



Operations Highlights

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Volume/Visitation

Amenity	September 2016	September 2017	% Change
Trout Creek	9,330	10,841	16%
Beach Club	3,367	4,386	30%
Tennis	2,974	2,731	-8%
NW Pool	124	361	191%
Golf Rounds	3,613	3,327	-8%
Campground	208	183	-12%
EQ	684	714	4%
Bikeworks	246	251	2%

Net Operating Results - September

Amenity	September 2016		September 2017	
	Revenue	NOR	Revenue	NOR
Aquatics	\$12,517	(\$59)	\$13,395	\$3,684
Beach Club	\$42,046	\$6,933	\$60,689	\$23,354
Bikeworks	\$9,572	(\$7,223)	\$14,747	(\$5,064)
Campground	\$6,050	(\$2,143)	\$6,744	(\$2,725)
Day Camps	\$0	(\$4,621)	\$495	(\$4,241)
Equestrian	\$23,409	(\$17,740)	\$20,901	(\$12,356)
Golf Ops	\$194,033	\$153,703	\$189,053	\$142,757
Recreation	\$1,215	(\$6,596)	\$726	(\$7,395)
Tennis	\$36,061	\$13,203	\$35,182	\$8,912
Trout Creek	\$71,898	\$6,944	\$78,493	\$11,869



Net Promoter Score

Amenity	Quantity of responses	NPS Score
Beach Club Marina	1	10
Bikeworks	5	10
Campground	16	9.7
Day Camps	0	NA
Equestrian	2	10
Golf Ops	8	9.7
Recreation	0	NA
Trout Creek	73	9.6
TOTAL	105	9.8



Highlights

- The weather over Labor Day weekend was perfect which resulted in record revenues at the Beach Club.
- Bad weather over the weekend of September 21 had Golf, Tennis, EQ, and the Beach closed.
- Guest access as a % of total access is up at the Beach Club, Tennis and Trout Creek, and flat at NW Pool for the month.
- 24 golf club events were hosted in September.
- NW Pool, the Recreation Pool, and the Campground's seasons ended in September. Day Camps and Aquatics programs are also done for the season.
- OCT preview – record setting Fall Festival event.