



# Staff Report

## January 2019

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### Finance and Administration

- *Office Space.* Staff has been exploring options for administrative office space, as the current Ranch Office lease expires in September. Options include staying in our current space, moving to Canyon Village, or moving to another location on Market Street. We also met with representatives of the company building the new spec buildings in the Corporate Center, and they have drafted a concept plan for offices in one of the new buildings (they anticipate breaking ground in the first part of 2019).
- *A/R.* Dee Nortman has established monthly meetings with the RA and CC Executive Directors to review accounts receivable.
- *Holiday Lights.* Staff will be meeting with the holiday events vendors (storage, installation, maintenance and upkeep) to discuss pricing, explore cost savings, and set a plan for 2019.
- *Leadership Team Retreat.* ED Kohl, Jona Davis, Beth Overton, and Erin May met off site for a full-day planning session in November, at which we discussed a big picture outlook for 2019, set goals, established the planning calendar, reviewed leadership philosophies, discussed staff recognition and support, reviewed policies, shared ideas, and more.
- *All-Staff Retreat.* Council staff is attending a two-day out of the office retreat on January 17 and 18. The focus of this year's retreat is Value, a theme that ties in nicely with the launch of our new organizational values. The retreat will include a discussion of 2018 accomplishments; goal setting and an overview of projects and initiatives planned for 2019; team building exercises; big ideas brainstorm; service component; training on individual and team dynamics to strengthen relationships, engagement and communication skills (including DiSC profile discussion); definition of core services; meeting agenda planning; and more.
- *Technology Initiative.* Staff is undertaking an exercise to evaluate our technology needs, including taking inventory of hardware and software, having a third-party review of technology, and determining needs moving forward, with a focus on productivity, increasing the quality of user support, efficiency, and streamlining operations. We will also be partnering with Ranch Association on a separate, third-party network analysis.
- *Director of Financial Operations.* We welcomed Dee Nortman, CPA, who started in this position on Nov. 26. Dee has over 23 years of accounting experience (20 in the non-profit world), including the last six years as Chief Financial Officer for the Foundation for Blind Children. She has experience with financial analysis, strategic planning, oversight of HR/IT/Facilities, budgeting, audits, benefits negotiations and more. Dee quickly maneuvered through the onboarding process and has already acclimated to our team. We are happy to have her on board!
- *Insurance Renewal.* Council staff has been working with Ranch Association staff on liability and other insurance renewals for 2019. This involved process is coordinated by Victoria

Margolis. Most policies (all except Worker's Comp) were able to be consolidated to share a renewal date of January 1. And because renewal rates came in favorable to budget, we were able to increase D&O limits to \$3 mil (previously \$1 mil), including \$1 mil in Workplace Violence protection. In addition, Community Council and Ranch Association will be engaging a third-party consultant to review the details of the policies to ensure the organizations are properly protected and all cost efficiencies are being utilized.

- *DCR2020*. Jona Davis will provide an update on this initiative at the Board meeting.

#### Events and Programs

- *Founders Reception and Pioneer Panel Recap*: On Dec. 5, 2018 some of the community's most influential contributors visited The Homestead to celebrate the 20<sup>th</sup> anniversary of DC Ranch. The original 20 residents were invited and adorned with a special 20<sup>th</sup> anniversary platinum sash. Drew Brown led the group in a toast. Then, over 170 residents attended a panel discussion where special guests shared thoughts on how they created something new, what inspired them, challenges they faced, along with colorful stories and fun facts about DC Ranch. In case you missed it, visit DCRanch.com under the "News" tab to watch Mr. Don Ruff's welcoming remarks followed by moderator John C. Little, Jr. leading the panelists Trevor Barger, Charley Freericks, Melinda Gulick and Vern Swaback in a lively discussion.
- *Lifelong Learning Series*: New for 2019, different topics will be offered in a lecture format. Dr. Christy Alexon, Clinical Associate Professor of Nutrition at ASU will focus on components of an anti-aging diet and how to incorporate these into a meal plan for improved longevity and quality of life. This is sold out (40 participants) with a waitlist!
- *Fourth Fridays Social Hour*: New for 2019, mix and mingle during a fun, relaxing happy hour the fourth Friday of every month! With background music, these monthly gatherings provide a nice way to end the week and chat with friends or get to know new neighbors. The first one is sold out (30 participants) with a waitlist!
- *DC Ranch Day*: Grab your cowboy boots and join neighbors for a rousing community-wide celebration of DC Ranch on Saturday, Jan. 26 from 4 to 6 p.m.
- *Upcoming Events*: A calendar of upcoming events for February is attached.
- *Programs and Events*: Throughout December, almost 500 participated in a variety of events including 20 for 20 Hiking Challenge, PJs and Pancakes, Speaker's Series Pioneer Panel, DC Ranch Women's Club, Off the Ranch Holiday dinner, Cookies with Mrs. Clause, Grapenuts, and Food Truck Night.
- *Event Cancellation Insurance*: Council staff is finalizing coverage for DC Ranch Day, Habitat at the Ranch, Extravaganza, Spooky Carnival and Tour de Scottsdale. Policies will be in place by Jan. 20, 2019.

#### Communications and Engagement

- *Neighborhood Conversation*. Council President Belmont and ED Kohl joined Ranch Association leadership for an informal meeting with residents in the Terrace Homes West neighborhood in December, the second such meeting (the first was in Park and Manor). These meetings are a way to engage with residents on a neighborhood level in their "backyard." We provided updates, answered questions, and received feedback.
- *Resident Group*. The DC Ranch Resident Group, consisting of twelve residents from all four Villages, held its first meeting on Dec. 20. They will meet once per month and have identified a list of topics for discussion including communications, community service,

events and programs, budget and finance, new residents, community involvement and volunteerism, building a sense of community.

- *DC Ranch Gives Volunteer day:* Fourteen volunteers ages 12+ were paired with an experienced Pajama Program volunteer and sorted pajamas and books on Saturday Dec. 14.
- *New Resident 'Round the Ranch Sunset Tour:* Twenty eight new residents attended the Sunset Tour on Jan. 13 that departed from the Flemings, stopped at the the Village and concluded with a champagne toast in Upper Canyon. Dale Gardon was the tour guide.
- *Foreign Postage Savings:* The Communication team recommended (and instituted in January) to discontinue mailing printed collateral pieces to residents with mailing addresses outside of the US (including Ranch News, Ranch Round Up and Event & Program mailers) with a projected savings of thousands of dollars annually.
- *Spring Events Mailer:* Residents were mailed the spring mailer highlighting new events. Also coming soon to mailboxes is the Spring Program Guide (new), 2018 annual report and the Resident Survey (completed every 3 years).

#### Facilities and Recreation

- *Path and Trail Update.* Beth Overton will provide an update on the Path and Trail project at the Board meeting. Also, ED Kohl and Ranch Association Maintenance Services Director Brad Bishop are exploring options for improving a pathway that crosses the Reata Wash so it does not see repeat damage (requiring on-going, short-term fixes) that occurs during every major storm event.
- *Community Center Access Update.* Safeguard completed the installation of the new DVR, audio lobby camera and new grand hall cameras at The Homestead. Security and staff may now view and review activity in main areas of both community centers. The Desert Camp front desk check-in policy officially started, Mon., Jan 7. Staff, residents and guests have adapted well to the policy. We have received many compliments on the access changes.
- *New Strength and Balance Class.* Our new Pilates Yoga Fusion Class is off to a good start. Fifteen residents have registered for the new program. This class combines challenging yet playful movements from both the Pilates and Yoga disciplines to offer students a challenge while enjoying a sense of accomplishment and fun.
- *Specialty Program.* The January CPR is sold out with (33 residents) with a waitlist.
- *Grapenuts.* DC Ranch Resident Tammy Sidles led January's Grapenuts featuring Napa Cabernet's. Tammy is one of only two Master Sommeliers in the state and we are fortunate she volunteered to lead the group.
- *Desert Camp Playground Project Update.* The Desert Camp playground equipment and surface remodel are complete. A ribbon cutting is planned prior to the start of the Board meeting on Thursday, Jan 24.
- *Priority II Project Updates.* The Desert Camp south parking lot cut through has been completed. Cut through sidewalks are scheduled for painting on Thursday, Jan 31.
- *Desert Camp Pool Update.* Desert Camp pool repairs have been completed. AZ Fountain and Pool Guys have been awarded the 2019 Desert Camp Pool and Homestead maintenance contract. AZ Pool & Fountain Guys also maintain several fountains and pools in DC Ranch and nearby areas.
- *Community Center Rentals.* After lower than expected mid- year revenue projections, 2018 Community Center rental revenues rebounded and totaled \$47,000, which is \$2,000 over

budget. Senior Facilities Manager Lynette Whitener, Front Desk Rental Specialist Jessica Ruemler and the Rental and Event support team did an amazing job accommodating the end of year rentals.

- *Community Center Beverage Budget.* Senior Facilities Manager Lynette Whitener and Front Desk Receptionist Kristin Coons researched and identified alternative suppliers for our beverage supplies resulting in savings of \$7,000 in 2018. This is the first time in four years we have been under budget.

#### Public Affairs Update

- *Scottsdale Chamber.* Public Affairs Director Chris Irish held an introductory meeting for ED Kohl to get to know Mark Stanton, President of the Scottsdale Chamber of Commerce.
- *Sky Harbor.* The FAA announced dates, and has since delayed them, for their public open houses on flight paths. More on this at the meeting.
- *New relationships.* Chris Irish has reached out to meet with new city councilwoman Whitehead; Jenna will also attend. New relationships will also be established with both of Arizona's US Senators' offices.
- *State land near DC Ranch.* The state has received applications for the land on the east side of Pima/101 and south to Bell. An application is the first step in the land auction process. Staff is seeking more information and will report at the board meeting.
- *Year-One Assessment.* The first part of March marks one-year of Council's part-time position and staff's direct work on Public Advocacy. Staff will present an assessment for board input at the February Work Session.

#### Other Updates

- *Sante of North Scottsdale.* Staff toured and met with representatives of Sante of North Scottsdale, located in the DC Ranch Corporate Center, to learn about their operations and discuss potential partnerships for programming.
- *Not My Kid Update:* Beth Overton will provide an update on the status of the 2019 Not My Kid Partnership Agreement.
- *Organizational Values.* The Ranch Association, Covenant Commission, and Council staff all collaborated to develop a set of organizational values (that are complementary to our community values). The new values will be launched in February; we have a rollout plan that includes incorporating them into our performance evaluations.