
- Surplus was a deficit of \$161,389. There will be no surplus transfer this year.
- GVR investments' benchmarks were not all met, but were still positive.

B. New Website

Natalie Whitman, COO, presented the new GVR website. Highlights include:

- The late launch of the website was due to the contractor making big changes in their business and outsourcing parts of the projects leading to a lack of cohesiveness within the project.
- The new website has an updated look with the menu for all GVR activities clearly on the home page, but also on every page to make it easier to navigate through the website without having to return to the home page.
- On the home page, there is a ribbon with important announcements.
- The calendar is clearly on the home page.
- A new tool on the home page at the top is Info Hub/Pool Availability. Members can view pool availability and view real-time Facility Use. Closed Today (pools, etc.) will be at the top of the page for current information.
- This website has large blocks to help navigate easily through the website.
- The Contact Us form is easy to find: Go to About GVR (located at the top of the page) and then click the About Us block. Once the form is filled out and submitted, it will automatically go the GVR Hotline. More forms will be developed over time to make submission easier and will eliminate email.
- Under the Centers & Reservations tab there are hours for Centers, downloadable map, Center Reservation, and an interactive map for each Center. On the interactive map, choose a Center and see the activities in the Center along with available rooms.
- The new website is currently online and more will be added to it.

4. Committee Reports - All reports received and placed on file.

- A. Audit
- B. Board Affairs
- C. Fiscal Affairs
- D. Investments
- E. Nominations & Elections
- F. Planning & Evaluation

5. Consent Agenda

MOTION: Director Carden moved, Director Sutherland seconded to approve Consent Agenda.

Passed: unanimous

- A. Minutes:
 - BOD Regular Meeting Minutes: November 15, 2023
 - BOD Work Session Minutes: January 17, 2024
 - BOD Regular Meeting Minutes: January 24, 2024
- B. Financial Statements:
 - November and December Financials

6. Action Items

- A. Audit Committee Proposed Changes to the CPM Part 3, Section 5
MOTION: Director Austin moved, Director Crothers seconded to accept the Audit Committee responsibility as amended by the Audit Committee.

MOTION TO AMEND: Director Dingman moved, Director Gilbert seconded to amend the motion that 3.5.1 state, “To the extent possible, the Audit Committee shall have at least two GVR members who should have knowledge of financial reporting and internal control procedures. The committee shall have no fewer than three and no more than five members. Add a comma on 3.5.2.B.3 after opinion.
Passed: 8 yes / 4 no (Blake, Carden, Hillyer, Magliola)

MOTION TO AMEND: Director Lawless moved, Director Bachelor seconded to remove the word “independent” from 3.5.2.A.
Failed: 3 yes (Bachelor, Lawless, Gilbert) / 9 no

MOTION TO AMEND: Director Bachelor moved to delete 3.5.2.B.7. Failed for lack of second.

AMENDED MOTION PASSED: unanimous

Amended Motion: Accept the Audit Committee responsibility with the first sentence of 3.5.1 to read, “To the extent possible, the Audit Committee shall have at least two GVR members who should have knowledge of financial reporting and internal control procedures. The committee shall have no fewer than three and no more than five members.” Add a comma on 3.5.2.B.3 after opinion.

B. Board Affairs Committee Recommendations for Elections 2024

1) Ballot Format

MOTION: Director Crothers moved, Director Sutherland seconded to approve the proposed bylaw amendments ballot format.
Passed: 10 yes / 2 no (Bachelor, Lawless)

MOTION TO AMEND: Director Lawless moved, Director Bachelor seconded to remove in the first paragraph on the ballot number two that states: “Optimize the efficiency of administrative staff operations.”
Failed: 5 yes (Bachelor, Blake, Dingman, Gilbert, Lawless) / 6 no (Director Hillyer was out of the room for the vote and did not vote.)

2) Director Transition Process (12 to 9)

MOTION: Director Sutherland moved, Director Dingman seconded to accept option 2 in the Meeting Book that states: “Seat three new Directors each year and replace resigning Directors as we have done in the past. It will take the full three election cycles to get down to nine Directors.”
Passed: unanimous (Director Carden was out of the room for the vote and did not vote.)

C. Discuss the Forums to Separate Candidate Forum from Bylaws

MOTION: Director Lawless moved, Director Gilbert seconded to discuss the proposed bylaw changes with the members at a separate time or day from the Candidate Forums.
Failed: 4 yes (Bachelor, Dingman, Gilbert, Lawless) / 8 no

MOTION: Director Crothers moved, Director Carden seconded to allow the Candidate Forum to extend longer to cover the proposed bylaws’ changes whether in the beginning or at the end of the forum.
Passed: unanimous

D. CEO Report

Scott Somers, CEO, presented these updates:

- Santa Rita Springs water heater update: Scheduled for installation February 7, Wednesday.
- Glass Arts Studio: February 9, Friday, target date for certificate of occupancy.
- Casa Poloma I: Water heater is fixed and running.
- Del Sol Clubhouse: On schedule.
- Security Cameras: All major centers have between three to six cameras installed. The wire and infrastructure still needs to be completed. Cameras are located primarily in main entrances and lobbies.

7. **Member Comments** – No comments

8. **Adjournment**

MOTION: Director Crothers moved, Director Hillyer seconded to adjourn the meeting at 4:02 pm.

Passed: unanimous

DRAFT



MINUTES

BOARD OF DIRECTORS WORK SESSION

Wednesday, February 14, 2024, 3pm

WC Auditorium / Zoom

Directors Present: Marge Garneau (President), Carol Crothers (Vice President), Bart Hillyer (Secretary), Jim Carden (Treasurer), Barbara Blake (Assistant Secretary), Joe Magliola (Assistant Treasurer), Kathi Bachelor, Beth Dingman, Steve Gilbert, Bev Lawless, Richard Sutherland, Scott Somers (non-voting)

Absent: Nancy Austin

Staff Present: Nanci Moyo (Administrative Supervisor), David Webster (CFO), Natalie Whitman (COO), Kris Zubicki (Member Services Director)

Visitors: 0

AGENDA TOPIC

1. Call to Order / Roll Call

Work Session Called to Order at 3:06pm by President Garneau. Secretary Hillyer called the roll.

2. Amend / Approve Agenda

MOTION: Director Bachelor moved, Director Blake seconded to approve the Agenda as presented.

Passed: unanimous

3. Review and Discuss Proposed 2024 Work Plan

Highlights of Board discussion and consensus of changes to areas of the Work Plan:

- Under Administration/CEO 5.6.1 change third bullet to GVC not GVR.
- Under Board and Committees add 5.2.1 Review the Strategic Plan regularly to ensure progress on action items and continuity year-over-year with the plans. (See Administration/CEO). Add 5.4.1 Encourage staff and Board to attend training conferences and participate in professional associations. Add bullet to this stating: Survey Board of Directors for what they would like for training.
- Under Facilities Department remove second bullet under 1.2.5 and remove all of 1.3.1. Add a bullet to 4.4.3 that states: Consider approaches that minimize closures.
- Under Finance Department add “such as cash management policies” under 4.3.1. Delete “With Investment Committees and Board” under 4.3.3 and start sentence with “Continue utilizing...” Add a bullet under 4.3.4 that states: “Budget for Initiatives projects.”
- Under Human Resources add in 3.2.1 “Board and” to read “With Board and Recreation...”

- Under Recreation Department add a bullet under 1.4.1 to read “Identify additional social gathering opportunities.

4. Discuss BAC Recommendations for CPM Part 1, Section 2 Use of GVR Facilities

Highlights of Board discussion and consensus of changes to areas of the CPM Part 1, Section 2

Use of GVR Facilities:

- Scheduling activities and events at GVR has become increasingly difficult due to policies being overly permissible. GVR allows members to reserve rooms for free and this has been taken advantage of by individuals and groups. GVR needs to tighten the policies to open up more availability for all members.
- 1.2.6.A.1.d: Club activities will be reviewed in the future, but no changes at this time to reservations for clubs.
- 1.2.6.B will be changed from “Club and HOA meetings are limited to non-peak hours: after 2pm on weekdays and during all operating hours on the weekend.” To Club and HOA business meetings (vs. club activities and socials) are limited to non-peak hours from October through April: after 2pm on weekdays and any time on weekends.
- Staff will work on 1.2.8.C regarding whether GVR will continue to have a caterers’ list or will have the Member using the facility provide caterer’s health department paperwork or a combination of the two.
- In 1.2.6.A.1.f complimentary private member function (HOA socials, birthday parties, etc.) may meet every other month and six hours per event.

5. Adjournment: The Work Session adjourned at 4:43pm.



Green Valley Recreation, Inc.
Statement of Financial Position
 As of Date: January 31, 2024 and Dec 31, 2023

	January 31, 2024		Dec 31, 2023	
	Total		Total	
ASSETS				
Current Assets				
Cash/Cash Equivalents		687,320		2,599,548
Accounts Receivable		1,003,320		160,968
Prepaid Expenses		184,509		218,015
Maintenance Inventory		22,003		22,003
Designated Investments (Charles S./SBH)				
Emergency - Fund	563,406	(1)	560,194	(19)
MRR - Fund	8,347,416	(2)	7,175,602	(19)
Initiatives - Fund	1,643,301	(3)	1,750,056	(20)
Pools & Spas - Fund	1,113,273	(4)	814,765	(21)
Total Designated Investments (CS/SBH)	11,667,396	(6)	10,300,617	(22)
Undesignated Invest. (JP Morgan Long Term)	1,707,776	(8)	1,699,386	(23)
Undesignated Invest. (JP Morgan)	3,771,350	(7)	1,767,892	(24)
Investments		17,146,522	(9)	13,767,895
Total Current Assets		19,043,673		16,768,429
Fixed Assets				
Contributed Fixed Assets		18,017,085		18,017,085
Purchased fixed Assets		31,265,336		31,004,036
Sub-Total		49,282,421		49,021,121
Less - Accumulated Depreciation		(27,555,565)		(27,455,527)
Net Fixed Assets		21,726,856		21,565,593
Operating Lease ROU, Net of Accum. Amortization		467		467
Finance Lease ROU, Net of Accum. Amortization		111,355		111,355
Total Assets		40,882,352		38,445,844
LIABILITIES				
Current Liabilities				
Accounts Payable		714,963		738,655
Deferred Dues Fees & Programs		6,977,109		4,533,756
Accrued Payroll		72,811		220,640
Compensation Liability		-		-
MCF Refund Liability		211,750		211,700
In-Kind Lease Liability - Current		3,666		(0)
Operating ROU Liability - Current		439		439
Financing ROU Liability - Current		39,319		39,319
Total Current Liabilities		8,020,057		5,744,509
In-Kind Lease Liability - LT		50,667		50,667
Notes Payable		-		-
Financing ROU Liability - LT		84,261		84,261
Total Long Term Liabilities		134,928	8,154,985	134,928
TOTAL NET ASSETS		32,727,366	(10)	32,566,408
NET ASSETS				
Temporarily Designated				
Board Designated				
Emergency	563,406	(11)	560,194	(26)
Maint - Repair - Replacement	8,347,416	(12)	7,175,602	(28)
Initiatives	1,643,301	(13)	1,750,056	(30)
Pools & Spas	1,113,273	(14)	814,765	(31)
Sub-Total	11,667,396	(16)	10,300,617	
Unrestricted Net Assets		20,899,012		22,265,791
Net change Year to-Date		160,958	(18)	-
Unrestricted Net Assets		21,059,970	(17)	22,265,791
TOTAL NET ASSETS		32,727,366		32,566,408



Green Valley Recreation, Inc.
Summary Statement of Activities

Preliminary

YTD Period: 1 month period ending January 31, 2024

FY Budget Period: Jan 1, 2024 - Dec 31, 2024

	PRIOR YEAR COMPARISON					BUDGET COMPARISON					Fiscal Year Budget	Remaining FY Budget
	2023 YTD Actual	2024 YTD Actual	Year to Year Variance	%		YTD Actual	YTD Budget	YTD Variance	%			
Revenue												
Member Dues	588,807	595,471	6,865	1%	595,471	584,388	1,078	0.2%	7,132,750	6,537,279		
LC, Trans., Crd Fees	106,487	107,871	1,185	1%	107,671	102,484	5,208	5%	705,637	587,966		
Capital Revenue	175,960	207,438	31,478	18%	207,438	270,388	(62,950)	(23%)	3,039,780	2,832,342		
Programs	14,638	27,192	12,557	86%	27,192	25,217	1,975	8%	92,403	65,211		
Instructional	55,516	82,756	27,240	49%	82,756	66,942	15,814	24%	383,000	310,244		
Recreational Revenue	70,151	109,948	39,797	57%	109,948	92,159	17,789	19%	485,403	375,455		
Investment Income	38,998	18,940	(20,058)	(51%)	18,940	35,455	(16,514)	(47%)	425,458	406,518		
Advertising Income	-	-	-	0%	-	-	-	0%	-	-		
Cell Tower Lease Inc.	3,873	3,996	123	3%	3,996	3,924	72	2%	47,093	43,096		
Comm. Revenue	3,873	3,996	123	3%	3,996	3,924	72	2%	47,093	43,096		
Other Income	7,795	9,022	1,227	16%	9,022	11,532	(2,511)	(22%)	87,072	78,051		
Facility Rent	920	1,135	215	23%	1,135	1,667	(532)	(32%)	20,000	18,865		
Marketing Events	-	-	-	0%	-	-	-	0%	-	-		
In-Kind Contributions	333	333	-	0%	333	333	-	0%	4,000	3,667		
Del Sol Café Revenue	-	-	-	0%	-	-	-	0%	25,000	25,000		
Other Revenue	9,048	10,490	1,442	16%	10,490	13,532	(3,042)	(22%)	136,072	125,582		
Total Revenue	993,124	1,053,956	60,831	6%	1,053,956	1,112,318	(58,362)	(5.2%)	11,972,193	10,918,237		
Expenses												
Major Proj.-Rep. & Maint	31,886	33,506	(1,620)	(5%)	33,506	43,534	10,028	23%	489,203	455,897		
Facility Maintenance	9,838	22,345	(12,508)	(127%)	22,345	35,289	12,943	37%	405,251	382,906		
Fees & Assessments	4,424	30	4,394	99%	30	535	505	94%	5,000	4,970		
Utilities	113,821	123,851	(10,029)	(9%)	123,851	101,181	(22,670)	(22%)	1,000,134	876,283		
Depreciation	116,663	100,038	16,625	14%	100,038	111,313	11,276	10%	1,275,000	1,174,962		
Furniture & Equipment	17,969	15,472	2,497	14%	15,472	33,298	17,826	54%	268,945	253,473		
Vehicles	7,081	9,847	(2,756)	(39%)	9,847	8,168	(1,679)	(21%)	98,000	88,153		
Facilities & Equipment	301,691	305,088	(3,397)	(1%)	305,088	333,317	28,229	8%	3,541,533	3,236,445		
Wages	333,156	334,041	(884)	(0%)	334,041	345,408	11,368	3%	4,047,812	3,713,771		
Payroll Taxes	30,008	18,150	11,858	40%	18,150	25,756	7,606	30%	323,634	305,483		
Benefits	89,752	85,392	4,360	5%	85,392	88,458	4,066	5%	964,545	879,152		
Personnel	452,916	437,583	15,334	3%	437,583	460,623	23,040	5%	5,335,990	4,898,407		
Food & Catering	467	600	(133)	(29%)	600	1,437	837	58%	21,386	20,786		
Recreation Contracts	42,711	33,867	8,844	21%	33,867	36,321	2,454	7%	348,865	314,818		
Bank & Credit Card Fees	35,802	34,333	1,269	4%	34,333	41,062	6,730	16%	77,000	42,667		
Program	78,780	68,800	9,980	13%	68,800	78,821	10,021	13%	447,071	378,271		
Communications	10,438	13,860	(3,422)	(33%)	13,860	10,519	(3,341)	(31%)	96,023	82,163		
Printing	5,248	507	4,741	90%	507	12,246	11,739	96%	103,183	102,876		
Advertising	3,298	290	3,008	91%	290	2,460	2,170	88%	17,820	17,630		
Communications	18,984	14,657	4,327	23%	14,657	25,225	10,568	42%	217,126	202,469		
Supplies	30,179	28,045	4,134	14%	28,045	46,908	20,863	44%	558,587	532,542		
Postage	-	816	(816)	0%	816	202	(614)	(304%)	17,922	17,106		
Dues & Subscriptions	(543)	100	(643)	118%	100	636	536	84%	17,091	16,991		
Travel & Entertainment	(268)	-	(268)	100%	-	400	400	100%	1,600	1,600		
Other Operating Expense	(3)	5,728	(5,731)	164,214%	5,728	6,596	868	13%	113,884	108,157		
Operations	29,364	32,688	(3,324)	(11%)	32,688	54,742	22,053	40%	709,084	676,396		
Information Technology	4,903	4,741	161	3%	4,741	14,010	9,269	66%	136,781	132,040		
Professional Fees	32,503	14,999	17,504	54%	14,999	26,388	11,389	43%	213,816	198,817		
Commercial Insurance	28,197	30,157	(1,960)	(7%)	30,157	29,568	(589)	(2%)	354,812	324,655		
Taxes	(276)	-	(276)	100%	-	1,083	1,083	100%	33,000	33,000		
Conferences & Training	434	-	434	100%	-	7,949	7,949	100%	34,127	34,127		
Employee Recognition	688	-	688	100%	-	1,792	1,792	100%	21,500	21,500		
Provision for Bad Debt	-	-	-	0%	-	-	-	0%	-	-		
Corporate Expenses	66,429	49,897	16,532	25%	49,897	80,789	30,892	38%	794,036	744,138		
Expenses	948,164	908,713	39,451	4%	908,713	1,033,516	124,803	12.1%	11,044,839	10,136,126		
Gross Surplus(Rev-Exp)	44,961	145,243	100,282	223%	145,243	78,802	66,441	84%	927,354	782,111		
Net Gain/Loss on Invest	308,945	20,176	(288,770)		20,176	-	20,176		-	(20,176)		
Net from Operations	353,906	165,418	(188,488)	(53%)	165,418	78,802	86,617		927,354	761,936		



Green Valley Recreation, Inc.
Statement of Changes in Net Assets
As of Date: January 31, 2024 and Dec 31, 2023

	Totals	Unrestricted		Emergency Reserve Fund	Maint - Repair - Replacement Reserve Fund	Initiatives Reserve Fund	Pools & Spas Reserve Fund
		Unrestricted	Fixed Assets				
Net change in net assets-GVR	160,958 ⁽¹⁴⁾	160,958	-	-	-	-	-
Transfers between unrestricted and reserves:							
Reserve Study Allocation	-	-	-	-	-	-	-
Principal Transfers							
Transfers For Funding	-	(1,519,695)	-	-	1,220,295	-	299,400
Transfers Prev. Yr. Surplus	-	-	-	-	-	-	-
Transfers Curr. Yr. Surplus	-	-	-	-	-	-	-
Transfers Between Funds	-	-	-	-	-	-	-
Depreciation	-	100,038	(100,038)	-	-	-	-
Disposal of Fixed Assets	-	-	-	-	-	-	-
Purchase & Contributed Fixed Assets	-	-	261,300	-	(111,910)	(149,390)	-
Purchases Withdrawals Outstanding	-	(99,470)	-	-	56,210	43,260	-
Allocations of Net Change components:							
Investment income	-	(14,158)	-	876	9,508	1,146	2,627
Investment Expenses	-	18,354	-	(942)	(12,786)	(3,203)	(1,423)
Net Gains (Losses) in Investments	-	(13,111)	-	3,278	10,498	1,431	(2,095)
Net Change to January 31, 2024	160,958 ⁽¹⁶⁾	(1,367,084)	161,263	3,212	1,171,814	(106,755)	298,509
Net Assets at, Dec 31, 2023	32,566,408 ⁽²⁷⁾	700,198	21,565,593 ⁽²⁶⁾	560,194 ⁽²⁸⁾	7,175,602 ⁽²⁸⁾	1,750,056 ⁽³⁰⁾	814,765 ⁽³¹⁾
Net Assets as at, January 31, 2024	32,727,366 ⁽¹⁰⁾	(666,886)	21,726,856 ⁽⁹⁾	563,406 ⁽¹¹⁾	8,347,416 ⁽¹²⁾	1,643,301 ⁽¹³⁾	1,113,273 ⁽¹⁴⁾
		21,059,970 ⁽¹⁷⁾			11,667,396 ⁽¹⁵⁾		

Footnotes refer to Statement of Financial Position and Statement of Activities



GREEN VALLEY RECREATION INC

Green Valley Recreation, Inc.
Investment Portfolios
Changes and Market Values
Beginning of Year and Curent Month End

	Totals	Unrestricted	Emergency Reserve Fund	Maint - Repair - Replace Reserve Fund	Initiatives Reserve Fund	Pools & Spas Reserve Fund
Balance Dec 31, 2023 (at Market)	13,767,895 ⁽²⁰⁾	3,467,278 ⁽²⁴⁾	560,194 ⁽¹⁸⁾	7,175,602 ⁽¹⁹⁾	1,750,056 ⁽²⁰⁾	814,765 ⁽²¹⁾
Changes since Jan 1, 2023:						
Principal Transfers	3,519,695	2,000,000	-	1,220,295	-	299,400
Investment Income	18,940	4,783	876	9,508	1,146	2,627
Withdrawals	(161,830)	-	-	(55,701)	(106,130)	-
Investment Expenses	(18,354)	-	(942)	(12,786)	(3,203)	(1,423)
Net Change for 1 Months	3,358,451	2,004,783	(66)	1,161,316	(108,186)	300,604
Balance before Market Change at January 31, 2024	17,126,346	5,472,061	560,128	8,336,918	1,641,870	1,115,368
1 Months Net Change in Investments Gain/(Loss)	20,176	7,064	3,278	10,498	1,431	(2,095)
Balance at January 31, 2024 (at Market)	\$ 17,146,521 ⁽⁸⁾	5,479,125 ⁽⁷⁾	563,405.91 ⁽¹⁾	8,347,416 ⁽²⁾	1,643,301 ⁽³⁾	1,113,273 ⁽⁴⁾

11,667,396 ⁽¹⁵⁾

Footnotes refer to Statement of Financial Position and Statement of Activities



Green Valley Recreation, Inc.

Board of Directors Regular Meeting

Del Sol Café Subcommittee Report

Prepared By: David Webster, CFO

Meeting Date: February 28, 2024

Presented By: Jim Carden, Treasurer

Consent Agenda: No

<p>Originating Committee / Department: Café Subcommittee</p>
<p>Action Requested: Accept the Café Subcommittee Report and Business Plan for the Del Sol Clubhouse Café</p>
<p>Strategic Plan Goal: Goal 1: Provide excellent facilities for members to participate in a variety of active and social opportunities</p>
<p>Background Information: To address the members’ needs for a social gathering space and to meet the goal of GVR to “expand/repurpose facilities to promote and encourage social gathering, including the exploration of opening a coffee shop”, the FAC Café Subcommittee researched and developed a business plan to establish an in-house, GVR operated café at the Del Sol Clubhouse. Please recall, at the November 16, 2022, Board meeting, the Board passed the following motion:</p> <p>MOTION: To continue moving forward with a vision of creating a social gathering recreation center. Build out the entire building to include the lower level to accommodate a minimum of 5 billiards and pool tables and other game-type activities, adding restrooms, a lift or elevator, and a stairwell to connect the two levels; and by seeking a solution to provide a wide variety of food and beverage options (such as a vendor).</p> <p>The Café Subcommittee met on February 5, 2024, and adopted the following motion to be submitted to the Fiscal Affairs Committee (FAC) at its February 19th meeting:</p> <p><i>Adopt the Subcommittee report which includes the following:</i></p> <ol style="list-style-type: none"> a. <i>Release the CY 2024 funds and positions included in the budget to open a self-operated café in the Del Sol Clubhouse, offering limited food and beverages;</i> b. <i>Approval of the Corporate Policy Manual (CPM) language change to allow access to the café for non-GVR member patrons for a daily fee of \$1.00;</i> c. <i>Approval of the CPM language change to allow pets on the front patio only;</i> d. <i>Release the \$50K for the completion of the kitchen/café area and purchase of equipment and supplies.</i>

Staff reported to the FAC that a vendor option is being explored as an alternative to GVR operating a café. The FAC recommends the following to the Board of Directors:

Accept the Café Subcommittee report and adopt the CPM language changes to allow access to the café for non-GVR member patrons for a daily fee of \$1.00 and to allow pets on the front patio only; and release the budgeted \$50,000 for startup costs which will need to be expended regardless of whether GVR secures a vendor to operate a café or elects to operate a café in-house.

Fiscal Impact:

Budgeted startup costs are \$50,000.

Board Options:

- 1) Accept the Café Subcommittee report and adopt the CPM language changes at this time; and release the budgeted \$50,000 for startup costs which will need to be expended regardless of whether GVR secures a vendor to operate a café or elects to operate a café in-house.
- 2) Accept the Café Subcommittee report without adopting any CPM language changes at this time; and release the budgeted \$50,000 for startup costs at a later time.
- 3) Accept the Subcommittee report with alternative options.

FAC Recommendation:

Option 1.

Attachments:

- 1) Subcommittee Report – Business Plan for the Del Sol Clubhouse Café.
- 2) Market Survey Results for Development of a Del Sol Clubhouse Café.



SUBCOMMITTEE REPORT

BUSINESS PLAN FOR THE DEL SOL CLUBHOUSE CAFÉ

FEBRUARY 9, 2024

Café Shop Executive Summary

GVR's mission is "to provide excellent facilities and services that create opportunities for recreation, social activities, and leisure education to enhance the quality of our members' lives". In support of this mission, members have identified a need for a social gathering space. This need was pointed out in the 2016 GVR Strategic Plans (2016) and a 2018 GVR Ad Hoc Committee. Then, as part of the development of its Cy 2022 five-year strategic plan, GVR included a specific Goal and Initiative to address this need. Goal One of that plan stated that GVR "provide excellent facilities for members to participate in a variety of active and social opportunities". Under this Goal, Initiative 1.4 identified the need to "expand/repurpose facilities to promote and encourage social gathering, including the exploration of opening a coffee shop". GVR had considered other alternatives, such as putting a coffee kiosk in the West Center patio space or the lobby of the Las Campanas Center. However, for a variety of reasons, none of these alternatives were ever pursued. GVR Board action in November 2022 reinforced the usage of the Del Sol Clubhouse, located at 3355 S. Camino Del Sol Road, as a social gathering center with the inclusion of an area that offered limited food and beverages. Funds were included in the Cy 2024 budget, pending the approval of a business plan.

The use of Del Sol Clubhouse has been controversial since its addition to the GVR facility portfolio in Cy 2019. Consistent with the conclusions of past strategic plans and market research, a predominant sentiment has emerged that the facility become, in part, a casual and social gathering place for GVR members. To that end, a subcommittee of the Fiscal Affairs Committee has explored the creation of a café for the Del Sol Clubhouse as a critical element in activating the space to accommodate the evolving definition of a social gathering place GVR members can call their own. –

This proposed business plan would support the opening of a café located on a portion of the first floor of the Del Sol Clubhouse. The suggested name of the café is the “Del Sol Bistro”.

With this in mind, the creation of this bistro was laid out as follows: The Del Sol Bistro would consist of a café with a seating area of approximately 1,123 square feet, including the alcove and patios, and would have a licensed capacity of 100 customers. Because the Del Sol location offers panoramic views of Madera Canyon and the existing Canoa Hills Trails Park, it would ideally have both inside and outside patio seating areas. The proposed layout of various sizes of tables and counter seating makes it conducive for different sizes of groups to interact and socialize with each other. It would offer an assortment of beverages for both breakfast and lunch, along with food items such as pastries, donuts, sandwiches, and soups. These items would be available as a dine-in or on a take-out basis, thus serving many of the walkers and hikers from this area. The hours and menu would be adjusted from time to time based on the success of the operation, as well as by member preferences.

As a start-up business, it is estimated that it would take approximately eleven months to break even. This break-even goal is achievable in part because the budget doesn't include rent and utility payments that are already part of GVR's operations. While one of the goals is to financially break even, the primary goal is to meet the needs of the membership and to have a dedicated, gathering place that offers an inviting social atmosphere to meet with friends as well as family members, who are visiting, and enjoy quality beverages and food.

The Subcommittee believes that the Del Sol Bistro would be a tremendous amenity and would provide an asset to GVR and its members with a long-awaited and much-needed social gathering venue.

See Appendix A for a List of Subcommittee Members

I. Past GVR Market Research and Studies Support a Café

Prior GVR Strategic Plans and a GVR Ad Hoc Committee identified the need for a social gathering place since Cy 2016

In 2016, GVR retained WSM Architects and its consultants, to develop a 10-year strategic master plan to position GVR to serve the future needs of an influx of baby boomer retirees. Through an extensive community outreach process, including surveys and focus groups, a recurring theme among GVR members expressed a desire for a café in conjunction with a **comfortable space** available for drop-in socialization and a **gathering place** for friends and neighbors.

In Cy 2018, a GVR Ad Hoc Committee, chaired by Steve Wilhelm, explored the need for a social gathering place as a missing amenity within GVR. As documented by the Committee, membership's interests and activities change with age, as sports and fitness-based equipment usage within the GVR facilities declines. The need for social connection takes its place. The Ad Hoc group reviewed the literature and based its findings on research published in 1989 by Dr. Ray Oldenburg, describing the need and characteristics under the title "The Great Good Place, (GGP).

Oldenburg explored informal gathering spots, aside from home (first place,) and work (second place), and determined they were essential for community and social interaction. Conceptually, Great Good Places will offer neutral, accessible environments like cafes, parks, and libraries. Based on the work of Oldenburg and others, these places play a crucial role in fostering a sense of belonging and social cohesion within a community.

Moving forward, Steve Wilhelm made a presentation in January 2024 to the Del Sol Café Subcommittee., where he discussed how a "GVP" can become the heart of a community's social vitality and why this concept should be a core GVR goal. The Wilhelm presentation described the role of the Del Sol Clubhouse and café for this purpose. He described the proposed café at Del Sol usage as an amenity where people can gather, put aside other concerns, and "hang out" simply for the pleasure of good company and lively conversation.

According to Wilhelm, for the café to be successful, GVR members need motivation to go there, and two features are key factors in this plan. The first is a coffee shop /cafe, with the second being a multi-purpose room, with events, such as talks, book signings, poetry readings, and other intellectually driven events, but also including music and more casual activities. The totality of the environment should be welcoming to all GVR members and guests. For instance, one group may have a community table where others can go and join in the conversation. Another alternative can be for a small group at a different table. It also will be inviting for those who want to be alone and read or relax in a friendly atmosphere and listen to a live music group in the background. The metrics of success should be social participation, not financial or commercial. And the elements needed to achieve success are known. On January 10, 2024, Steve Wilhelm sent an email to all GVR

Board members requesting that the board “grant approval for the facilities design and initial staffing requirements very soon .”

In the Cy 2018 Member Survey, 74% of members who responded identified the need for such a social and community gathering space. This was further reinforced in Cy 2022 as part of the development of the GVR five-year Strategic Plan. Goal # 1 of that plan stated that GVR “provide excellent facilities for members to participate in a variety of active and **social opportunities**”. Under this Goal, Initiative 1.4 identified the need “to expand/repurpose facilities to promote and encourage social gathering, including the **exploration of opening a coffee shop.** “

At the November 16, 2022, GVR Board meeting, GVR staff sought guidance on how to proceed with this initiative. The staff noted they had looked for “ways of activating the building by bringing activities, food, and beverages options to the clubhouse. The report noted that “staff has regularly discussed with committee, the Board, and members the potential to access some kind of food and beverage service in the upper-level bar area of the clubhouse to encourage members social and leisure gathering.” After discussion, the Board passed the following motion:

MOTION: Director Carden moved, and Director Lawless seconded to continue moving forward with a vision of creating a social gathering recreation center. Build out the entire building to include the lower level to accommodate a minimum of 5 billiards and pool tables and other game-type activities, adding restrooms, a lift or elevator, and a stairwell to connect the two levels; and by seeking a solution to provide a wide variety of food and beverage options (such as a vendor).

Passed: 9 yes / 2 no (Austin and Crothers)

In Cy 2023, GVR staff pursued the vendor option by meeting with several business entities regarding their interest in managing the food operations at the Del Sol Clubhouse. They

declined due to problems with the recruitment of staff in their existing location at that time and the inability to allow them to serve the general public versus GVR members only.

In 2023, during the Cy 2024 budget development process, the GVR staff recommended in conjunction with a unanimous vote from the Fiscal Affairs Committee (FAC), to create a start-up fund for a coffee shop at the Del Sol location and authorize the development of a business plan. It further formed a subcommittee to develop that business plan. (See Appendix A for Subcommittee membership. At its November 15, 2023, GVR Board meeting, the board adopted a motion to approve the Cy 2024 budget that would include funds for the café, but not to release any of those funds until research is done and approved by the Board.

Together, the above Strategic plans and research support the concept of a café as part of a social gathering place, known as the Del Sol Clubhouse.

II. Cafe Business Description

The Del Sol Bistro Cafe will be part of the Del Sol Clubhouse. Its Vision will be that "Green Valley Recreation (GVR), by its very definition, is a Social Organization. What better way to highlight this fact than to encompass all aspects of social interaction with the Del Sol Clubhouse. This Clubhouse will offer a Billiards Room, a place for playing games, and now the potential inclusion of the Del Sol Café where members, guests, and even non-members can go for coffee, food, and good conversation while enjoying the beautiful views. The Del Sol Café will create a space where neighbors, groups, and clubs can meet to enjoy a cup of coffee or a bowl of hot soup or just sit back and relax with old and new friends after a bike ride or a walk through the adjoining park or Camino Del Sol Road

The café would have three goals;

- 1: Provide a gathering spot for the GVR membership and others that will offer an updated and accessible space for events and activities, while creating an opportunity for limited/light food and beverage offerings
- 2. Develop a greater sense of community by establishing stronger relationships with the GVR members and its club, thus, helping to sustain the cafe operation
- 3. Provide the café as an amenity whose purpose is to provide a gathering place, rather than be a revenue generator for GVR.

The café's location next to the park will appeal not only to GVR members but also to the broader community. Few if any, cafés exist in this area. The café will be located on a portion of the first floor of the existing Del Sol Clubhouse and consists of 2,775 square feet, of which 1,123 is the customer seating area and the remainder is the storage space and kitchen prep area. It includes both a front and rear patio that can be included with the café services. The remaining section of the first floor is a multi-purpose room, primarily focusing on activities, such as pool, foosball, puzzles, and board games. The café will be an important component of the entire Del Sol Clubhouse.

While the original architectural drawings provide for The Bistro to have a total licensed occupancy of 100 customers, the Bistro's budget is based on the lower seating capacity of 80 to allow sufficient room to accommodate seniors with mobility issues. These 80 seats would be dispersed in the main area, the alcove, and the front and rear patios. This

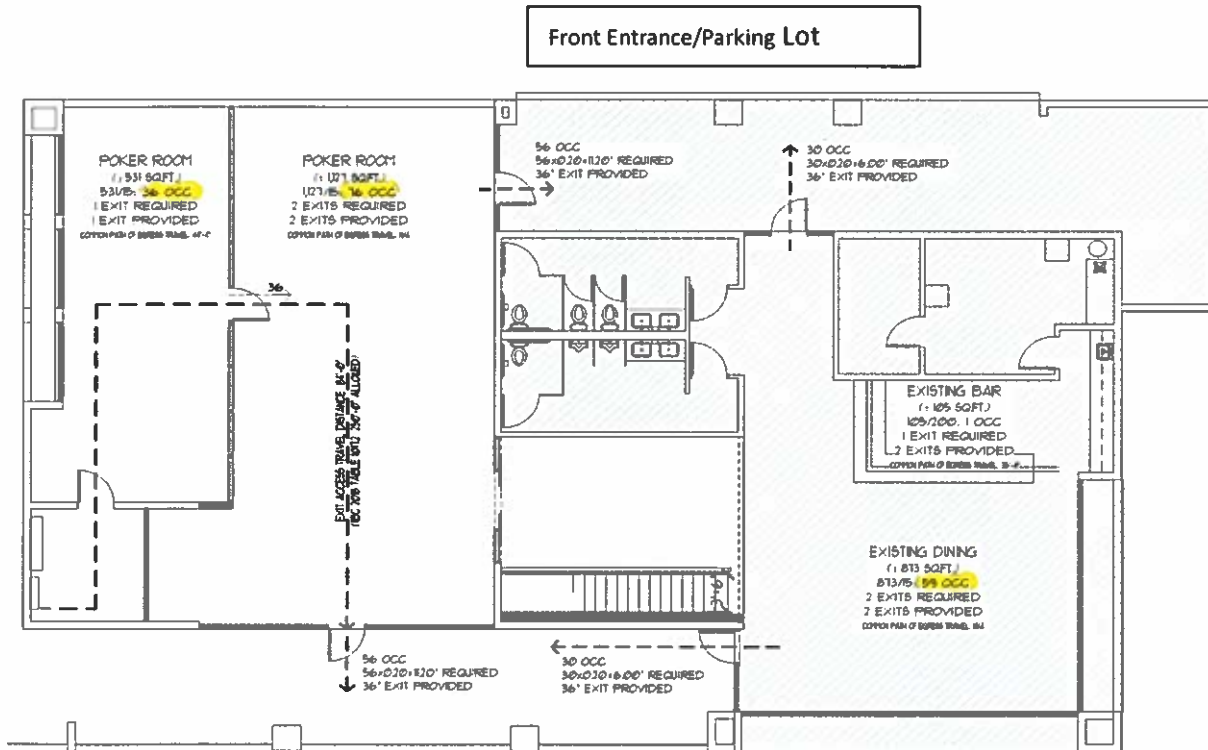
arrangement is similar to how Posada Java utilizes its space. While it has a licensed capacity of 151, it only has seats for approximately 120.

The Business Plan adopts Posada Java's pet-friendly policy of allowing pets on only the front patio area. Based on the results of the market survey, 64% voted for allowing pets, but of this number only 32% wanted it allowed on one patio. After discussion, the Subcommittee supported allowing pets on the front patio only in that it was easier to control. This policy will be monitored closely to see how it functions. The Business Plan proposes that the front patio be designated as "pet friendly" as the Del Sol Clubhouse is a nexus of GVR member pet lovers who frequent the Pima County Parks walking trail. Although GVR's current policy guidelines do not permit pets on or in its facilities, use of the facility must recognize this important segment of the GVR membership market contributing to the success and sustainability of a café operation. Therefore, it is recommended that policy guidelines included in the Corporate Policy Manual (CPM) be relaxed to permit outdoor pet friendliness of the Clubhouse to capture this important, and significant, segment of the GVR member population. Accommodation of GVR members with pets is an important consideration of the success of the café component of the Del Sol Clubhouse. (Appendix D Pet CPM Language)

Below is a diagram of the proposed first floor, showing the outline of the café space (including the outside patio areas). The area on the left side is currently used as a game room for GVR members and is open from 5:30 am to 9 pm daily. It includes several pool tables, a foosball table, a dartboard, and tables for miscellaneous board games and puzzles. When the café is closed (outside of their normal business hours) it is expected

that patrons of the café may bring their beverages to enjoy in this comfortable atmosphere. The space would also be available for GVR events and activities. Appendix B is a larger copy of the architectural drawing and Appendix C includes photos of the café space.

Layout of the First Floor of Del Sol Clubhouse



The primary target market for The Bistro is GVR membership and guests, which consists of approximately 23,000 people. In addition, the Bistro will explore ways to reach out to members who have limited financial means or transportation challenges so that it is accessible to all GVR members. The business plan proposes that the Bistro also be available to non-GVR members. The market base is more than sufficient to support the café operation, based on comparisons with other retirement communities with similar operations in the Tucson and Sahuarita areas.

The Bistro will be modeled after similar cafes (Posada Java in Green Valley and Sun City in Oro Valley). It will initially be open from 7 am to 3 pm, either six or seven days a week with GVR having the opportunity to adjust these hours, if needed based on staff, seasons, etc. At a later time, it may also open for special events, where it could offer alcoholic beverages such as beer and wine.

It is intended the Bistro would offer counter service, where customers order and pick up their purchases at the designated counter (not a waitress model). It will offer a variety of beverages, such as coffee, juices, and sodas, and may offer limited alcoholic beverages at special events. The food will initially be a variety of prepackaged/prepared food from a contracted vendor and food allowed to be prepared by staff under its food license. In the future, it could expand into a full-service café where food is prepared on-site, such as hamburgers and brats. (This type of service requires a different type of license.) The Bistro may also have a vending machine so people can access canned and bottled beverages and snacks after café hours while the Clubhouse is still open to GVR members.

The projected opening of the Bistro is on June 1, 2024, and is contingent on the completion of the installation of equipment and countertops in the cafe. This is estimated to take up to 2 months. In addition, GVR also received approval for paving the Del Sol parking lot and this project will take from Dec-2023 to May 2024 (6 months). While this paving project requires the closure of the entire Del Sol Clubhouse for members, staff will receive access so that the installation of the café equipment and cabinets can be completed simultaneously. With the approval of the business plan in February, GVR will utilize the time from March to May to develop a more detailed operational plan so that it can open for business as close to the completion date of the parking lot as possible. The below table displays the timetable for the opening of the cafe.

		Dec	Jan	Feb	March	April	May	June
1	Del Sol Parking lot constuction							Done
2	Approval of Business plan by Board			Feb 28th				
3	Start prep of operational plan							open
4	Complete build out of café/storage area							open
	OPEN							x-or sooner

III. Market Analysis:

This market analysis included a review of 5 other cafes in Green Valley of which three are included in the analysis and two other senior communities that operate cafes outside of Green Valley.

Of the ones located in Green Valley, three of them represent the closest model to the proposed GVR Bistro. These three (Posada Java, Mountain View Café, and Moqah) have the following characteristics: indoor/outdoor seating; open 6-8 hours covering breakfast/lunch; and a single shift staffing pattern. These three are located near or north of Continental Avenue. The nearest to the Clubhouse (Posada Java) is approximately 5 miles away There are limited other alternatives for coffee/lunch on the south side of Green Valley. Therefore, it is believed The Bistro is in an ideal location to serve the GVR members and other prospective customers. See Appendix D for a Market Summary of cafe businesses located in Green Valley.

The two senior communities reviewed that are located outside of Green Valley were Sun City, located in Oro Valley, and Quail Creek, located in Sahuarita.

- A. Sun City, a senior community of 2,488 units located in Oro Valley, operates both a cafe/lounge and a separate full-service restaurant. Its cafe/lounge is called The Bistro and has a seating capacity of 42 of which 16 is patio seating. It opened in February 2023 and is open from 6 am-8 pm Monday-Friday; 8 am to 8 pm on Saturday and 8:30 am to 6 pm on Sunday. It offers an assortment of breakfast/lunch items, plus light appetizers during its evening hours. It also operates a separate full-service restaurant, which is located in the same building (The View). The View's dining room and patio are open from 7 am to 8 pm. Because Sun City operates its separate restaurant, it uses that administrative structure and licenses to extend to cover its cafe operation. It employs 1 FTE and 4 part-time staff with supervision being provided by the restaurant manager. While its goal is to financially break even, its primary mission is to offer this service as an **amenity** to its members.
- B. Quail Creek operates its coffee bar and lounge located in its Madera Clubhouse. This clubhouse consists of a ballroom for special events, a lending library, multi-purpose rooms, billiard rooms, a covered patio with an outdoor fireplace, and golf-course views. The coffee bar and lounge serve breakfast Monday-Saturday and are open from 7 am to 11 am. It offers a full-service breakfast menu via a modified counter service arrangement. Patrons order their food at the designated counter, with a waitress delivering the food to their table. Currently, it has an estimated seating capacity of 72 inside and 40 outside patio seats. The menu includes such things as scones, muffins, bagels, and several breakfast egg/omelet dishes. Quail Creek also has a separate restaurant. It is relocating its cafe shop operation to its new community center when it opens in Cy 2024. It will have expanded hours from 7 am to 2 pm and includes a lunch menu. It will have a full-service kitchen and expanded seating capacity.

IV. Organizational Structure:

The Bistro café will operate as a **separate business unit** under GVR, which is a not-for-profit 501(c)(4) organization. Because it will be selling various products such as coffee, beverages, muffins, soups, and sandwiches, it will be subject to sales/and corporate taxes. Establishing it as a separate business unit within GVR will enable GVR to meet these tax reporting requirements. Any excess revenues can be used to support the improved expansion of the coffee, food, and beverage services, or be returned to the GVR parent organization. GVR could utilize an applied receipts reporting format that will enable the GVR leadership and Board to closely monitor its financial status and operations. As a new start-up business, it is recognized that GVR will need the ability to modify the operation over time based on the operational performance over several years. It will be consolidated into the overall GVR financial statements.

The Bistro will need to secure a range of licenses to operate this café. The following chart is a list of the primary licenses required and indicates whether each license is new or whether GVR can use its existing license to meet the requirements.

1. Business License	Use GVR's existing license
2. Certificate of Occupancy	New; Obtained from Pima County; requires fire department inspection
3. Food Handler's/Food Service License	New, Pima County
4. Seller's Permit	New
5. Business Insurance	Use GVR /modify to include a café

If the café is to offer alcoholic beverages, it would need to secure additional licenses. Other not-for-profit organizations, such as the Elks Club and churches, secure these licenses for special day events or full-service bar operations.

V. **Products and Services**

The Bistro will feature a selection of beverages and food items as described in the chart below. It initially will offer only prepackaged foods and may evolve into a full-service café offering prepared foods such as hamburgers and other dishes.

The below chart provides examples of the products that would be offered in its initial phase of operation. The menu may be expanded later based on the success of initial operations and members' input.

	Breakfast	Lunch
Beverages	Assortment of coffee (reg/decaf); water, juices; teas	Coffee (reg/decaf); water; lemonade, canned sodas Alcoholic beverages on special occasions utilizing a day permit
Food Products	Donuts, muffins, bagels; scones Yogurt parfait	Prepackages/staff prepared Sandwiches, chips Salads, Soups
Desserts		Cookies, brownies, ice cream, pies

Initially, based on the projected volume of business, GVR may not be able to establish contracts with vendors such as US Foods, Sysco, or Restaurant Depot for its supplies and food products. Therefore, the staff manager would need to be responsible for purchasing

and picking up supplies locally. For example, we will explore contracting with Mountain View Café or Safeway for fresh bakery products and purchasing coffee products and beverages in bulk from Costco. Further, we would explore enhancing the luncheon offerings by partnering with various food trucks. For example, feature Taco Tuesdays, Wednesday pizza days, or work with popular food truck vendors, in Green Valley but not already in the proximity of the Del Sol Clubhouse.

VI. Marketing and Sales Strategy

The primary target market for Bistro is GVR members. In Cy 2023, GVR had close to 14,000 households consisting of approximately 23,000 individuals. Approximately 4,000 of these households (or 6,000 people) are within close distance of the Bistro. This large GVR customer base, in addition to their visiting family and guests, is more than sufficient to support a café operation. In the Café market survey, 67% preferred the establishment of a café that offered food and beverages with over 71% stating they would use it frequently or occasionally.

The Bistro marketing strategy will include using GVR's existing communication tools, such as its website and E-Blasts, to promote the usage of the Del Sol Bistro. The market survey results revealed that only 42% had ever visited the Del Sol Clubhouse so there is an opportunity to increase awareness of this entity to the entire GVR membership. Further, in Cy 2023, GVR had 67 Clubs, consisting of approximately 9,147 members, and it will market directly to these clubs. In particular, it will include outreach to social clubs, such as the Amigas, Amigos, and Singles Club, to encourage these clubs to use this space for their social gatherings. Collectively, these social groups have 1,379 members, with the Amigas Club alone presenting almost 500 members. Another example is the Billiards Club. The

lower level of the Del Sol Clubhouse is being remodeled into a billiards room and this Club offers unique opportunities to utilize the café to enhance its activities.

The cafe can also be marketed to those individuals who utilize the Canoa Trails Park. Doug Kenyon, Commander of the SAV and Parks Commissioner, estimates that 50-75 people use the Canoa Trails on average daily throughout the year. It is estimated that during the “snowbird” season, the average increases to 120 people using the trail daily.

The Bistro marketing strategy will also include targeted outreach to local businesses, churches, and HOAs near the cafe. The goal is for Del Sol Bistro to become the preferred community café south of Continental Road.

In addition, this business plan includes an initiative for GVR to explore ways to serve GVR members who may have limited financial means or transportation challenges. For example, it could include writing a grant to the GVR Foundation for members who have received special MAP assistance from the Foundation to receive a one-time voucher for a limited amount (\$50) that would enable them to purchase items at the café. Another possible example involves partnering with Silver Springs, whose residents are all GVR members, to utilize the cafe as a special center for these GVR members. Silver Springs also has transportation vans that may be available to arrange for rides for members who have physical limitations. These initiatives ensure that The Bistro is available for all GVR households.

While GVR expects that 90% of The Bistro customer base will be GVR members, it also expects it to be a place where non-GVR members can meet their friends who are members, giving exposure to GVR. In the Café market survey, **over 59% responded that non-GVR members should be allowed access to the café for a nominal fee.** Based on

these results, this plan proposes that GVR create a day pass for any non-GVR member so they can join their GVR friends as well as help the café. As it is a Clubhouse and not a Recreational Center, offering limited access to the café portion supports the concept of it being a social gathering for the community. To encourage usage and to meet the GVR legal membership, GVR would charge a token daily pass fee of \$1.00 which would be applied at the time of purchase of a food or beverage/item in the café, thereby making it easy to administer. This fee is comparable to what the ELKS Club charges its non-members. This nominal fee would be added to the total bill of a non-GVR person making a purchase. Lastly, it is anticipated that the café will be utilized by non-GVR members who utilize the Canoa Trails Park and will also be able to access this daily pass and support The Bistro. It is intended that access is solely limited to the café. The building would be locked and it would require a GVR member card to access when the café wasn't open. Key access would also be required for access to the lower-level billiards room and the multipurpose room. In the end, GVR members will benefit from daily pass fees in that proceeds go to support the operation of The Bistro and GVR. Allowing this access to non-GVR members would require a change to the Corporate Policy Manual. See Appendix E for this proposed language.

Lastly, the Del Sol Clubhouse and its café will need visible signage from the Camino Del Sol Road so that it can be easily found.

VII. Summary of Café Market Survey

As part of the development of the Café Business plan, the Subcommittee prepared and GVR conducted a market survey to accomplish the following objectives:

- Ideally obtain a 10% or greater survey response rate for greater predictive value.
- Obtain the input of the GVR membership to determine if the concept of developing a cafe within the Del Sol Clubhouse is directionally correct
- Determine how familiar the membership is with the Del Sol facility.
- Obtain input on the potential use of a cafe; hours of availability; food and beverage options; service delivery mode; and preferences regarding allowing access to non-GVR members and pets

Out of the 23,000 potential responses, we received 2,230, or roughly 10%. The responses were almost evenly divided with 47% from zip code 85614 and 53% from 85622.

Approximately 71% of the respondents live here year-round. **A majority (57%) indicated they would support a food and beverage offerings option.** While Del Sol Clubhouse has been part of GVR since Cy 2019, only 42% have ever visited the facility. However, 64% responded that they have used the Canoa Hills Trail Park. Therefore, GVR has a significant opportunity to market the features of this Clubhouse to its entire membership.

The survey further included questions regarding hours of availability, with 47% preferring mornings to early afternoon and 43% desiring mornings to early evening. Responses regarding beverage choices were clustered around providing coffee, bottled water, tea, and soda at 12-19%, while only 8 to 9% wished to include wine and beer. The largest majority (17%) wanted all of the listed beverage choices available. Most respondents (21%) preferred having all of the listed options available for food as well. Food preferences ranged from lunch sandwiches (19%) to pastries, breakfast sandwiches, soups, and salads at 12%.

The survey asked respondents to rank their service delivery option preferences. The responses are noted below. **67% preferred a café option.**

Rankings for preferences (1 is highest) on how to deliver food and beverages were:

1. 35%, for a Café with limited beverages and food
2. 32%, for a Café with expanded beverages, including food, and alcohol, but not a full restaurant.
3. 22%, for using food trucks.
4. 10%, was for vending machines only.

Lastly, the survey had questions on probable usage, with 71% saying they would use it frequently (once or twice a week) or occasionally (no more than twice a month.) Over 59% agreed that non-GVR members should be allowed to access the café for a nominal fee. Lastly, **64% of the respondents voted in favor of allowing pets** on one or both front and rear patios, however, of this number, only 32% approved of allowing them on both patios and 27% didn't want any pets on the patios.

In summary, the market survey confirmed the members' interest in establishing a café at the Del Sol Clubhouse. The survey results support the business plan's recommendation of phasing in the options by opening only for limited hours in the mornings/early afternoon with a limited beverage and food menu. Results also supported the business plan's recommendation of extending non-GVR members access to the café for a nominal fee, as well as for allowing pets only on the front patio. Appendix I is a copy of the survey instrument.

VIII. Financial Proforma

GVR will operate and manage the café as a separate business unit operated by GVR staff.

- GVR staff had explored using a vendor to operate this café and did not find any interested parties. The Subcommittee also reviewed using only vending machines to provide food and beverages, and they agreed this model didn't offer the type of social gathering atmosphere desired by members. Further, GVR would most likely have to own the machines and supply and replenish the products due to low traffic volume. Lastly, the subcommittee reviewed the usage of volunteers to operate the café and this option was problematic for the following reasons: Volunteers will **not** provide:

- Reliable maintenance and monitoring of equipment;
- Thorough and reliable cleanup of bathrooms, general and kitchen areas;
- Consistent greeting and ability to build relationships;
- Screening of non-GVR members who need to pay an additional fee;
- A responsible approach to collecting money for food and beverages and for how that money might be used and accounted for;

Further, using volunteers creates an insurance and licensing risk because we are not allowed to consistently serve food and beverages without AZ licensing. If we do it too much, it may open GVR up to scrutiny regarding AZ and IRS sales and UBIT taxes.

In addition, using volunteers, rather than trained employees, to provide daily food service put GVR at risk for violation and inability to assure compliance with safety fire, and county facility licensing codes and requirements.

Interestingly, Sun City indicated they only use staff and suggested not using volunteers as it creates problems amongst the residents and it was just not worth the trouble.

Besides, costs would be incurred for recruiting, training, and monitoring.

Therefore, the model assumes the Café would be staffed by paid staff; volunteers could be used to enhance activities but they would not be used to provide and oversee daily café operations

The following includes the summary of the financial proforma, along with a description of the key assumptions used in creating the financial proforma for the café. This proforma assumes usage of the seating capacity of 80 seats within the café and assumes usage 6 days a week/8 hours per day. This proforma illustrates what is possible utilizing the total coffee space square footage. While the proforma projections exceed the amount of revenues and expenses budgeted, the actual net operating income loss for 12 months is \$ 25K, which is less than the \$50K that was included in the GVR budget as a placeholder. The funds, included in the Cy 2024 budget as a placeholder, were not based on any occupancy or square footage data, and the expenses only included salary costs. This GVR placeholder start-up budget assumes a 9-month operation (April-Dec, 2024)) with a budget of \$25,000 in revenues and \$75,000 (personnel only) expenses for a net loss of \$50,000. The release of these funds for a café was based on the need for additional research and the development of a business plan. A separate \$50K was budgeted for the installation of such items as cabinets, kitchen and coffee equipment, and major supplies. It is recognized that these funds only provide for the basic equipment and that additional funds may be needed to create a more warm and inviting atmosphere.

Using the full space available in the designated café area this business plan proforma option assumes revenues of \$200,588 for the start-up's first 12 months. Because of the uncertainty of the exact opening date, the proforma is structured by month one to month 12 so one can review it as a 12-month operation. Revenues are projected at \$200,588 and expenses are budgeted at \$225,407 for a **net loss of \$24,819. This loss compares to a \$50, 000 loss for 9 months that was assumed in the placeholder budget.** In the future, this café vision could expand into a lounge/bar, serving beer, wine, and select cocktails, similar to Mountain View Café and Sun City. However, if there is concern regarding the proposed cost for this café then other options, such as reduction of hours/ days of operation and/or limiting service to only breakfast/no lunch or reduction in occupancy can be considered.

The below Table shows the projected customer base growth each month as well as a summary of the total revenues/expenses for the first-year start-up budget for The Bistro. The business plan projects a breakeven in month eleven with a net income of \$1,876 projected at the end of the year or \$ 23,234 annualized. The occupancy in the 11th and 12th months is projected to reach 30% or 154 customers per day.

Table 1 Summary to Monthly Forecast for First year Start up and 2nd year Projection

	assumption	Preopening	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Year 1	Year 2 *
# of Customers per day average			77	77	77	102	102	102	128	128	128	128	154	154	1,357	154
Total Revenue			9,913	9,913	9,913	13,209	15,769	15,769	19,705	19,705	19,705	19,705	23,641	23,641	200,588	283,692
EXPENSES																
Total expenses		7,268	13,574	13,574	15,179	16,747	18,002	18,002	19,883	19,883	19,883	19,883	21,765	21,765	225,407	261,178
net		(7,268)	(3,661)	(3,661)	(5,266)	(3,538)	(2,233)	(2,233)	(178)	(178)	(178)	(178)	1,876	1,876	(24,819)	22,514
Cumulative			(10,929)	(14,589)	(19,856)	(23,394)	(25,626)	(27,859)	(28,037)	(28,215)	(28,394)	(28,572)	(26,696)	(24,819)		
* Year two uses month 12 times 12																

Similar to Sun City, the proforma budget **does not** include rent and utilities, thus, it achieves its breakeven sooner than a standalone business. See Appendix F for detailed projections. For year two, high-level projections assume using the month 12 projections from the start-up year above, notably without the inclusion of inflation.

Table 2 below displays a summary of the three-year operation, assuming a 3% inflation factor on customer sales and expenses, as maintained with the same phase-up percentages. It shows an annual net gain of approximately \$26, 000 to \$28,000 respectively.

Table 2: Summary of Three-Year Projection

	Placeholder Budget Annualized	Year 1 Proforma	2nd Year	3rd Year
Revenues	\$ 33,333	\$ 200,588	\$ 287,935	\$ 296,360
Expenses staff	\$ 108,800	\$ 120,091	\$ 122,635	\$ 124,112
Expenses all other	\$ -	\$ 98,048	\$ 140,001	\$ 144,129
Preopening	\$ -	\$ 7,268	\$ -	
Total Expenses		\$ 225,408	\$ 261,178	\$ 268,242
Net	\$ (75,467)	\$ (24,820)	\$ 26,758	\$ 28,118

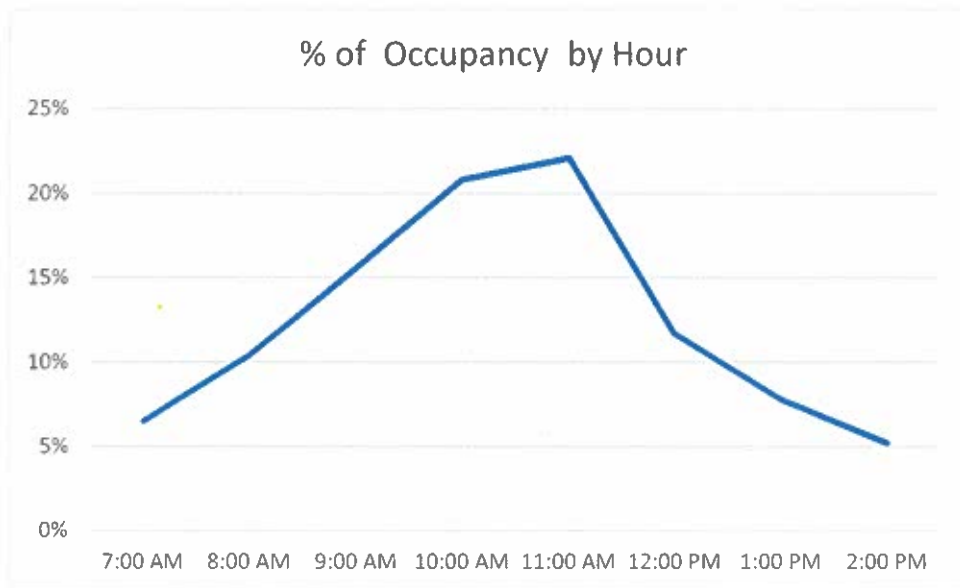
While the average yearly occupancy is estimated at 30% of seating capacity the monthly variations are already assumed within these estimates.

Detailed Assumptions for the Business Plan

The initial service model is a phased-in model and would include opening only 8 hours per day, six days per week, thus requiring only a single 8-hour employee shift. It would be based on counter sale and service type of delivery of food, thus creating efficiencies in

staffing operations. Based on this service model, the following outlines the basic assumptions for The Bistro. Appendix F is a detailed proforma for the first year, along with a high-level projection for year 2. Revenues are based on the following

1. Occupancy: The cafe will be open 302 days of the year (6 days a week minus 10 holidays) or 25 days on average each month. While the licensed occupancy is 100, the business plan assumes seating of 80 to allow for space for customers with mobility issues, walkers, and canes. Further, it assumes that each customer, on average stays 1.25 hours, thus each seat can be occupied only by 6.42 customers each day. Therefore, this assumption assumes an average of patrons 514 per day, if the café achieves 100% occupancy of the 80 seats. (80 seats*6.42 customers per seat) However, that is only used as a benchmark. The next step is to project the percentage of daily customers for the month. This proforma, as reflected in Table 1 above, conservatively estimates utilization ranging from 15% of daily capacity for the first three months, ramping up to 30% by month 12. This gradual percentage growth results in an estimated customer volume of 77 customers per day in the first three months to 154 per day by month 12.
2. The plan accounts for acknowledging different usages of the café during the day in the chart. below.



In addition, the Subcommittee reviewed the question of monthly fluctuations in business because a portion (29%) of GVR households are seasonal residents. The below table shows an example of the 2nd year proforma based on monthly seasonal adjustments. The net income is estimated at \$25,299, almost the same as the average across each month.

Table 3: Example of Monthly Seasonal Proforma

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Total 12 mon
# of Customers per day	77	102	102	128	128	128	154	230	230	230	179	128	1,818
Total Revenue	12,179	16,230	16,230	20,281	20,281	20,281	24,332	36,486	36,486	36,486	28,383	20,281	287,935
Total Expenses	14,896	16,834	18,439	20,377	20,377	20,377	22,315	28,130	28,130	28,130	24,253	20,377	262,636
net	(2,717)	(604)	(2,210)	(96)	(96)	(96)	2,017	8,356	8,356	8,356	4,130	(96)	25,299
Cumulative	(2,717)	(3,321)	(5,531)	(5,627)	(5,723)	(5,820)	(3,803)	4,553	12,909	21,266	25,396	25,299	

Table 4: Seasonal % Adjustment by Month

	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May
	1 month	2 month	3 month	4 month	5 month	6 month	7 month	8 month	9 month	10 month	11 month	12 month
% occupied	15%	20%	20%	25%	25%	25%	30%	45%	45%	45%	35%	25%
daily	77	102	102	128	128	128	154	230	230	230	179	128

Both Posada Java and Mountain View Café noted they don't experience many seasonal variations because their customers are loyal and they plan special events to attract business customers. Lastly, with GVR having approximately 23,000 persons even if half of the members left Green Valley in the summer months, there are still 11,500 people, plus their guests, that could use the café. Appendix G has the more detailed proforma for this option.

3. Purchase per customer is estimated to average \$5.00 for the first four months and \$6.00 per customer for the last eight months, mostly due to increased menu selections. This estimate was based on a review of three cafes in the market analysis.
4. Take-out business is assumed at 5% of inside customer revenue.
5. Vending Machine- A small amount is assumed for revenue gained from a leased machine. Vending companies will only install and manage the machines if they believe the volume justifies it. Lower volumes may require GVR to purchase the machines.

A. Expenses :

1. Expenses. Personnel expenses are based on a budget of 3 FTEs (4 employees) of which one FTE is a working manager. It is assumed this person spends 75% of their time working in the cafe and 25% of their time performing administrative functions, such as ordering, contracting, marketing managing special events, and hiring staff. Based on Sun City's information, at least two employees should be budgeted during the peak hours, which the plan assumes is from 9 am to 12 pm. Therefore, the staffing pattern assumes an additional 1 FTE plus 3 part-time

employees. These staff members would operate The Bistro for 8 hours for 6 days a week. The cost of goods sold is estimated at 40%, which was provided by Sun City based on their experience. There is a small amount budgeted for sales tax, licenses, credit card expenses, and unexpected items.

6. The pre-opening budget assumes the manager starts two weeks before opening and initial supplies cost \$7,268.
7. Pre-opening Inventory/Equipment: The initial budget provides \$50,000 for these items, such as coffee machines, grinders, cabinets, dishes, kitchen gear, cash register, and software. Where possible, GVR will transfer underutilized equipment from other GVR centers to support the Bistro.

Assuming a successful operation after two years, the operation could be expanded to extend the hours and include an array of alcoholic beverages.

Other Options: The Subcommittee's charge was to develop a business plan for a café. As stated earlier, this business plan assumes the use of the full space for 8 hours/6 days a week with the ability to expand to a lounge/bar concept if customer and business needs justify it. Sun City's operation offers these expanded hours. However, other options can be considered that more gradually phase up the operations of the café. These include the following:

1. Reduce the size of the café by reducing the seating capacity.
2. Reduce the days of operation from 6 to 5 days and fewer hours (5 or 6 hours per day)

3. Reduce the scope to only include breakfast from 7-11 am or other times.

Summary: The Subcommittee met on February 5, 2024, and adopted the following motion to be submitted to the Fiscal Affairs Committee (FAC) at its February 19th meeting:

- Adopt the Subcommittee report which includes the following:
 - a. Release of the Cy 2024 funds and positions included in the budget to open a staff-operated cafe in the Del Sol Clubhouse, offering limited food and beverages;
 - b. Approval of the CPM language change to allow access to the café for non-GVR member patrons for a daily fee of \$1.00.
 - c. Approval of the CPM language change to allow pets on the front patio only. '
 - d. Release the \$50K for the completion of the kitchen /cafe area and purchase of equipment and supplies.

Appendix A: List of Subcommittee Members

Appendix B: Original Architectural Drawing of Del Sol Space

Appendix C: Pictures of the Café Space

Appendix D: Market Summary

Appendix E: Corporate Policy Manual Changes

Appendix F: Financial Proforma Year 1 with high-level Year 2

Appendix G Projections for Year 2 using seasonally adjusted assumptions

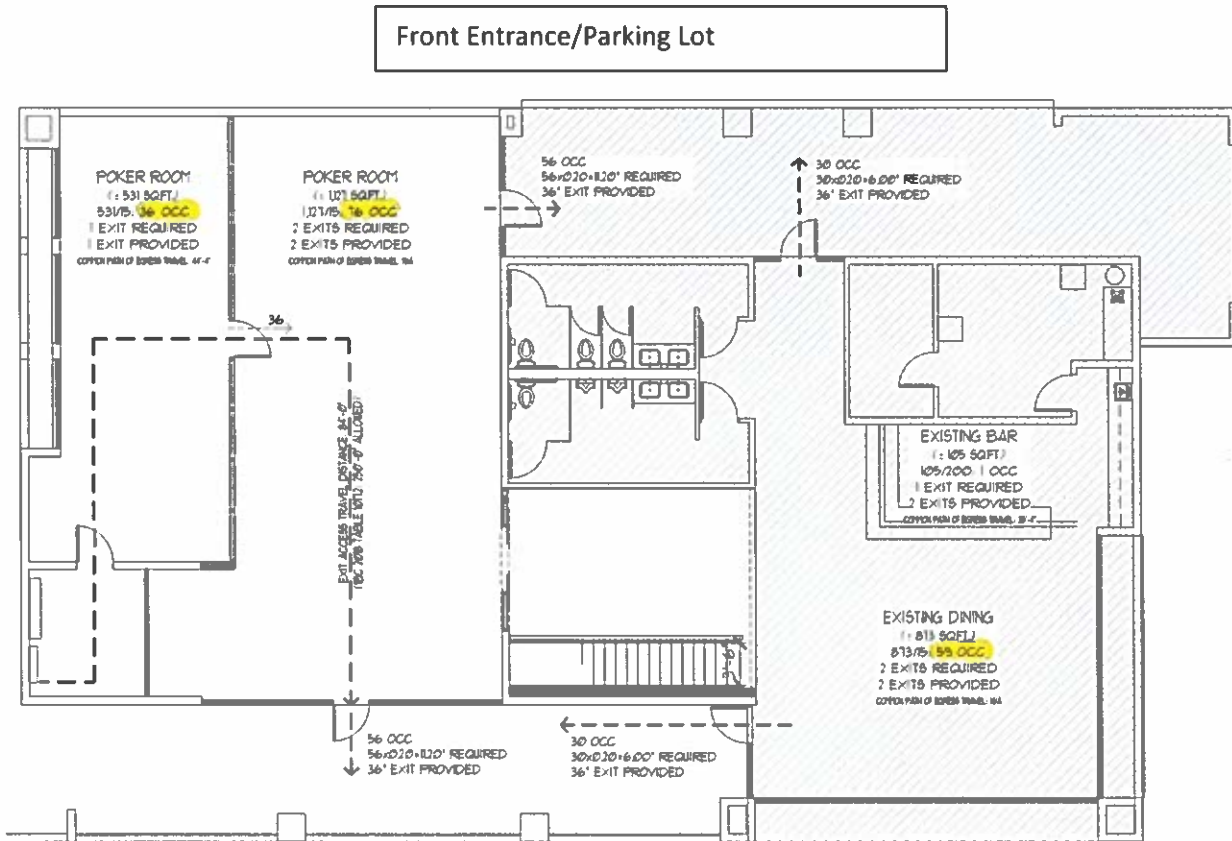
Appendix G: Projections for Year 3

Appendix I: Copy of Market Survey

APPENDIX A: LIST OF SUBCOMMITTEE MEMBERS

1	Nellie	Johnson	Chair of Subcommittee/Fiscal Affairs(FAC)
2	Pat	Reynolds	FAC
3	Betsy	Walton	GVR member
3	Eric	Sullword	GVR Member
4	Bob	Quast	GVR member
5	Maribeth	Kwasneski	GVR Member
6	Jim	Carden	Ex-officio- FAC Chair
7	Scott	Somers	Ex-Officio GVR CEO
8	David	Webster	GVR CFO
9	Howie	Murray	GVR Staff

APPENDIX B: ARCHITECTURAL DRAWING OF DEL SOL- /CAFÉ



Note: The original drawing didn't designate the use of patios. It just noted a total occupancy of 86 occupants on each. While it is assumed the patios can be licensed for 86 persons (3-4 persons at 24 tables, the proforma assumes a lower number.

Appendix C: Pictures of the Café Space



Main area
with bar



Alcove
area to
have 3-4
tables



Front
patio;
pet area
3-4
tables

Appendix D. GVR Café Initial Market Study s
November 12, 2023

Name	Bus License type	Hours	Seating	Place to pick up condiments	Counter pick up or table delivery	Food Display Case	Garbage: Self or table pick up	Pet Friendly	Place Ware	Computer and Phone Charging Outlets	Staffing	Full Kitchen or Grill	Type of Food in addition to drinks
Moqah Coffee and Beyond GV 101 South La Cañada Drive #57	?	8- M-F Sat: closed Sun 8:30-2:30	12 tables indoors; 6 tables outdoors	Not seen	Dine in/take out; delivery to table	No	Staff	Outdoor yes, indoors no	Plastic and paper	No	?	Full Kitchen (small)	Breakfast and Lunch Rolls; muffins; crepes; salads
Posada Java 565 S Park Centre Ave	?	M-S 7 - 4. Closed Sundays	151 occupancy; 12 tables outside	Yes	Dine-in Curbside pickup No delivery	Yes	Self	Outdoor yes; indoor no	Plastic and paper	A few	?	Microwave Counter prep	Breakfast and Lunch Rolls; quiche; breakfast sandwich; lunch-salads
Mountain View Cafe and Bakery 277 W Duval Rd	?	M-S 10 - 3 Closed Sunday	About 48 inside; large outside patio; opens at 11:00	No	Deliver to table	Yes for baked goods	Staff		Hard dishware	No	?	Full Kitchen	Brunch and Lunch; serves beer wine and margaritas Desserts/ bakery
McDonald's Continental 170 W	?	4 a.m. - 12 p.m. 24/7	Indoor with few outdoor	Yes	Drive through; indoor pick up and sit down	No	Self	No	Plastic or paper	No	?	Full Kitchen	Breakfast Lunch Supper

Sources: Yelp, Google, Websites, On-Site Visits

A. Day Pass Sections

1.2.2 Guest Policy

- A. Guest privileges are intended for temporary visitors of a Regular Member, Assigned Member, Tenant, CRCF Resident, or Life Care Member of GVR and who live outside a twenty (20) mile distance from established GVR boundaries.
- B. GVR Members, Assigned Members, Life Care Members, and CRCF Residents may purchase one (1) annual guest card which allows for four (4) adults per visit with unlimited visits. Annual guest cards are valid through the end of the calendar year and fees are not prorated. No more than one (1) annual guest card may be purchased by a GVR Member regardless of the number of properties owned and may not be purchased for tenant-occupied properties.
- C. GVR Members, Assigned Members, Life Care Members, CRCF Residents, and Tenants may purchase daily guest cards which allow for four (4) adults on a specific day. **Exception: Del Sol Clubhouse Café will use a token fee system for daily use when non-members purchase food or drink. (**

Amend the CPM Fee Chart to provide a \$1.00 daily guest pass for the Del Sol Clubhouse-Café only

B. Pet Friendly

1.2.6 Use of GVR Facilities

- D. Reservations
 - 1. Reservations will be assigned in the following order:
 - Board of Directors
 - Recreation Staff (e.g., special events, classes, concerts, programs, annual festivals and performances)
 - Regularly scheduled club events (weekly and monthly)
 - Community events (e.g., HOA) and rentals
 - Club one-time special events or parties
 - Private member functions
 - Club additional ongoing activity requests

Animals are not permitted in or on GVR property, except service animals, unless otherwise authorized by the GVR Chief Executive Officer (CEO) to accommodate community events or other special circumstances.

- 2. **Exception: Due to the public or community walking trails, Del Sol Clubhouse will allow in the front patio seating areas only leashed animals under the control of their handlers at all times, well-behaved, and do not create a disturbance or pose a threat to others. If an animal is not under control or behaves inappropriately, the handler will be asked to remove the animal from the premises.**

APPENDIX F: First-Year Startup Proforma with Year Two ``

	assumption	Preopening	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Year 1	Year 2 *
# of Customers per day average			77	77	77	102	102	102	128	128	128	128	154	154	1,357	154
days in month	6		25	25	25	25	25	25	25	25	25	25	25	25	300	300
total customer days/month			1,920	1,920	1,920	2,560	2,560	2,560	3,200	3,200	3,200	3,200	3,840	3,840	33,920	46,080
rev per customer			5	5	5	5	6	6	6	6	6	6	6	6		6.00
Subtotal			9,600	9,600	9,600	12,800	15,360	15,360	19,200	19,200	19,200	19,200	23,040	23,040	195,200	276,480
Other Revenue/ta	\$ 3.00	Take Out	288	288	288	384	384	384	480	480	480	480	576	576	5,088	6,912
Vending Machine			25	25	25	25	25	25	25	25	25	25	25	25	300	300
Special event																
Tota Revenue			9,913	9,913	9,913	13,209	15,769	15,769	19,705	19,705	19,705	19,705	23,641	23,641	200,588	283,692
EXPENSES																
Salaries		3,200	7,020	7,020	8,320	8,320	8,320	8,320	8,320	8,320	8,320	8,320	8,320	8,320	100,440	99,840
Benefits		768	1,650	1,650	1,955	1,955	1,955	1,955	1,955	1,955	1,955	1,955	1,955	1,955	23,619	23,462.40
Subtotal		3,968	8,670	8,670	10,275	10,275	10,275	10,275	10,275	10,275	10,275	10,275	10,275	10,275	124,059	123,302
Costs of Goods sol	40.00%	3,300	3,840	3,840	3,840	5,120	6,144	6,144	7,680	7,680	7,680	7,680	9,216	9,216	81,380	110,592
Sales tax	6%		576	576	576	768	922	922	1,152	1,152	1,152	1,152	1,382	1,382	11,712	16,589
licenses/business			200	200	200	200	200	200	200	200	200	200	200	200	2,400	2,400
other; credit card fees/printing/market promo			288	288	288	384	461	461	576	576	576	576	691	691	5,856	8,294
Total expenses		7,268	13,574	13,574	15,179	16,747	18,002	18,002	19,883	19,883	19,883	19,883	21,765	21,765	225,407	261,178
net		(7,268)	(3,661)	(3,661)	(5,266)	(3,538)	(2,233)	(2,233)	(178)	(178)	(178)	(178)	1,876	1,876	(24,819)	22,514
Cumulative			(10,929)	(14,589)	(19,856)	(23,394)	(25,626)	(27,859)	(28,037)	(28,215)	(28,394)	(28,572)	(26,696)	(24,819)		
* Year two uses month 12 times 12																

APPENDIX G: Year 2 Proforma with 3% Inflation/with Variations each month

year 2														
	assumptions	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Total 12 mont
# of Customers per day average		77	102	102	128	128	128	154	230	230	230	179	128	
days in month	6	25	25	25	25	25	25	25	25	25	25	25	25	
total customer days		1,920	2,560	2,560	3,200	3,200	3,200	3,840	5,760	5,760	5,760	4,480	3,200	45,440
rev per customer		\$6.18	\$6.18	\$6.18	\$6.18	\$6.18	\$6.18	\$6.18	\$6.18	\$6.18	\$6.18	\$6.18	\$6.18	
Subtotal		11,866	15,821	15,821	19,776	19,776	19,776	23,731	35,597	35,597	35,597	27,686	19,776	280,819
Other Revenue/take out	\$ 3.00	288	384	384	480	480	480	576	864	864	864	672	480	6,816
Vending Machine		25	25	25	25	25	25	25	25	25	25	25	25	300
Special event														
Tota Revenue		12,179	16,230	16,230	20,281	20,281	20,281	24,332	36,486	36,486	36,486	28,383	20,281	287,935
EXPENSES														
Salaries		7,192	7,192	8,492	8,492	8,492	8,492	8,492	8,492	8,492	8,492	8,492	8,492	99,299
Benefits		1,690	1,690	1,996	1,996	1,996	1,996	1,996	1,996	1,996	1,996	1,996	1,996	23,335
Subtotal		8,882	8,882	10,487	10,487	10,487	10,487	10,487	10,487	10,487	10,487	10,487	10,487	122,635
Costs of Goods sold	40.00%	4,746	6,328	6,328	7,910	7,910	7,910	9,492	14,239	14,239	14,239	11,075	7,910	112,328
Sales tax	6%	712	949	949	1,187	1,187	1,187	1,424	2,136	2,136	2,136	1,661	1,187	16,849
licenses/business/market promo		200	200	200	200	200	200	200	200	200	200	200	200	2,400
other;credit card fees/printing/		356	475	475	593	593	593	712	1,068	1,068	1,068	831	593	8,425
Total expenses		14,896	16,834	18,439	20,377	20,377	20,377	22,315	28,130	28,130	28,130	24,253	20,377	262,636
net		(2,717)	(604)	(2,210)	(96)	(96)	(96)	2,017	8,356	8,356	8,356	4,130	(96)	25,299
Cumulative		(2,717)	(3,321)	(5,531)	(5,627)	(5,723)	(5,820)	(3,803)	4,553	12,909	21,266	25,396	25,299	

	80	8	1.25	6.40	512.00	1st year							30	35
	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May		
	1 month	2 month	3 month	4 month	5 month	6 month	7 month	8 month	9 month	10 month	11 month	12 month		
% occupied	15%	20%	20%	25%	25%	25%	30%	45%	45%	45%	35%	25%		
daily	77	102	102	128	128	128	154	230	230	230	179	128		

Appendix G: Third year with 3% inflation factor with variations each month

	assumptions	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Total 12 mont
# of Customers per day average		77	102	102	128	128	128	154	230	230	230	179	128	
days in month	6	25	25	25	25	25	25	25	25	25	25	25	25	
total customer days		1,920	2,560	2,560	3,200	3,200	3,200	3,840	5,760	5,760	5,760	4,480	3,200	45,440
rev per customer		\$6.37	\$6.37	\$6.37	\$6.37	\$6.37	\$6.37	\$6.37	\$6.37	\$6.37	\$6.37	\$6.37	\$6.37	
Subtotal		12,222	16,295	16,295	20,369	20,369	20,369	24,443	36,665	36,665	36,665	28,517	20,369	289,244
Other Revenue/take out	\$ 3.00	288	384	384	480	480	480	576	864	864	864	672	480	6,816
Vending Machine		25	25	25	25	25	25	25	25	25	25	25	25	300
Special event														
Tota Revenue		12,535	16,704	16,704	20,874	20,874	20,874	25,044	37,554	37,554	37,554	29,214	20,874	296,360
EXPENSES														
Salaries		7,291	7,291	8,591	8,591	8,591	8,591	8,591	8,591	8,591	8,591	8,591	8,591	100,496
Benefits		1,713	1,713	2,019	2,019	2,019	2,019	2,019	2,019	2,019	2,019	2,019	2,019	23,617
Subtotal		9,005	9,005	10,610	10,610	10,610	10,610	10,610	10,610	10,610	10,610	10,610	10,610	124,112
Costs of Goods sold	40.00%	4,889	6,518	6,518	8,148	8,148	8,148	9,777	14,666	14,666	14,666	11,407	8,148	115,698
Sales tax	6%	733	978	978	1,222	1,222	1,222	1,467	2,200	2,200	2,200	1,711	1,222	17,355
licenses/business/market promo		200	200	200	200	200	200	200	200	200	200	200	200	2,400
other; credit card fees/printing/		367	489	489	611	611	611	733	1,100	1,100	1,100	856	611	8,677
Total expenses		15,193	17,190	18,795	20,791	20,791	20,791	22,787	28,776	28,776	28,776	24,784	20,791	268,242
net		(2,659)	(485)	(2,091)	83	83	83	2,257	8,778	8,778	8,778	4,430	83	28,118
Cumulative		(2,659)	(3,144)	(5,235)	(5,151)	(5,068)	(4,985)	(2,729)	6,049	14,827	23,604	28,035	28,118	

**Appendix I: GVR Preliminary Market Survey to Assess Community Interest in
Developing a Café Within the Del Sol Clubhouse
January 9, 2024**

SURVEY

We will NOT reveal your personal information or identify you for any reason, but we do need your email address to monitor GVR member-only responses.

1. On average, how long do you reside in Green Valley in a calendar year?
 - Year round
 - Year round but I travel during the summer months
 -
 - About 6 months
 - 5 months or less

2. What is your Green Valley zip code?
 - 85614
 - 85622

3. Do you currently use, or if you are new to GVR do you anticipate using, any GVR facility at least twice a month for any reason?
 - Yes
 - No

4. Are you familiar with the Del Sol Clubhouse and its location?
 - Yes
 - No

5. Have you ever visited the Del Sol Clubhouse facility?
 - Yes
 - No

6. Have you ever used the walking paths in the Canoa Hills Trails Park?
 - Yes
 - No

7. Would you be interested in a food and beverage option offered in this Clubhouse?

- Yes
- Maybe, unsure
- No, I am unlikely to ever purchase food or beverages offered by the Clubhouse.

If you responded *No, I am unlikely to ever purchase food or beverages offered by the Clubhouse*, you do not need to complete the following questions.

8. What types of beverages would you be interested in purchasing? Mark each that applies or check *all the above*.

- Coffee
- Tea
- Soda
- Fruit drinks
- Bottled Water
- Beer
- Wine
- All the above

9. What types of food would you be interested in purchasing? Mark each that applies or check *all the above*.

- Pastries
- Breakfast sandwiches
- Lunch sandwiches
- Quiche
- Soup
- Salads
- Deserts such as, but not limited to, cookies, ice cream, cakes, pies
- All the above

10. What general times during the day would you like to see food and beverages offered? Only select one of the following times.

- Mornings
- Mornings to early afternoon
- Mornings to early evening

11. How often would you use these services? Just provide a realistic guess.

- Frequently: Once or twice a week
- Occasionally: No more than twice a month
- Infrequently: No more than twice every three months

12. Please indicate which options you prefer for providing these services from most to least preferred (1 – 4) with 1 being the most preferred.

- Vending machines
- Food Truck (Purchase food and beverages from a food truck and eat in the building or using outside tables)
- Café with limited beverage and food offerings
- Café/bistro with more food and beverage options, including alcohol, but not a full-service restaurant

13. Would you support allowing non-GVR members to use ONLY the Del Sol Clubhouse Café, and not the rest of the facility if they pay a modest daily fee for access?

- Yes
- No

14. Should customers be allowed to bring their dogs onto the outside front and back patio seating areas of the Del Sol Clubhouse?

- Yes, they should be allowed on both patios
- Yes, but they should be allowed on only one patio
- No, they should not be allowed at all



Del Sol Subcommittee Business Plan for the Del Sol
Café

Report to the GVR Board

February 28, 2024

1

**Agenda for Feb 28th FAC Meeting on Subcommittee on the Del Sol Café
Business Plan**

1. Timetable/Events since the January 17th GVR Board Work Session
2. Results of the Market Survey
3. Discussion of Subcommittee's Recommendations
4. Motions passed by Fiscal Affairs Committee

2

Major Events since last FAC of January 17th

- Presented to Fiscal Affairs Committee (FAC) on January 16th and the GVR Board Work Session on January 17th
- At the request of the Board, released Section II of the draft plan titled **Past GVR Research and Studies Support Café**
- Received the results of the Market Survey on January 31st and tabulated results
- Subcommittee met on Feb 5th and finalized its recommendations/and report;
- Business plan report as updated and released to GVR Board Chair, Jim Carden and Scott Somers on February 9th.
- Fiscal Affairs met on February 20th and moved recommendations.

3

Key Highlights from new Section 2 of the Business Plan

Research GVR Ad hoc Committee

- Steve Wilhelm, Chair, of Ad Hoc Committee, presented the Cy 2018 Ad Hoc committee findings; and emphasized the benefits of a social gathering place that included a multi-purpose room/ and a café as an anchor
- Dr. Ray's Oldenburg's developed the concept of a Great Good Place (GGP) that concluded "Great Good places offer a neutral, accessible environment like cafés, parks, and libraries. These places play a crucial role in fostering a sense of belonging and social cohesion within a community"
- In mid-January 2024 Steve Wilhelm sent a letter of support of the Subcommittee's Business to the GVR Board

GVR Highlights

- In Cy 2016, as part of the market research conducted in the development GVR Strategic plan, GVR members expressed a desire for a café in conjunction with a comfortable space available for drop-in socialization and a gathering place for friends and neighbors.
- In the Cy 2018 GVR Member Survey, 74% who responded identified the need for a social and community gathering space.
- In Cy 2022 as part of the GVR five-year strategic plan, Goal #1 of GVR provides excellent facilities for members to participate in a variety of active and social opportunities. Under this Goal, Initiative 1.4 identified the need to expand/repurpose facilities to promote and encourage social gathering including the exploration of opening a coffee shop.
- On November 16, 2022, GVR adopted a motion: to continue moving forward with a vision of creating a social gathering recreation center... and by seeking a solution to provide a wide variety of food and beverage options (such as a vendor)
- During budget deliberations, FAC recommended approval of funds for the café and established a Subcommittee to develop a business plan. In November 2023 the GVR Board left these funds in the budget but stated their release was contingent on additional research.

4

FAC Subcommittee Report:

Market Survey Results for Development of a Del Sol Clubhouse Café



February 5, 2024

5

Objectives of Survey

- Ideally obtain 10% survey response rate which will provide greater predictive value
- Obtain the input of the GVR membership to determine if the concept of developing a cafe within the Del Sol Clubhouse is directionally correct
- Get a sense of how familiar the membership is with the Del Sol facility
- Obtain input around potential use of a coffee shop, hours of availability, food and beverage options, delivery mode, and preferences regarding allowing non GVR members and dogs



6

Survey Results: Response, Concept, Familiarity

- ✓ **Out of 23,000 potential responses, we received 2230 or roughly 10%**
- ✓ Responses between zip codes were 47% from 85614 and 53% from 85622
- ✓ Most respondents, 71%, live here year round
- ✓ **57% indicated they would support a food and beverage offering:**
 - 23% indicated maybe/unsure
 - 19% indicated no
 - Less than 1% did not respond
- ✓ **89% indicated they are familiar with the Del Sol Clubhouse and its location**
 - However, only 42% have visited the facility and 58% have not
 - 64% have used the Canoa Hills Trails Park



7

Survey Results: Hours of Availability Preferences

- ✓ Availability (hours of operation):
 - Mornings to early afternoon – 47%
 - Mornings to early evening – 43%
 - Mornings only – 10%



8

Survey Results: Food and Beverage Preferences

- ✓ Beverage preferences:
 - Coffee – 19%
 - Bottled Water – 13%
 - Tea and Soda 12% each
 - Wine – 9%
 - Beer and fruit drinks - 8% each
 - All of the above – 17%

- ✓ Food preferences:
 - Lunch sandwiches – 15%
 - Pastries, breakfast sandwiches, soup and salads – 12% each
 - Desserts – 9%
 - Quiches – 8%
 - All of the above – 21%



9

Survey Results: Estimated Use

- ✓ Estimated usage – most or 71% said they would use the café frequently or occasionally:
 - 27% said they would use the coffee shop frequently (once or twice a week)
 - 44% said they would use it occasionally (no more than twice a month)
 - 11% said they would use it infrequently (no more than twice every three months)
 - 19% left this question blank



10

Survey Results: Delivery Option

- ✓ Rankings for preferences on how to deliver food and beverages were:
 1. The highest ranked preference, or 35%, was for Café with limited beverages and food
 2. The second highest preference, or 32%, was for a Café with expanded beverages, food and alcohol but not a full restaurant
 3. The third preference, or 22%, was for using food trucks
 4. The fourth preference, or 10%, was for vending machines



11

Survey Results: Non GVR Member Access and Allowing Dogs

- ✓ Most or 59% agree that non GVR members should be allowed to use the Café but not the rest of the facility
 - 30% said no to this
 - 11% did not respond
- ✓ Regarding dogs:
 - 32% responded they should be allowed on both patios
 - Another 32% said they should be allowed on only one patio
 - 27% said dogs should not be allowed
 - 10% did not respond



12

CPM NonMember Language

2. Guest Policy

A. Guest privileges are intended for temporary visitors of a Regular Member, Assigned Member, Tenant, CRCF Resident, or Life Care Member of GVR and who live outside a twenty (20) mile distance from established GVR boundaries.

B. GVR Members, Assigned Members, Life Care Members, and CRCF Residents may purchase one (1) annual guest card which allows for four (4) adults per visit with unlimited visits. Annual guest cards are valid through the end of the calendar year and fees are not prorated. No more than one (1) annual guest card may be purchased by a GVR Member regardless of the number of properties owned and may not be purchased for tenant-occupied properties.

C. GVR Members, Assigned Members, Life Care Members, CRCF Residents, and Tenants may purchase daily guest cards which allow for four (4) adults on a specific day.
 Exception: Del Sol Clubhouse Café will use a token fee system for daily use when non-members purchase food or drink.

- Amend the CPM Fee Chart to provide a \$1.00 daily guest pass for the del Sol Clubhouse Café only

13

CPM – Pet Friendly Language

6. Use of GVR Facilities

A. Reservations

1. Reservations will be assigned in the following order:

- Board of Directors
- Recreation Staff (e.g., special events, classes, concerts, programs, annual festivals and performances)
- Regularly scheduled club events (weekly and monthly)
- Community events (e.g., HOA) and rentals
- Club one-time special events or parties
- Private member functions
- Club additional ongoing activity requests

• Animals are not permitted in or on GVR property, except service animals, unless otherwise authorized by the GVR Chief Executive Officer (CEO) to accommodate community events or other special circumstances.

- OR: Due to the public or community walking trails, Del Sol Clubhouse will allow in the front patio seating areas only outdoor seating areas only leashed animals under the control of their handlers at all times, well-behaved, and do not create a disturbance or pose a threat to others. If an animal is not under control or behaves inappropriately, the handler will be asked to remove the animal from the premises.

14

Timetable : Del Sol Construction and Impact on Café
GVR Board has included the Subcommittee’s Report on
its February 28th Board Agenda

DEL SOL BISTRO

	Dec	Jan	Feb	March	April	May	End of June
Del Sol Parking lot repaving/other							Done
Approval of Café Business plan by Board			Feb 28th				
Start prep of operational plan for café option							open
Complete build out of café/storage area							open
OPEN							x-or sooner

15

Recommendation from Subcommittee

- Adopt the Subcommittee report which includes the following:
 - a. Release of the Cy 2024 funds and positions included in the budget to open a staff-operated cafe in the Del Sol Clubhouse, offering limited food and beverages;
 - b. Approval of the CPM language change to allow longer patrons for a nominal fee of \$1.00
 - c. approval of the CPM language change to allow pets on one of the patios. '
 - d. Release the \$50K for the completion of the kitchen /cafe area and purchase of equipment and supplies.
 -

16

FAC- Action Recommended to the Board

- Move a motion to accept the Subcommittee's Del Sol Café Report of February 9th (Passed FAC unanimously)
- Move three separate motions to implement sections of the Report that apply to either staff-operated or vendor-operated café;
 - Approval of the CPM language change to allow longer patrons for a nominal fee of \$1.00 (Passed 7-1 vote)
 - approval of the CPM language change to allow pets on one of the patios. (Passed 7-1 vote)
- Move to adopt the Staff's recommendation for the release of \$50K for startup (Passed FAC 7-1 Vote)

17

FAC Subcommittee Report:

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February 5, 2024

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8



Green Valley Recreation, Inc.
Board of Directors Regular Meeting
2024 Annual Workplan

Prepared By: Scott Somers, CEO

Meeting Date: February 28, 2024

Presented By: Scott Somers, CEO

Consent Agenda: NA

<p>Originating Committee / Department: Administration</p>
<p>Action Requested: Approve the 2024 Proposed Annual Workplan</p>
<p>Strategic Plan GOAL 5: Provide sound, effective governance and leadership for the corporation</p>
<p>Background Justification: The Board of Directors reviewed and discussed the Proposed 2024 Annual Workplan during its February 14 Board Work Session. The proposed Workplan coincides directly with the Board-approved 2022-2026 Strategic Plan. Completion of the action items identified in this Workplan will support fulfillment of the Strategic Plan Initiatives, Goals, and ultimately, the Vision of the organization.</p>
<p>Fiscal Impact: Each item may or may not have a fiscal impact.</p>
<p>Board Options:</p> <ol style="list-style-type: none"> 1) Approve the 2024 Proposed Annual Workplan as drafted. 2) Approve the 2024 Proposed Annual Workplan with amendments. 3) Provide alternative direction to staff.
<p>Staff Recommendation: Option #1 or #2</p>
<p>Recommended Motion: Move to approve the 2024 Proposed Annual Workplan as drafted.</p>
<p>Attachments:</p> <ol style="list-style-type: none"> 1) Proposed 2024 Annual Workplan

Memorandum

To: Board of Directors

From: Scott Somers, CEO

CC: GVR Senior Staff

Date: February 28, 2024

RE: 2024 Annual Workplan

Administration/CEO

- 2.2.3 Develop relationships with similar organizations to share trends, best practices, and steps to overcome customer service challenges.
- Survey similar organizations (April)
 - Research other sectors and organizations to identify trends and best practices (May)
 - With appropriate department(s), implement as necessary. (Ongoing)
- 5.1.1 Provide staff support to the Board of Directors to enable proactive, complete communications about Board decisions.
- With Communications, synthesize Board actions/decisions to communicate with the Members. (Ongoing)
- 5.2.1 Review the Strategic Plan regularly to ensure progress on action items and continuity year-over-year with the plan.
- Complete and present an Annual Workplan to the Board for approval. (February)
 - Provide an update to the Board on the Annual Workplan as part of the CEO performance evaluation. (December)
- 5.4.1 Encourage staff and Board to attend training and conferences and participate in professional associations.
- Research and identify Board training opportunities. (February)
- 5.5.1 Develop a continuity of operations plan that includes evacuation locations, IT operations, personnel emergency succession, document preservation, etc.
- Record Retention for all GVR Departments and digital preservation of records. (Ongoing)
- 5.6.1 Participate/partner with outside organizations such as Rotary, Chambers, GVC, GGVCF, etc.
- Rotary Club of Green Valley membership. (Ongoing)
 - GVC Executive Committee. (Ongoing)
 - GVC Representative Meeting. (Monthly)
 - University of Arizona Community Advisory Board member. (Ongoing)

Board and Committees

4.3.3 Employ sound investment strategies to maximize passive income.

- Investment Committee and Finance. (Ongoing)

5.2.1 Review the Strategic Plan regularly to ensure progress on action items and continuity year-over-year with the plan. (see Administration/CEO)

5.2.3 Utilize staff liaisons and the Strategic Plan to support continuity of direction.

- Staff liaison functions to be facilitated by Administration to ensure committee continuity. (February)

5.6.1 Participate/partner with outside organizations such as Rotary, Chambers, GVC, GGVCF, etc.

Communications

1.3.3 Improve interior and exterior signage: complete, consistent, accessible, concise, and attractive.

- Complete the Aid Station Project. (March)

1.3.4 Implement standard and electronic signage to heighten communication of activities and events.

- Improve how paper bulletins are presented in centers (December)

2.2.4 Clarify Communications' procedures and distribute messaging to all staff so members receive consistent, trustworthy information from all GVR Representatives.

- With HR, develop and document a standard operating procedure (SOP) that identifies types of messages that need to be disseminated to various personnel. (December)

2.2.5 Develop and implement a member experience review plan related to customer service by department (Similar to 2.2.1)

- See Member Services

3.3.2 Improve ease of access to GVR activity schedule and opportunities.

- Develop and implement a social media plan. (June)
- With Recreation, develop a "getting started" program to provide instruction and supplies for drop-in activities (September)

3.4.2 Continue to seek member feedback on a wide variety of matters via polls, surveys, in-person forums and virtual forums.

- Monthly Chat with the CEO meetings. (Monthly)
- Survey members on topics as needed. (Ongoing)
- Create member forums on topics as needed. (Ongoing)

3.4.3 Publicize recreation programs, GVR events, and GVR club events via diverse communication channels.

- Building further on existing Communications Plan, target non-GVR members living in opt-in properties (Ongoing)

3.4.4 Assess and replace, as needed, current digital platforms with more accessible options.

- With IT and Recreation, complete preliminary plans and gather bids for a new app. (June)

Facilities Department

1.1.1 Identify accessibility improvement areas.

- With architect, complete and document the results of an ADA audit of centers. (December)

- 1.1.3 Continue to identify and execute a process for regular upkeep and maintenance/predictive maintenance procedures.
 - Develop and implement center-specific Standard Operating Procedures (SOP) book for custodial. (March)
 - Improve implementation of daily/monthly/quarterly inspection reports for custodial, aquatics, landscaping and maintenance. (Ongoing)
- 1.1.5 Introduce newer technology to improve energy efficiency when there are opportunities.
 - Reduce GVR's electric energy consumption through lighting fixture and lamp conversions. (Ongoing)
- 1.2.1 Create function-designated rooms with proper lighting, A/V, seating, furnishing, flooring, ventilation, etc., to complement and support specific activities.
 - Upon Board approval, with Recreation and Communications, begin the planning process to develop the auditorium at Canoa Hills into a gymnasium. (April)
 - With Recreation (Recreation to identify priority rooms to refit for specific purposes), develop a three-to-five year prioritized plan to refit rooms. (November)
- 1.2.2 Assess spaces for specific activities and equip those spaces properly, such as art class space with washable floors.
 - Address flooring and room finishes that are activity-specific when performing scheduled room improvements and flooring replacements. (Ongoing)
 - With architect, present WC expansion options and cost estimates. (March)
- 1.2.3 Research and develop recommendations for providing food and beverage in certain centers.
 - Explore and recommend in-house or vendor options for Del Sol Clubhouse (March)
 - Identify social gathering opportunities.
- 1.2.4 Evaluate and improve capital request process.
 - With Board, Recreation, and Finance, review and amend Capital Improvement Plan Policy as needed. (June)
- 1.2.5 Employ newer technologies to benefit members' abilities to fully utilize facilities.
 - Work with Recreation and IT to identify and relocate attendance readers at specific locations to better track member usage and facilitate ease of access. (August)
- 1.3.3 Improve interior and exterior signage: complete, consistent, accessible, concise, attractive
 - With Communications, update signage throughout Santa Rita Springs and Las Campanas (December)
- 1.4.1 Explore opportunities to establish a coffee shop. (See 1.2.3)
- 1.4.2 Design peripheral grounds to provide outdoor recreation opportunities: park-like settings, walking trails, outdoor games, and activities.
 - (Combine with goal 1.4.3 below) Identify areas available for development. With Communications and Recreation, conduct member outreach to identify preferred amenities in those locations. Assemble a center-by-center prioritized plan. (December)
 - Identify and begin implementing campus-wide locations for landscaping improvements to include native pollinator species. (Ongoing)
- 1.4.3 Identify under-utilized areas that could be used for this purpose. (Social Gathering)
 - See 1.4.2
- 3.1.2 Explore the idea of allocating space for specialized fitness centers.
 - With Recreation, assess possibilities for a function-designed yoga space (October)

- With Recreation, investigate options for a small expansion of the fitness center at Las Campanas which is currently scheduled for full expansion in 2027. (October).
- 4.2.1 Evaluate Maintenance Repair and Replacement (MRR) to confirm need.
- With Finance, review and update annually (August)
- 4.4.3 Maintain and continue to utilize the Reserve Study (MR&R).
- Complete MRR identified projects for FY2024. (December)
 - With Finance, review MRR to be sure it includes all facilities and qualifying capital items. (August)
 - Consider approaches that minimize closures.

Finance Department

- 1.1.4 Develop and adopt a rolling 5-year Capital Projects Plan aligned with the Strategic Plan.
- Look to the Strategic Plan to inform the 5-year Capital Projects Plan. (Annually)
 - With Board, review and amend Capital Improvement Plan Policy as needed. (June)
- 4.1.1 Identify options and tradeoffs for revenue diversification.
- With staff and FAC, brainstorm options and alternatives; identify costs and benefits of each; develop top recommended list; present to Board recommendations. (July)
 - With Communications and Membership, market membership to potential voluntary members as has been planned and budgeted for 2024. (March)
- 4.2.1 Evaluate Maintenance Repair and Replacement (MR&R) to confirm need. (See Facilities)
- 4.3.1 Update and recommend financial policies.
- Based on best practices, with FAC, continue updates to recommended financial policies, such as cash management policies. (August)
- 4.3.3 Employ sound investment strategies to maximize passive income.
- Continue utilizing sound, professional investment strategies; update policies as needed. (Ongoing)
- 4.3.4 Provide continuous education for Board, committees, and staff about GVR financial management and positions so that they can make decisions to monitor effectively.
- Provide improved and easier to understand budget document for 2025. (October)
 - *Initiatives projects*
 - Continue providing quarterly financial updates to Board and detailed financial statements to the Fiscal Affairs Committee (FAC). The quarterly reports will be expanded in 2024 to include the status of Capital Projects. (Ongoing)
 - Provide annual primer on reading financial statements. (May)
 - Receive unqualified audit opinion for 2023 financial audit. (March)
 - Review Fund EZ Purchase Order System, and other third-party PO systems and implement. The Fund EZ PO system was found to not be adequate for GVR's needs. Other systems are currently being reviewed. A budgeting and project costing system is to be researched in 2024. (September)
 - Renew liability, workers' comp, and flood insurance policies. (June)
 - Perform successful workers' comp audit. (August)
 - Perform successful 401(k) audit. (August)
- 4.4.1 Review the 3-year annual financial forecast with the Board.

- Present 3-year annual financial forecast as part of the annual budget document. (Annually)

4.4.3 Maintain and continue to utilize the Reserve Study (MR&R). (See Facilities) (Ongoing)

Human Resources

2.2.2 Implement standardized customer service training for all staff, based on clarified policies and expectations, to ensure consistency in service. (See also 5.3.3)

- With departments, develop an updated customer service training plan for all departments with differentiation and examples for each area, including dress and appearance policy, the wearing of name tags, and standard phone and email dialogue. (July)
- Outline customer service training plan for new employees to be included as part of New Employee Orientation. (July)
- Include all current employees in a similar program by the end of the year. (December)

2.2.4 Clarify communications procedures and distribute messaging to all staff so members receive consistent, trustworthy information from all GVR representatives

- Develop and document an SOP that identifies types of messages to be disseminated to various personnel. (September)
- Additional layering of accurate, up-to-date information sent directly to staff. Continue weekly "Staff Bulletin." (Ongoing)
- Review and maintenance of internal GVR Intranet employee information pages. (Ongoing)
- Website careers' page branding and messaging update. (February)

3.2.1 Develop a sustainable volunteer program, including recruiting and training of volunteers, to support GVR activities.

- With Board and Recreation, identify opportunities for volunteerism. (June)
- Update or develop volunteer job descriptions as needed. (September)

5.3.3 Provide training and team activities to help people demonstrate these GVR values.

- With the CEO and department heads, develop plans and agendas, and schedule regular meetings with all staff and departmental groups to inform employees about and demonstrate values. (Ongoing)
- Explore, develop, and provide in-service and training opportunities for supervisors on Performance Management plans and strategies. (September)

5.3.4 Incorporate values into performance management

- Update and re-launch a performance management plan with GVR values incorporated. (February)

5.4.1 Encourage staff and Board to attend training conferences and participate in professional associations

- Continue to work with staff to explore and encourage attendance. (Ongoing)

Member Services Department

2.2.1 Implement a quality assurance system to ensure that exceptional customer service is happening, such as secret shopper, a review schedule to see how systems and processes are operating.

- Develop and improve the Member Services function to ensure a high touch level of customer service that builds confidence and trust from our members and Board. (Ongoing)
- Partner with attorney to work toward becoming the expert with regards to GVR's boundary, master development agreements, deed restrictions, title agreements, and collections. (Work in progress) (Ongoing)
- During one-on-one meetings, review systems and processes with staff to ensure consistency of understanding and of use and identify and implement improvements where needed. (Ongoing)
- Continue to explore and find solutions to identify and decrease membership and guest card misuse. (Ongoing)
- Develop a comprehensive strategy/plan to survey members after interactions with CSRs, RSAs, Reservations, and any other identified staff. (April)
- Implement survey plan to obtain feedback from members regarding recent customer service interactions with staff. (October)
- Partner with Communications to create a comprehensive New Member Welcome Packet. (March)
- Partner with Communications to create a realtor information sheet. (November)

3.3.1 Conduct a policy and process review.

- Identify policies and processes requiring member engagement. (July)
- Map processes and steps. (December)
- Identify and implement process improvements from a customer-centric perspective. (December)
- Investigate possible alternatives to our current membership database to add donation capabilities and improve overall experience (October)

Recreation Department

1.1.2 Assess and improve fitness center functionality.

- Work with facilities on plans to expand the Las Campanas Fitness Center. (August)

1.2.4 Evaluate and improve capital request process.

- With Board, Recreation, and Finance, review and amend Capital Improvement Plan Policy as needed. (June)

1.2.5 Employ newer technologies to benefit members' abilities to fully utilize facilities (See Facilities)

1.4.1 Explore opportunities to establish a coffee shop, etc. (See Facilities 1.2.3)

- Identify additional social gathering opportunities.

1.4.2 Design peripheral grounds to provide outdoor recreation opportunities: park-like settings, walking trails, outdoor games, and activities (See Facilities)

1.4.3 Identify under-utilized areas that could be used for this purpose (See Facilities)

2.1.1 Review current programming and make adjustments, if needed, to ensure variety and alignment with current and future member needs.

- Through member surveys, identify gaps and needed adjustments. (Ongoing)
- Secure beer and wine licenses for identified locations (July)

2.1.2 Explore a varied activity/service structure that accommodates all income levels. (See 2.1.1)

2.1.3 Explore the possibility of virtual offerings for part-time residents and those homebound. (See

2.1.1)

- Develop a comprehensive report or memo on outcomes of exploration (June)

2.1.4 Review and improve, if necessary, processes to assess quality of services and programs.

- Complete inventory of drop-in recreation supplies and equipment. Develop a rough “MRR” to ensure supplies and equipment are replaced in a timely manner. (July)

2.2.5 Develop and implement a member experience review plan related to customer service by department (Similar to 2.2.1)

- See Member Services

2.3.1 Explore changes in process of instructor hiring, actively recruiting instructors to meet member needs.

- Investigate local college/university resources (June)
- Require all instructors to complete a background check. (Ongoing)

2.3.2 Explore guidelines with evaluation criteria for instructors and make improvements, if necessary.

- Develop/update criteria and make improvements. (August)

3.1.2 Explore the idea of allocating space for specialized fitness centers. (See Facilities)

3.1.3 Continue to identify programming and events that members want.

- Survey members who have not used their GVR card in the past 24 months to find out what programs, amenities, or events might inspire them to participate. (August)

3.1.4 Develop a prioritized 5-year plan for programming events.

- With P&E, complete a 5-year plan for developing new recreation opportunities (December)

3.3.1 Conduct a policy and process review.

- Work with IT to review process simplification and possibility of creating online forms. (October)



Green Valley Recreation, Inc.

Board of Directors Regular Meeting

CPM Change to 6.2.8 Club Reporting And Records Management

Prepared By: Nanci Moyo, Admin. Sup.

Meeting Date: February 28, 2024

Presented By: Carol Crothers, Chair

<p>Originating Committee / Department: Recreation Department/Clubs</p>
<p>Action Requested: Remove sentence from 6.2.8.B that no longer applies. "All clubs shall maintain a continuity of records and shall preserve all correspondence and minutes for a period of no less than three years."</p>
<p>Strategic Plan Goal: GOAL 5: Provide sound, effective governance and leadership for the corporation</p>
<p>Background Justification: The Recreation Department has requested to remove the first sentence of 6.2.8.B which states: "All clubs shall maintain a continuity of records and shall preserve all correspondence and minutes for a period of no less than three years." The Administration has a Retention Schedule that requires minutes to be kept for seven years for the Clubs. The last sentence of 6.2.8.B covers this retention schedule and states: "Club records are kept for the prescribed period of time in accordance with administrative policies for record retention."</p>
<p>Board Options:</p> <ol style="list-style-type: none"> 1) Board approve the change to CPM Part 6, 6.2.8.B by removing the first sentence. 2) Board offer another suggestion, and move to approve the suggested change.
<p>Staff Recommendation: Option #1</p>
<p>Recommended Motion: Move to approve removal of the first sentence in 6.2.8.B which reads "All clubs shall maintain a continuity of records and shall preserve all correspondence and minutes for a period of no less than three years."</p>
<p>Attachments:</p> <ol style="list-style-type: none"> 1) CPM 6.2.8 Redlined

6.2.8 Club Reporting and Records Management

- A. All GVR Clubs are required to sign and submit an Annual Club Agreement which outlines the club's responsibilities to GVR and what they can expect from GVR in return. If a club refuses to sign or does not fulfill their requirements, GVR may require the club to meet with the CEO or designee.
- B. ~~All clubs shall maintain a continuity of records and shall preserve all correspondence and minutes for a period of no less than three years.~~ Club records are kept for the prescribed period of time in accordance with administrative policies for record retention.



Green Valley Recreation, Inc.
Board of Directors Meeting

Facility Use, Reservations, and Rentals

Prepared By: Natalie Whitman, COO, for BAC **Meeting Date:** February 28, 2024

Presented By: Carol Crothers, Natalie Whitman **Consent Agenda:** No

<p>Originating Committee / Department: Board Affairs Committee, Operations</p>
<p>Action Requested: Approve the attached proposed changes to GVR’s facility use policy</p>
<p>Strategic Plan Goal: Goal 2: Provide quality services and programs that effectively meet the recreational, social, and leisure education needs of our membership. Goal 5: Provide sound, effective governance and leadership for the corporation.</p>
<p>Background Justification:</p> <ol style="list-style-type: none"> 1. GVR’s current reservation policies and practices do not adequately prioritize GVR’s recreation programs. 2. Members have expressed that some common (non-dedicated) spaces are difficult for them to access due to the reservation practices of user groups. 3. Key policies are missing, especially those related to reserving common amenities (eg. reserving a pool for a birthday party) and commercial rentals. 4. A few existing policies are needlessly restrictive <p><i>Notes related to changes to the attached redlined CPM:</i></p> <p>1.2.6.B: Prioritizes recreation opportunities available to all members</p> <p>1.2.6.C: Prioritizes recreation opportunities available to all members. Reserved activities and events are resource-intensive: Two to four staff members are involved in each reservation. Administrative processes involve calls, emails, document retention, and data entry. Field services staff take calls and have in-person appointments to discuss room setups. Very often, a third staffer is involved in setting up the room, and a fourth in tearing it down and tidying it for the next user. This change reduces the costs associated with staff-supported activities, while allowing members to continue using available rooms on a drop-in, self-help basis.</p> <p>1.2.6.D Improves equitable access to rooms for all members.</p> <p>1.2.6.F and G Currently missing policy</p> <p>1.2.6.N.2 Eliminates needless requirement</p> <p>1.2.8.C.1 Increases member options</p> <p>1.2.9.D Prioritizes recreation opportunities available to all members. Some private user groups take full advantage of GVR’s unusual “free reservations” policy and schedule many resource-intensive socials per year. This policy change will reduce resources needed to</p>

support complimentary, private events and free up space for GVR programs available to all members.

1.2.9.D.1 Formalizes a long-time quiet staff practice

1.2.9.I GVR has been renting facilities to commercial entities with no policy to guide staff. Without guidelines regarding the nature of the entity or activity, staff are left making judgment calls rooted in their personal values and perceptions of a business's legitimacy.

Board Options:

- 1) Approve BAC-recommended policy changes with implementation dates to be determined by staff.
- 2) Suggest changes

Staff Recommendation:

Option #1

Recommended Motion:

Approve the BAC recommended changes to CPM Part 1, Section 2 Use of GVR Facilities.

Attachments:

- 1) CPM 1 Facility Use Redlined
- 2) Summary of recommended policy changes

PART 1: MEMBERSHIP AND FACILITIES

SECTION 2 - USE OF GVR FACILITIES

1.2.6 Use of GVR Facilities

- A. ~~Operational policies related to reservations are set by the GVR administration and posted on the GVR website. Reservations are available for parties of six or more GVR Members and their authorized guests.~~ Reservations are required if staff assistance or the use of equipment is expected. ~~Reservation policies are set by the CEO and published on the GVR website.~~
1. Reservations will be assigned in the following order:
 - a. ~~Board of Directors Essential corporate business~~
 - b. Recreation Staff programs (e.g., special events, classes and lessons, concerts, ~~programs~~, annual festivals and performances)
 - ~~b.c. Club one-time annual special events~~
 - ~~e.d.~~ Regularly scheduled club events activities (weekly and monthly) per current operating guidelines
 - ~~d.e. HOA and Community events (e.g., HOA) and rentals~~
 - e. Club one-time special events or parties
 - f. Private member functions and three-month groups. Reservations for these activities require attendance of six or more members.
 - g. Club additional ongoing activity requests Non-member rentals
- B. Club and HOA business meetings are limited to non-peak hours: after 2pm on weekdays and during all operating hours on the weekend. Animals are not permitted in or on GVR property, with the exception of service animals, unless otherwise authorized by the GVR Chief Executive Officer (CEO) to accommodate community events or other special circumstances.
- C. Three-month Groups are limited to one reservation per week. Where static set-ups are established, three-month groups will be free to rearrange the room at their discretion, and return the room to the condition in which it was found. No coffee or water service will be provided. No firearms are allowed on any GVR property or in any GVR facilities except law enforcement or licensed security.
- D. Reservations for private member functions are limited to six hours per event. Reservations for Three-Month Groups are limited to four hours per event. It is the policy of GVR to provide and maintain a drug free environment for its members and

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employees. As such, GVR prohibits the use of illegal drugs on GVR premises.

- E. All reservation must be made by a staff member or a member in good standing who shall be the primary contact for staff. Pursuant to the Smoke Free Arizona Act (A.R.S. §36-601.01), GVR prohibits smoking in all indoor facilities and outside areas within 20 feet of all entrances and windows. Smoking is prohibited in pool areas and in all GVR vehicles. Smoking will be allowed in designated outdoor areas only.
- F. Sports facilities (e.g. court arrays and pools) may only be reserved by GVR Clubs formed with the express purpose of pursuing activities associated with the facility they wish to reserve. Water Aerobics groups formed before 2023 may be granted an exception to this policy. GVR prohibits vaping in all non-smoking areas, including in all indoor facilities and areas within 20 feet of all entrances and windows. Vaping is prohibited in pool areas and in all GVR vehicles. Vaping will be allowed in designated outdoor areas and wherever smoking is allowed.
- G. Some rooms and facilities are limited to certain designated uses. Carpeted meeting rooms, for example, may not be available for exercise groups to limit wear and tear, ~~odor~~ and conditions affecting subsequent users. Some spaces must be reserved or rented together (e.g. Room 1 in West Center must be included in a reservation or rental that includes the auditorium and kitchen.) GVR facilities will not be used by any member for commercial purposes with the following exceptions:
 - 1. ~~With the prior written approval of GVR administration, a GVR Member may temporarily display items for sale at a particular facility if they are intended to assist or benefit those using that facility to participate in the associated/related activity; and~~
 - 2. ~~Personal sales resulting from hobby pursuits.~~
- H. ~~Animals are not~~ Only working ADA Service Animals are permitted in or on GVR property, [aside from GVR programs or events.](#), with the exception of service animals, [unless otherwise authorized by the GVR CEO or their designee.](#) It is the responsibility of each individual seller to obtain an Arizona Transaction Privilege Tax license.
- I. Audible media is not permitted in communal areas (e.g. pool decks, picnic areas, lobbies, sports courts, and fitness centers) except for GVR sponsored special events, special club events by reservation, and GVR dances. Members must use personal listening devices such as headphones or earbuds, or confine music audio media to recreation rooms at decibel levels that do not disturb facility users outside the room. Liquor Policy
 - 1. ~~The sale of intoxicating beverages is not permitted on GVR premises without a special sales permit or liquor license and appropriate liquor liability policy. Prior to applying for a liquor~~

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~~license, permission must be received from the GVR CEO.~~

~~2. Members are permitted to bring their own beverages (BYOB) to an activity, if allowed by the host. However, written permission must be obtained from GVR at the time the reservation agreement is signed or prior to the event or activity. No alcohol may be stored in a GVR facility.~~

J. No firearms are allowed on any GVR property or in any GVR facilities except those carried by law enforcement or licensed security personnel operating with the authorization of the GVR administration.

~~K. It is the policy of GVR to provide and maintain a drug free environment for its members and employees. As such, GVR prohibits the use of illegal drugs on GVR premises.~~

~~K.~~ Pursuant to the Smoke-Free Arizona Act (A.R.S. §36-601.01), GVR prohibits smoking in all indoor facilities and outside areas within 20 feet of entrances and windows. ~~Smoking is prohibited in pool areas and in all GVR vehicles.~~ Smoking and vaping will be allowed in designated outdoor areas only.

~~L.~~ GVR facilities will not be used by any member for commercial purposes with the following exceptions:

1. With prior written approval of GVR administration, a GVR Member may temporarily display items for sale at a particular facility if they are intended to assist or benefit those using that facility to participate in the associated/related activity; and
2. Personal sale resulting from hobby pursuits as part of an approved exhibit and per current administrative guidelines.

~~M.~~ It is the responsibility of each individual seller to obtain an Arizona Transaction Privilege Tax License.

~~N.~~ Liquor Policy

~~1.~~ The sale of intoxicating beverages is not permitted on GVR premises without a special sales permit or liquor license and appropriate liquor liability policy. Prior to applying for a liquor license, permission must be received from the GVR CEO or their designee.

~~2.~~ Members are permitted to bring their own beverages (BYOB) to an activity if allowed by the host. ~~However, written permission must be obtained from GVR at the time the reservation agreement is signed or prior to the event or activity.~~ No alcohol may be stored in a GVR facility.

~~K.~~

1.2.7

Political Activities

- A. GVR Members may circulate petitions and/or solicit support or opposition of GVR candidates or ballot issues in GVR facility lobby areas, common areas, and parking lots as long as such activities do not interfere with GVR operations or facility reservations or violate fire code regulations as determined by GVR staff.
- B. Surveys, opinion polls and questionnaires related to GVR affairs, and distributed on GVR property, may be circulated by members

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only after being reviewed by GVR administration for accuracy and suitability.

- C. GVR ~~facilities~~ ~~facility areas~~ may be rented for political party meetings, campaign events, polling places, and informational presentations such as candidate forums or town hall meetings, whether related to GVR elections or outside political causes, subject to space availability.
- D. Advertising or promotional signage for non-GVR elected positions (e.g., public sector election campaigns), including solicitation of support/opposition regarding candidates or ballot issues is NOT permitted on GVR property except as follows:
 - 1. Within rented meeting space during the rental period; or
 - 2. In public areas and parking lots of a GVR facility being used as a polling place on election day or as an early voting site during the period of early voting.

1.2.8

Special Uses

- A. Use of Hobby Shops and Studios
 - 1. ~~These facilities are monitored by volunteers. When asked, members and guests must show their GVR membership or guest cards to use the facilities.~~ Clubs have the right to restrict use of club facilities to club members only.
- B. Use of Kitchens
 - 1. ~~Kitchens are available for use by reservation only. Kitchens and grills are subject to non-refundable cleaning fees as outlined in the reservation agreement.~~
 - 1+2. GVR kitchens are classified as catering kitchens. Food preparation and cooking is not allowed. Kitchen facilities may be used for warming pre-cooked food or for chilling cold entrées.
- C. Use of Caterers
 - 1. ~~Users engaging caterers who do not appear on GVR's authorized caterer's list must submit a copy of the caterer's health department issued department-issued license at the time the reservation agreement is finalized. made. Caterers must be registered and approved by GVR in order to work in GVR facilities. Contact the central reservation office located at the Administrative Offices for a current list of approved caterers.~~
- D. Use of Storage
 - 1. GVR may provide clubs small storage space, at no cost, ~~to clubs~~ if space is available.
 - 2. Clubs may provide locks, but must provide a copy to GVR staff.
 - 3. GVR is not liable for any property lost, damaged or stolen while in storage.
- E. ~~Use of Equipment~~

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1. ~~GVR may provide and maintain furniture and equipment in the facilities for the recreational use of its members.~~
- ~~F.E. GVR Pool Management Policies~~
1. ~~GVR offers heated swimming pools and spas for member use.~~
 1. ~~Hours of operation are established and posted by GVR administration.~~
 - 2-1. GVR pools shall operate in compliance with Pima County Code Title 8, Chapter 8.322, "Swimming Pool and Spas," and any other applicable Pima County regulations.
 - 3-2. GVR staff has authority to close a swimming pool or spa if they determine that its operation and use presents danger to individuals.
 - 4-3. GVR follows the guidelines provided by the National Lightning Safety Institute (NLSI) to determine when to close indoor and outdoor swimming pools, and spas and showers due to lightning as a safety precaution. ~~As of August 2014, Per NLSI guidelines state:~~
 - a. Both outdoor and indoor pools ~~and showers~~ will be evacuated before or when lightning is within five miles.
 - b. At the first signs of thunder or lightning occurring within five miles of an aquatic facility, all pool decks will close ~~and shower activities will be suspended~~ until 30 minutes after the last observed thunder or lightning.

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1.2.9 Rentals and Fees

A. The CEO will implement a board-approved fee schedule for rental of GVR facilities. The CEO is authorized to waive facility rental fees in special circumstances, as deemed appropriate.

1. ~~Damage Deposit~~Damage deposits as identified in operational policy will be required for rentals by non-GVR members and may be required for member use depending on the nature of the member activity.

~~A.B.~~

~~B.C. Rental fees for groups composed solely of GVR Members engaging in low impact recreation activities shall be waived. ; however, all individuals and groups (whether member or non member) may be charged fees for special computer and technology setups; internet connections; LED projection; special sound system or lighting requirements, overtime cleanup charges, or labor charges for special setup needs which require additional personnel.~~

D. Members and groups composed solely of GVR Members are granted ~~two~~ up to six no-fee ~~socials~~private events (potlucks, parties, dances, HOA socials) per calendar year. These events may be scheduled every other month. Subsequent or more

~~frequent social/private events will be subject to current rental fees. In all cases, kitchen or grill cleaning fees may be charged. Reservations for socials are limited to 4.5 hours. GVR is interested in supporting community service events, and may rent its facilities on a fee basis for such events whenever it is practical to do so. A community service event is normally sponsored by a non-profit organization or local government agency.~~

~~1) Memorial and celebration of life services for GVR Members or members of their immediate family are not subject to rental fees and do not count toward the annual limit of two socials.~~

~~C-2) GVR clubs are exempt from this annual limit.~~

~~E. Club and HOA meetings are limited to non-peak hours: after 2pm on weekdays and during all operating hours on weekends. The CEO may authorize use of GVR facilities on a complimentary or fee basis for any GVR sponsored, GVR co-sponsored, or GVR Foundation event or activity.~~

~~F. GVR is interested in supporting community service events, and may rent its facilities on a fee basis for such events whenever it is practical to do so. A community service event is normally sponsored by a non-profit organization or local government agency.~~

~~D-G. The CEO may authorize use of GVR facilities on a complimentary or fee basis for any GVR-sponsored, or GVR co-sponsored, or GVR Foundation event or activity.~~

~~H. Fees may be charged to recover the cost of any specialized services, events or programs.~~

~~E-I. Commercial Rentals (rentals by businesses for the purpose of conducting business) are not permitted.~~

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SECTION 3 - SUSPENSION OF PRIVILEGES

1.3.1 Suspension for Delinquency

Any GVR Member who has not paid dues, fees or assessments as of the time such payment is due becomes delinquent and shall automatically be declared a 'Member Not in Good Standing.' Any GVR Member Not in Good Standing and his/her Additional Card Holder, Assigned Member and/or Tenants and Guests shall not be entitled to use GVR facilities. The delinquent member shall not hold any office, nor vote in any election. Upon payment of all delinquent dues, penalties, fees, assessments, together with the cost of collection, said member shall be restored to good standing.

1.3.2 Suspension for Conduct

A. Any cardholder who violates the established rules and regulations of GVR is subject to suspension of privileges. Copies of rules and regulations are posted within GVR facilities.

- B. The CEO or designee has the authority to determine if a violation is major or minor. The CEO or designee is authorized to immediately deny any individual access to facilities for a period of up to ten (10) days for minor violations, including, but not limited to, failure to provide his/her membership card or other GVR identification card. In the event of a major violation, including but not limited to violation of any law, physical confrontation, verbal abuse, the CEO or designee shall have the authority to immediately deny any individual access to facilities until the violation can be investigated.
- C. Minor Incidents - Upon receipt of a complaint from a GVR member or staff, the CEO or designee will investigate the complaint as follows:
 - 1. Contact the person who filed the complaint.
 - 2. Contact witnesses or those parties to the incident which resulted in the complaint.
 - 3. Contact the individual(s) against whom the complaint was filed, either in person or by phone. If direct contact is not available, the contact may be made by email or letter.
 - 4. The CEO shall then determine if the complaint is valid. If the complaint is determined to be valid, the individual(s) may be subject to counseling, either in person or by letter, or may be subject to suspension of any or all privileges, and/or use of facilities for a period not to exceed ten (10) calendar days. The decision of the CEO is final.
- D. Major Incidents – The CEO or designee shall take immediate action and personally handle the situation as follows:
 - 1. Contact the Board President immediately.
 - 2. The CEO, the Board President and the Board Affairs Committee Chair shall conduct an investigation within two (2) weeks. They shall convene a meeting with the individual and/or a representative against whom the complaint was lodged as well as the complainant. During the process, the accusing party has the right to submit verbal or written information subject to rebuttal by the accused and witnesses, if any.
 - 3. Upon completion of the above, a report on the findings of the investigation, along with recommended actions will be presented to the Board.
- E. The Board will convene in an Executive Session within two (2) weeks to review the report, discuss the particulars of the incident and decide on the appropriate action. If a majority of the Board, then in office, determines that a suspension is warranted, the duration and nature of the suspension must be determined. The suspension may apply to the use of all GVR facilities or select facilities.
 - 1. The original suspension determined by the CEO shall be extended until this process has been accomplished.

2. If the Board decides to continue the suspension, the CEO shall send the individual and/or representative a written "Notice of Suspension" within 48 hours of the Board's decision. The "Notice of Suspension" shall include the details of the suspension, as well as the appeal procedure.
3. If the individual and/or representative opts to appeal the Board's suspension of a major issue, the CEO will notify the Board President and will appoint an Appeals Officer(s) to hear the appeal. The CEO will provide the individual with the date, time and location for presentation of that appeal. The suspension shall continue until the process has been completed. A written response may be presented in lieu of a personal appearance. The Appeals Officer(s) shall be authorized to decide if the proposed suspension should be upheld, reduced or cancelled. Unless the Appeals Officer(s) decides that the suspension should be cancelled or be reduced, the decision of the Board shall be final.

Summary of Proposed Reservations Policy Changes

1. Change in the priority order to include club one-time annual special events (Artisan's Festival, for example) and eliminate "club additional ongoing activity requests."
2. Private member activities and Three-Month Groups must have a minimum of six attendees to make a reservation.
3. Three-Month Groups must maintain attendance of six or more GVR members. If attendance falls below the minimum for more than two weeks in a row, remaining reservations may be canceled.
4. Groups that fail to arrive for their reserved activity may lose their reservation privileges for up to six months.
5. Club and HOA business meetings (vs. club activities and socials) are limited to non-peak hours from October thru April: after 2pm on weekdays and any time on weekends.
6. Three-month groups are limited to one reservation per week.
 - a. Where static setups exist in reserved rooms, three-month groups will self-help to rearrange as needed and return the room to the established static setup before they leave.
 - b. Three-month groups are limited to four hours per reservation.
7. Complimentary private member functions (HOA socials, birthday parties, etc.) are limited to one every other month and six hours per event. Subsequent or more frequent reservations are subject to current rental fees. *GVR clubs are exempt from the 2-per-year limit.*
8. Memorials and celebrations of life for members and members of their immediate families are not subject to fees and do not count toward the 2-per-year limit.
9. No commercial rentals will be permitted. Staff proposes adding clarifying language: *rentals by businesses for the purpose of conducting business*. This clarification would allow businesses to rent rooms for staff retreats or staff parties.

10. Formalizes a long-time practice: sports facilities (for example, a pool or an entire array of courts) may only be reserved by a GVR club formed with the express purpose of pursuing activities associated with that facility.
11. Some spaces will always be reserved/rented together. For instance, if reserving the auditorium and kitchen at West Center, one must also reserve or rent Room 1.
12. Resolves a long-time issue: audible media is not permitted in communal areas (for example, lobbies, picnic areas, sports courts, fitness centers) except for GVR-sponsored special events, special club events by reservation, and GVR dances.
13. Members no longer need to seek GVR permission to include adult beverages in their activities.
14. Members will not be limited to using caterers on an approved list. GVR will maintain a list of authorized caterers. Members will also be free to engage any caterer currently licensed by Pima County if they submit a copy of the caterer's license at the time the reservation is finalized.
 - a. Caterer fees will no longer apply. All users reserving grills or kitchens in major centers will pay a cleaning fee.
15. Clubs are required to provide staff with copies of keys to storage areas or storage containers on GVR property.
16. Change to damage deposit language. Currently, the CPM states that damage deposits will be charged. This has not been GVR's standard practice. New proposed language: *Damage deposits as identified in operational policy will be required for rentals by non-GVR members and may be required for member use depending on the nature of the member activity.*



Green Valley Recreation, Inc.
Board of Directors Regular Meeting
GVR Official Rules Wallyball Club

Prepared By: Natalie Whitman, COO

Meeting Date: February 28, 2024

Presented By: Natalie Whitman, COO

Consent Agenda: No

<p>Originating Committee / Department: Operations, Recreation</p>
<p>Action Requested: Review and approve the attached application to create a GVR Wallyball Club</p>
<p>Strategic Plan: Goal 2: Provide quality services and programs that effectively meet the recreational, social, and leisure education needs of our membership, allocating resources to support those programs.</p>
<p>Background Justification: A group of wallyball players has long operated outside GVR policy by reserving the racquetball center for play, three times per week. The group is seeking club status in order to:</p> <ul style="list-style-type: none"> • ensure play time through court reservations • be able to store nets and balls on-site <p>Wallyball is a cousin of volleyball, designed to be played by teams of 2-4 players inside a racquetball court since the primary difference between the two games is that the ball may be played off the walls in wallyball.</p> <p>The GVR Volleyball Club currently plays wallyball, however, the club does not allow skill-rated teams. The group applying for club status is seeking opportunities for skilled players to enjoy competitive games along with more leisurely games for newer or less adept players. Per the CPM, new clubs may form as long as a similar GVR club does not already exist. The Volleyball Club’s philosophy that all games should welcome players of all levels is incompatible with the wallyball group’s desire to have the option of competitive play. Since a compromise could not be reached on this matter, if a wallyball club is approved by the Board, the Volleyball Club will be asked to curtail their wallyball activities.</p> <p>Relevant CPM Passages:</p> <p>SECTION 2 - GVR CLUBS</p> <p>6.2.1 Organization</p> <p>A. Any group with thirty-five (35) or more GVR Members, interested in pursuing a particular field of interest, consistent with the mission of GVR, may join together and form a GVR Club, as long as a similar club doesn’t already exist within GVR.</p> <p>B. All members of a group requesting “Club Status” must be members of GVR.</p>

- C. The group may formally request that the Board grant them GVR “Club Status,” which entitles the group to a scheduling priority for reserving GVR facilities on an annual basis.
- D. A club application, available online and at the Administrative Offices, must be submitted to the GVR Club Liaison.
- E. The Club Liaison shall review the completed application and submit a written recommendation to the CEO or designee.
- F. When the CEO or designee approves the prospective club for recommendation to the Board, representatives from the club shall be invited to attend the next meeting of the Board to speak on behalf of the club.
- G. If the Board approves the request for club status, the Club Liaison will notify the Club President.
- H. If a prospective club request is denied the CEO shall notify the Club Representative in writing.
- I. The newly established club will operate independently of GVR but will be required to follow all rules and guidelines set forth by the Board.
- J. The Club Liaison will retain a club file in his/her office.

Fiscal Impact:

Minimal

Board Options:

- 1) Approve the attached application for club status
- 2) Deny the application

Staff Recommendation:

#1

Recommended Motion:

Approve club status for the GVR Official Rules Wallyball Club.

Attachments:

- 1) Application for club status



Date: November 20, 2023
To: Natalie Whitman, Chief Operations Officer
From: Kathy Edwards, GVR Clubs Liaison *(Signature)*
Subj: Application for GVR Official Rules Wallyball Club

Purpose

To promote wallyball using teamwork and official rules of play.

Benefit to GVR Membership

This will create an opportunity for all GVR members that want to play official rules wallyball.

Space Requirements

GVR Racquetball Courts, Las Campanas

Club Membership (minimum 35 to form a club)

There are currently 38 GVR members on the membership roster which have been verified by GVR staff.

Club Officers

- Frances Cooke, President *(MICE DILIGENT)*
- JoAnn Jurries, Vice President
- Jay Solerno, Secretary/Treasurer
- Jane Stambaugh, Court Coordinator

GVR Staff Approval

(Signature)

Natalie Whitman
GVR Chief Operations Officer

2/1/24

Date

(Signature)

Scott Somers
GVR Chief Executive Officer

2/5/24

Date

Please advise when this will be on the agenda for the GVR Board Meeting and club representatives will be present to answer any questions.



Green Valley Recreation, Inc.

New GVR Club Application for Club Status

Please read the FAQ and Application Instructions prior to completing this application

This application and supporting documents must be completed in their entirety. Partial applications cannot be processed. Attach additional sheets if necessary. If you have questions, please contact the GVR Club Liaison.

- Proposed name of your club: The GVR official ^{rules} wallyball Club.
- Have your interested members read the GVR Bylaws, and Corporate Policy Manual (CPM) posted on the GVR Website, including Part 6: GVR Programs and Clubs? YES NO
- You must have a minimum of thirty-five (35) GVR members to apply for "Club Status." Does your group have thirty-five (35) or more interested GVR members? YES NO
- Is the mission of your group consistent with GVR's mission: "To provide excellent facilities and services that create opportunities for recreation, social activities, and leisure education to enhance the quality of our members' lives? YES NO

5. How will this club benefit GVR and the membership?

It will create an opportunity for all GVR members that want to play official rules wallyball

6. Please describe, in detail, the purpose, plan and charge of your group.

Purpose: to promote wallyball using teamwork and official rules of play.

7. Why is your group seeking GVR "Club Status?" Check all that apply:

- | | |
|---|---|
| <input checked="" type="checkbox"/> High interest in activity | <input type="checkbox"/> Tax purposes |
| <input checked="" type="checkbox"/> Better operation of group | <input type="checkbox"/> Insurance |
| <input checked="" type="checkbox"/> Facility space | <input checked="" type="checkbox"/> Storage |
| <input checked="" type="checkbox"/> Reservation preference | <input checked="" type="checkbox"/> Need for dues |
| <input checked="" type="checkbox"/> GVR support | <input type="checkbox"/> Other _____ |



8. Does your group understand that facility reservations are not guaranteed and your meeting space may vary from year to year? YES NO

9. What type of facility will you be requesting? (Note: Your group must be able to maintain 50% of the assigned space at all times)

- | | |
|---|---|
| <input type="checkbox"/> Art Room | <input type="checkbox"/> Dedicated space (such as the hobby shops) |
| <input type="checkbox"/> Large meeting room | <input type="checkbox"/> Small meeting room |
| <input type="checkbox"/> Auditorium | <input type="checkbox"/> Swimming pool |
| <input type="checkbox"/> Outdoor facilities | <input type="checkbox"/> Stage |
| <input type="checkbox"/> Dance floor | <input checked="" type="checkbox"/> Other <u>Racquetball courts</u> |

10. What days of the week will your group request to meet? (Note: Clubs are permitted two regularly scheduled activities each week)

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

11. Requests for dedicated space that only club members may use is limited and reviewed on a case-by-case basis. Do you anticipate needing dedicated space for your club in the future?

YES NO . If yes, please explain

We use courts in racquetball buildings

12. Your group must be self-supporting in movable equipment, supplies, repairs and instructors through your club dues. Equipment to meet the desires of a club shall not be financially supported by GVR dues or income. GVR *does* supply basic services such as facilities, utilities, custodial/maintenance support, fixtures, tables, chairs and initial equipment basic to the activity. Is your group willing to be self-supporting? YES NO

13. Does your group agree to leave all meeting rooms, kitchens, outdoor facilities, etc. in the condition in which you found them? YES NO

14. Will your group need any special set-up assistance or staff services beyond room setup? If yes, please explain below. YES NO

15. GVR clubs are open to all members of GVR and members shall not be refused admission to any GVR Club. Is your group willing to include all interested members? YES NO

16. In the space below, please describe, in detail, any special qualifications or skills needed for your activity.

Ability to do official rules (legal hits) and bumping skills

17. Is your group willing to provide orientation, instruction and training for new members if necessary?

YES NO

See attached wallball rules



18. Does your group understand GVR's guest policy as stated in the GVR Bylaws and Corporate Policy Manual? YES NO
19. Is your group willing to maintain an effective monitoring system to verify that all members attending your meetings/activities are all GVR members and eligible guests? YES NO
20. Is your group willing to maintain monthly attendance records and report such to GVR? YES NO
21. Are the members of your group willing to abide by GVR Bylaws, GVR Corporate Policy Manual, GVR Code of Conduct and Club Bylaws? YES NO
22. Is your group willing to have at least one membership meeting a year to elect new officers, review club bylaws and report this information to GVR on an annual basis? YES NO
23. Is your group willing to preserve club records for a minimum of 4 years? YES NO
24. Is your group willing to furnish necessary insurance on any equipment not owned by GVR brought onto GVR premises; e.g., musical instruments, tape players, computers, radios, etc.? YES NO
25. Is your group willing to submit a yearly financial statement, account balances, income, and make proper reporting to the IRS? YES NO
26. Is your group willing to submit an updated membership roster, equipment inventory list, and other requested items to GVR annually? YES NO
27. The current version of the GVR Corporate Policy Manual (CPM) is available on www.gvrec.org-Governance-Governing Documents & Reports-CPM. Have your interested members read this document? YES NO

Attachments Checklist

- GVR Club Membership Roster
- GVR Club Officers' Information
- GVR Club Bylaws
- Annual GVR Club Agreement to retain GVR "Club Status"

Primary Contact

Name: Jane Stambaugh

From:
Sent: Tuesday, November 7, 2023 1:22 PM
To: Steve Kindred
Subject: Wallyball rules

ALERT: This message and sender come from outside Green Valley Recreation, Inc. If you did not expect this message, proceed with caution. Verify the sender's identity before performing any action, such as clicking on a link or opening an attachment.

Wallyball rules

A. Teams

1. Each team consists of 3 to 4 players.
2. Teams will be determined by the coordinator or a designee.

3. Serves

- a. Serves are made from the back right corner of the court with the server, standing no more than 3 feet from the back wall.
- b. The serve must be hit by a fist or a heel of hand in an underhand motion.
- c. If the serve hits, the net, or ceiling, it results in a point loss and side out.
- d. The server must announce the score before the serve. If there is a dispute about the score the server's score is the last authority.

3. Play

- a. Sidewalls are in play, except if it is on the serve.
- b. Back wall and ceilings on your side are in play.
- c. The opponents ceiling, back wall, and two consecutive walls are out of play.
- d. The ball must be hit three times before going over the net.
- e. Double hits are not allowed unless the ball is taken off the wall on the first hit.
- f. Lifting, throwing (prolonged contact) and carrying the ball will result in a point loss. Being able to bump the ball is a part of this game.
- g. out of bounds (back walls and ceilings) are called by the receiving team.

4. Scoring

- a. The game is played to 21 points unless there are players waiting to play at which time the game is played to 15 points.
- b. If the game is played to 21 points, there needs to be a two point lead to win unless teams have been waiting then it is sudden death. If the game goes to 24 points, it is sudden death at 25 points.

5. Sportsmanship.

- a. Good sportsmanship is expected at all times.
- b. Players need to call their own fouls. If needed other players can also call fouls we expect clean games.
- c. No lengthy discussion of fouls need to occur till after the game.

6. Trial period for new players.

- a. If a new player is playing on a trial basis and they are not able to play by the rules, they will be asked to attend a developing skills clinic. *which the club will teach.*

At this clinic they will be taught skills and official rules. They will be taught bumping, setting, and legal third shots. No lifting, carrying or throwing is permitted. Clinics will be held so that new players will be able to develop their skills and have assisted play. After the player has taken developing skills clinics with assisted play sessions a decision will be made by the coaches *what level the player will be assigned to play. Skill level will not be a factor in club membership.*

7. 3 player teams

- a. If a three person team is playing against a three or four person team, the 1 three person or 2 three person teams may decide (their choice) to close the kitchen. The kitchen is the area close to the net, including the red line that marks the space. If the team of three reaches a six point lead, the kitchen will remain open for the rest of the game. The server is responsible to state that a six point lead has occurred and the kitchen is open. If the server does not announce the open kitchen, the next hit that lands in the kitchen will be played, or there will be a point lost by the 3 person team.

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**2023 GVR CLUB MEMBERSHIP ROSTER
For Year Ending December 31, 2022**

Complete cover sheet and attach list of club members
Club members must be GVR members or tenants in a GVR property

GVR Club Name GVR Wallyball Club # of Club Members 38
(as of February 1st)

Submitted by Jane Stambaugh Date: 10/18/2023

GVR#	Member Name
ATTACH COPY OF MEMBERSHIP ROSTER	

Membership Roster on file with GVR Club Liaison



Office use only
 ___ Reservations
 ___ Website
 ___ Master

2023 GVR CLUB OFFICERS' INFORMATION

This *fillable form* must be submitted to GVR Club Liaison by February 1st

If a change of Officers occurs during the year, immediately submit an updated form to
 GVR Club Liaison, Kathy Edwards – kathye@gvrec.org, (520) 495-5843

GVR CLUB NAME: _____ # OF CLUB MEMBERS _____

SUBMITTED BY: _____ DATE: _____

Officer	GVR #	Name	Address/Zip Code	Phone Number and Email address
President				
Vice President				
Secretary				
Treasurer				
Other				

1. Club Members designated to make GVR Facility Reservations and sign Reservation Contracts

Member Name: _____ Phone: _____

Alternate Member Name: _____ Phone: _____

2. Annual Dues \$ _____

3. Date of Club Bylaws _____

The GVR website has an informational listing for each GVR Club. Please update the following information for your Club. With respect to privacy, have each contact sign below.

4. **Please list the contacts for this Club to be displayed on the GVR website.**

Each Club has established a club email address that is monitored by club member(s).

*Primary Contact _____ Phone (opt.) _____

*Secondary Contact _____ Phone (opt.) _____

*Club Website _____ Club Email _____

5. **REQUIRED - Updates to GVR Website**

Review club listing on gvrec.org – Recreation – Clubs. Attach additional sheet if necessary.

*By signing this document I give my permission to GVR to post the information on the Website as indicated in Item (5) above.

Primary Contact Signature: _____ Date: _____

Secondary Contact Signature: _____ Date: _____

The GVR official rules volleyball Club Bylaws

ARTICLE I - Name

The official name of the organization shall be the GVR official rules volleyball club, hereinafter known as the Club.

ARTICLE II - Purpose

The purpose of the Club shall be: (1) to provide an opportunity for GVR members ^{to play official} ~~to play official~~ ^{volleyball} (2) to provide shelter ~~team~~ ^{team} and (3) to provide an opportunity for members to meet socially. All activities conducted by the Club and its members shall be in accordance with the GVR Bylaws, Corporate Policy Manual and GVR Code of Conduct.

ARTICLE III - Membership

A. All members holding GVR membership or tenant cards in good standing with GVR are entitled to join and participate in any meeting or activity, until the maximum capacity of the facility being used is reached. Membership shall not be denied to GVR members in good standing.

B. Any member who has not paid dues, fees or assessments to GVR or the Club as of the time such payment becomes delinquent shall be removed from the Club's roster.

C. For the safety of users and the protection of GVR property, proficiency training or demonstration of proficiency may be required by the Club membership.

D. The Club shall not grant honorary membership or the equivalent to anyone NOT a GVR member.

E. Guest policies and guest cards are privileges extended to GVR members to use all GVR facilities subject to the current rules and regulations put forth through Board policy and as defined in the GVR Bylaws. Up to two eligible guests may accompany a Club member only one time during a calendar year.

F. A GVR member may attend a Club activity one time prior to joining the Club.

G. All members and guests shall abide by the published GVR Rules and Regulations and the member Code of Conduct. Violations will jeopardize the privileges of the offending individual through removal from the Club's membership roster and/or possible GVR suspension procedures.

ARTICLE IV - Board of Directors

A. The governing body shall consist of four (4) Directors who are elected by the current members. The Officers shall perform duties as prescribed by these Bylaws and by the parliamentary authority adopted by this Club. The Board shall handle the general supervision of the affairs of the Club between Annual meetings, fix the hour and place of the Annual meeting, make recommendations to the membership and perform other duties as desired by the Club.

B. The Officers of the Club shall consist of a President, Vice President, Secretary and Treasurer and shall be elected by a majority vote of the members in attendance at the Annual Meeting. The Board shall enforce the Club's Rules and Regulations, the Club's Bylaws, GVR Bylaws, the Corporate Policy Manual and GVR Club Rules and Regulations.

C. The initial Directors of the Club shall be determined in any manner necessary to establish the Club and shall serve until the first Annual Meeting. Thereafter, the term of each Director shall be for no more than three years starting at the close of the Annual meeting at which they were elected. The first Board of Directors to be elected shall be composed of the President serving a one-year term, the Vice President serving a two-year term, the Secretary serving a three-year term and the Treasurer serving a two-year term. Each term will be in addition to the partial term from the date of organization to the first Annual meeting. No Director shall serve more than two consecutive terms. All elections shall take place at the Annual Meeting and shall be by closed ballot. Nominations for election to the Board of Directors may be made by any member in attendance at the Annual meeting.

D. Responsibilities of Officers:

President-The President shall preside at all meetings of the Club and shall carry out all orders and resolutions of the Club. The President shall be the executor of all Club funds and may approve all individual expenditures up to \$100.00. Expenditures over and above this amount must be approved by a quorum of the Board of Directors. (See last paragraph in this section for Board quorum).

Vice President-In the absence of the President, the Vice President shall perform all duties of the President and when so acting shall have all powers of the President.

Secretary-Prepares minutes of the Annual Meeting. Must retain routine correspondence and other administrative records for three years prior to the current year. Certain permanent records such as membership lists, year end financial statement, Employer Identification Number, tax exemption, etc. shall be retained for the life of the Club. The Secretary shall sign all formal written communications.

Treasurer-Makes all authorized disbursements, records and deposits in the bank accounts all monies of the Club, prepares a current financial report for the Annual Meeting,

prepares a year end financial report on an annual basis and has books, records and papers available upon request of any member.

E. A quorum for transaction of business at a Board meeting shall be three (3) directors.

ARTICLE V - Committees

A. The President, with the approval of the Club's Board of Directors shall appoint any Committee deemed necessary.

ARTICLE VI - Membership Meetings

A. The Club's Annual Meeting shall be during the month of November of each fiscal year.

B. Notice of the Annual Meeting shall be made by mail at least fourteen days in advance of the meeting and shall set forth, specifically, the nature of the business to be transacted.

C. A quorum for transaction of business at the Annual Meeting shall be one-tenth or 10% of the entire membership in good standing.

D. Robert's Rules of Order shall govern the Club in all cases in which they are applicable and in which they are not inconsistent with the Club's Bylaws or any special rules of order the Club may adopt.

ARTICLE VII - Dues and Fiscal Period

A. The fiscal year shall be January 1 through December 31. The Club shall prepare a year end financial statement within 30 days following close of the fiscal year. Such statement shall be available to all members at any reasonable time.

B. The Board of Directors shall recommend an annual budget with final approval from the general membership at the Annual Meeting.

C. Dues shall be due by January 1st. Non-payment of dues shall result in removal of the member's name from the Club's membership roster.

ARTICLE VIII - Vacancies

The Vice President shall perform the duties and exercise the powers of the President during absence or disability. If any other office should become vacant, the remainder of the term shall be filled by appointment by the President with approval from the Board of Directors.

ARTICLE IX - Amendments

The Board of Directors of the Club may make amendments to these Bylaws with a majority affirmative vote of the membership. The Club must submit any amendments proposed to GVR staff for approval, prior to adoption.

ARTICLE X - Monitoring

An effective monitoring system shall be maintained by Club Officers to ensure that only members and eligible guests are in attendance at meetings and activities of the Club. All participants shall register on a log sheet provided by GVR each time they attend any meeting, program or activity. Monitors at GVR serve as host/hostess to members, guests and visitors. Monitors are empowered to enforce all Club and all GVR rules and regulations.

ARTICLE XI - Dissolution

Upon dissolution of the Club all assets, after all bills are paid, shall be transferred to GVR.

ARTICLE XII - Bylaws

A copy of these approved Bylaws shall be available to the general membership at the Annual Meeting. All elected Officers and Committee Chairpersons shall be furnished with a copy of the GVR Bylaws and the current approved Club Bylaws after each election.

Approving signatures:

GVR Club

Frances Cooke
Signature

10-18-2023
Date

Frances Cooke
Name – please print

Green Valley Recreation, Inc.

Signature - CEO

Date

Name – please print



2023 Annual GVR Club Agreement to retain GVR Club Status

GVR Mission Statement

"To provide excellent facilities and services that create opportunities for recreation, social activities and leisure education to enhance the quality of our members' lives."

We, the Green Valley Recreation, Inc. (GVR) *official rules wallball* Club understand that our group is subject to GVR rules and regulations in order to retain our GVR "Club Status" that includes the following benefits:

- Use of GVR logo
- Priority facility reservations and meeting space at no charge
- Liability insurance coverage at no cost to Club for GVR-sponsored Club events on GVR premises (GVR Club members, qualified guests and volunteers only)
- Use of basic utilities at no charge (e.g., electric; gas; water)
- Basic custodial and maintenance services
- Essential equipment and/or material storage on a space-available basis.

In exchange for aforementioned benefits of having GVR Club Status, the Club agrees to the following Terms and Conditions:

- JK* 1. Club agrees to indemnify and hold harmless GVR.
- JK* 2. Club is required to include "GVR" in their Club name.
- JK* 3. Club is required to use the official GVR logo and color palette provided by GVR in all Club promotional items, printed materials, banners, flyers and advertisements.
- JK* 4. Verify that all GVR Club members are GVR 'Members in Good Standing' as defined by GVR Bylaws.
- JK* 5. Offer Club membership to all GVR 'Members in Good Standing' who shall be entitled to participate in any meeting or activity.
- JK* 6. At their sole discretion, Clubs may grant occasional guest privileges as long as each guest qualifies in accordance with GVR Bylaws and policies.
- JK* 7. Execute an effective monitoring system to ensure that only GVR members and eligible GVR guests are in attendance at Club meetings and activities.

8. Maintain at least 25 active GVR members in the Club to retain Club Status; if Club membership falls below the 25 active member minimum, the Club must increase its membership or GVR may rescind Club Status.
9. If space is assigned to the Club, routinely use at least 50% of the assigned Club space. GVR has the option of reassigning the Club to another facility, combining the Club with another of similar interest, or rescinding Club Status, if deemed appropriate.
10. Facility meeting space may limit participation in club activities.
11. If the Club determines that advanced skills or special qualifications may limit who may join the Club, orientation, training, and instruction must be offered to new Club members.
12. Grant GVR the right to communicate information to Club members via U.S. Postal Service, email, or other means. [*Note: GVR does not sell or otherwise share its mailing lists with third-parties*].
13. Not affiliate with any national, state, or regional organization that requires GVR members to join.
14. Club members are permitted to bring alcoholic beverages for Club functions onto GVR property, provided the Club obtains prior written approval from GVR at the time a facility Reservation Agreement is signed.
15. Club may not sell alcohol on GVR premises without a state-issued liquor permit.
16. Ceramics, Clay Studio, and Lapidary classes offered through the GVR Course Catalog are reserved exclusively for GVR members.
17. Clubs may not grant honorary club membership or the equivalent to a non-GVR member.
18. Furnish necessary insurance on any personal equipment or personal items brought to or stored (with approval) on GVR premises (e.g., musical instruments, sound systems, computers, radios, etc.).
19. Operate under an IRC 501(c) 4 nonprofit tax status registered with the Internal Revenue Service (IRS).
20. Obtain an IRS Employer Identification Number (EIN) and provide the number to GVR Club Liaison.
21. Be responsible for any local, state, or federal taxes incurred because of Club activities.
22. Maintain a bookkeeping system recording all income and expenses, and retain receipts for expenditures for at least seven years.
23. Preserve all Club correspondence and meeting minutes for a period of no less than four years.

24. Be financially self-supporting to provide movable equipment and operating supplies unique to the Club, as well as repair and replacement of such equipment at the Club's expense.
25. The Club accepts that all equipment purchased by the Club or provided by GVR is the property of GVR, whether original equipment, replacement of original equipment, or new and additional equipment.
- Equipment includes, but is not limited to, machines, computers, furniture, machine tools, building fixtures, building improvements, carpeting, and kilns.
 - The Club may not lend or borrow any equipment or supplies that are GVR property.
 - The initial purchase of specialized equipment will be provided by Club.
26. Club will obtain GVR approval before installation of any equipment or any rearrangement of equipment that may affect floors, walls, air conditioning, electrical equipment, or additional consumption of gas and electricity. Costs incurred for installation or relocation of equipment provided by the Club will be charged to the Club.
27. The Club understands GVR may provide small storage space, at no cost, to clubs if space is available.
- Storage of perishable foods, liquor, and highly flammable material is prohibited.
 - GVR is not responsible for any loss or damage to personal items stored on GVR property.
28. The Club understands and agrees that GVR facility space is based on space availability and is not guaranteed each year.
- The Club will designate two club members to schedule Club facility space reservations. Facility reservations requested by unauthorized Club members will not be granted.
 - A Club's regularly scheduled reservations will be confirmed by GVR Reservations Coordinator by November 1 for the following year.
 - A signed copy of the Club's regularly scheduled reservations must be returned to the GVR Facility Reservations Coordinator within two weeks of receipt by the Club President.
29. Club Directors & Officers (D&O) Insurance is NOT provided by GVR as stated in the GVR Corporate Policy Manual. Each club must determine if this is needed and purchase it from a commercial insurance broker.

30. Club must obtain proof of insurance from Vendors. Whenever a payment is made to any company, small business owner, or individual for an event at which they are contracted to work, they are considered a Vendor. Examples: DJ, Entertainer, Decorator (see attached samples).

31. Club is responsible for obtaining signed Waivers of Liability from GVR club members for each club activity that originates on GVR property, but entails leaving GVR property (see attached samples).

32. Club must comply with insurance requirements in the GVR Corporate Policy Manual, available on www.gvrec.org – *Governing Documents*

33. **No later than February 1** each year, the Club agrees to submit the following documents to GVR:

- a. A comprehensive Club Membership Roster. The Club Membership Roster shall include: name, street/ mailing address, email address, and GVR membership number for each Club member
- b. An annual financial statement indicating cash on-hand
- c. A list of Club Officers for the current calendar year
- d. An equipment/storage inventory list

34. **No later than April 15** each year, the Club agrees to submit the following document to GVR: A copy of IRS Form 990-N e-Postcard or 990 EZ form as required, submitted to the IRS by the Club for the previous calendar year.

The Club President, Officers, and Board of Directors have read and understand this Agreement to retain Club Status and acknowledge that failure to comply with the aforementioned GVR Terms and Conditions risks revocation of its Club Status.

Signatures

Francis Cooke
Club President Signature

10-18-2023
Date

Frances Cooke
Club President – Printed Name

[Signature]
GVR Representative Signature

10.19.23
Date

KATHY EDWARDS
GVR Representative – Printed Name

**Green Valley Recreation, Inc. (GVR)
Insurance Overview – GVR Clubs**

Vendor’s Insurance

Definition

Whenever **payment is made** to any company, small business owner or individual for an event at which they are contracted to work, they are considered a **Vendor**.

Examples: DJ, Entertainer, Decorator.

- **Vendors** must provide their own liability insurance coverage for club events.
- **Vendors** must also provide liquor liability insurance coverage if alcohol is served.
- **Vendors** are EXCLUDED from GVR Liability Insurance.
- **Vendors** CANNOT BE ADDED to the GVR Liability Policy.

Summary of Requirements – Every Vendor (except GVR Approved Caterers)

Sole Proprietor	Company
Vendor Agreement	Vendor Agreement
COI Liability	COI Liability
Sole Proprietor Waiver	COI Worker’s Comp

1. Complete and Sign *Green Valley Recreation, Inc. and its Subsidiaries Vendor Agreement for Insurance and Indemnity for Club Sponsored Events* (copy attached)
2. Certificates of Insurance must be approved by Green Valley Recreation, Inc./ Insurance Broker
3. Sole Proprietor Waiver or COI with Worker’s Comp
4. Submit Items above at least one (1) month in advance of club event to GVR Club Liaison.
5. Approval by GVR Chief Operations Officer/Insurance Broker within 2-4 business days.

*Note: Companies that appear on the **GVR-Approved Caterer’s list** on the GVR Website have already provided the required insurance document to GVR, so Clubs do not need to request any insurance information.*

GVR Club Directors & Officers Insurance “D&O Insurance”

Definition

Decisions related to Club and Fiduciary responsibilities of a GVR Club Board of Directors and Officers.

Who is Covered

Club Directors and Officers, if purchased by the Club from a Commercial Insurance Broker.

**GVR Club Waivers of Liability
for Club Excursions and International Travel**

Definition

- Club is responsible for obtaining signed Waivers of Liability from GVR club members for each club activity that leaves GVR property.
- Club shall retrieve the current form from the GVR website – Recreation – Clubs – Documents for each activity.
- Club shall retain all waivers in the permanent club records.

Who is Covered

Participants acknowledge they assume all risk associated with outings.

Frances Cooke

Club President Signature

10-18-2023

Date

Frances Cooke

Club President – Printed Name



Vendor Agreement for Insurance and Indemnity for GVR Club Sponsored Events

Insurance

Certificate of Insurance (COI)

Certificates of insurance acceptable to Green Valley Recreation, Inc. here and after (GVR) and its subsidiaries and evidencing the following coverage shall be filed with GVR prior to any club event on the GVR premises. The certificate along with the signed copy of this agreement is required prior to the scheduled event. Failure of GVR to identify a deficiency from certificates and forms that are provided by the Vendor shall not be construed as a waiver of the Vendors obligation to maintain such insurance.

1. General Liability

Commercial General Liability policy written on an occurrence form, insuring Bodily Injury and Property Damage with minimum limits of: \$1,000,000 Each Occurrence/\$2,000,000 Aggregate/\$2,000,000 Products/Completed Operations Aggregate. General Liability coverage shall include a Waiver of Subrogation in favor of GVR and its subsidiaries, and others as required. General Liability coverage must be endorsed to name GVR and its subsidiaries and others as required as Additional Insured(s). The insurance afforded to the Additional Insured(s) is provided on a primary basis without right of contribution from any other insurance available to the Additional Insureds. 10-day notice of cancellation applies.

2. Workers Compensation/Sole Proprietor Waiver



*Include a COI (or ensure it is included in the COI provided) for Workers Compensation Insurance as outlined below. If vendor is a Sole Proprietor, they must complete the attached **Sole Proprietor Waiver**.*

Workers Compensation Insurance Statutory Limits as required by the laws of the state of AZ in which the Vendor is to perform their work, including a Waiver of Subrogation endorsement in favor of GVR and its subsidiaries. The Employer's Liability limit shall be at least the following limit: \$100,000 Each Accident Disease Policy Limit/Disease Each Employee.

Indemnification/Hold Harmless Agreement:

To the fullest extent permitted by law, the Vendor shall indemnify and hold harmless GVR and its subsidiaries including their officers and employees and any other entities required to be indemnified by GVR from and against any and all claims, damages, losses and expenses, including but not limited to attorneys' fees, arising out of or resulting from the Vendors work, provided that any such claim, damage, loss or expense (1) is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property. (2) Is caused in whole or in part by any negligent act or omission of the Vendor or any Sub-subcontractor of vendor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by the negligence of a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to any party or person described in this Paragraph.

Accepted and agreed to by Vendor:

Vendor's Full Business Name

Authorized Signatory for Vendor

Date

GVR Club

Date of Event



SOLE PROPRIETOR/SINGLE MEMBER LLC

Note: this form applies **only** to Green Valley Recreation, Inc. contractors utilizing Sole Proprietors/Single Member LLC with no employees.

I am not the employee of Green Valley Recreation, Inc. Therefore, I am not entitled to workers compensation benefits from Green Valley Recreation, Inc. I am performing work as an independent contractor for Green Valley Recreation, Inc. I am a Sole Proprietor/ Single Member LLC and I am doing business as (name of Sole Proprietor / Single Member LLC business):

I understand that if I have any employees working for me, I must maintain workers compensation insurance for them.

Print Name

Signature

Date

Be prepared to provide these documents to us upon request in the event of a claim or premium audit.

GVR Club

Date of Event



Waiver of Liability for
Club Excursions

I understand that during outings or activities (off GVR premises) of any and all Green Valley Recreation Inc., Clubs in which I participate under arrangements of the Club and its agents, certain risks and dangers may arise, including but not limited to the hazards of traveling in the wilderness, the forces of nature, accident and illness.

In consideration of the right to participate in these outings and the services provided for me by the Club and its agents, I have and do hereby assume the risk associated with the outings and will hold Green Valley Recreation Inc., Club, and its agents harmless from and defend them against any and all liability actions, suits, claims and demands which could arise out of the outings. This agreement shall serve as a release and assumption of risk for myself and my heirs, administrators, executors, and for all members of my family including any minors accompanying me.

Club Name

Printed Name

GVR#

Signature

Date

*Each member who participates in a club activity that leaves GVR property must sign a **Waiver of Liability for Club Excursions** prior to each event which the club must maintain in its permanent records.*



Waiver for International Travel

This document constitutes a **waiver** as it relates to participation in international travel to _____ (location) planned for _____ (date) ("Trip").

Please be advised the Trip is not an endorsed event of Green Valley Recreation, Inc. (GVR) nor any GVR Club and participation is strictly voluntary by the attendee.

This Trip is to a foreign destination, so those traveling may wish to consider procuring other insurance such as accident insurance prior to departure. Additionally, members should check with their respective medical provider with regard to coverage outside of the United States in the event of a medical emergency.

By signing this waiver, you acknowledge your understanding and your agreement to hold harmless GVR, its Clubs, its employees, directors, officers, and agents from any and all liability for losses or damages arising out of or in connection with the Trip. This is a comprehensive limitation of liability that applies to all losses and damages of any kind whether in contract, negligence or other tortious action.

_____	_____
Printed Name	GVR#
_____	_____
Signature	Date

Form filed date: _____	Staff initials/notes: _____
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Green Valley Recreation, Inc.

Board of Directors Regular Meeting

Ceramics Kiln Room Enhancements

Prepared By: Kathi Bachelor, P&E Chair

Meeting Date: February 28, 2024

Presented By: Kathi Bachelor, P&E Chair

Consent Agenda: No

<p>Originating Committee / Department: Planning and Evaluation Committee</p>
<p>Action Requested: Approve revised uses of the funds budgeted for the Ceramics kiln room</p>
<p>Strategic Plan: GOAL 1: Provide excellent facilities for members to participate in a variety of active and social opportunities</p>
<p>Background Justification: The Capital budget in the amount of \$90,000, approved by the Board, was to bring the Ceramics kiln room at Desert Hills up to code. It has been determined that the kiln room was up to county code but needed improvements to accommodate the addition of a kiln (purchased by the Ceramics Club) and to meet manufacturer specifications for spacing. The architect has determined that the fifth kiln can be installed without moving any walls. The current budget would be used for the following upgrades:</p> <ul style="list-style-type: none"> A) Extend the fire-resistant flooring to properly space the kilns per manufacturer recommendations including the new fifth kiln. B) Redesign the electrical service to the room to accommodate the new placement of the kilns. C) Provide structural modifications needed to accommodate the additional weight on the floor for the fifth kiln. D) Enhance ventilation to mitigate the heat in the room.
<p>Fiscal Impact: None other than to revise the use of the already budgeted funds. Once staff has revised the cost estimate, if more funds were needed, we would come back to the Board for approval.</p>
<p>Board Options:</p> <ul style="list-style-type: none"> 1) Approve the revised use of current approved funds of \$90,000 as stated. 2) Recommend an alternative.
<p>Staff Recommendation: Option 1</p>
<p>Recommended Motion: Move to approve the revised upgrades to the Ceramics kiln room at Desert Hills within the current budgeted amount of \$90,000.</p>
<p>Attachments: None</p>