

SUMMER OPERATIONS REVIEW

BOARD OF DIRECTORS MEETING December 15, 2023

PURPOSE

Provide the Board with a summary of results for each operation for the summer months

- Beach Club
- Trout Creek Recreation Center and Aquatics
- Day Camps
- Recreation
- Tennis
- Campground
- Bikeworks
- Equestrian
- Golf



BEACH CLUB

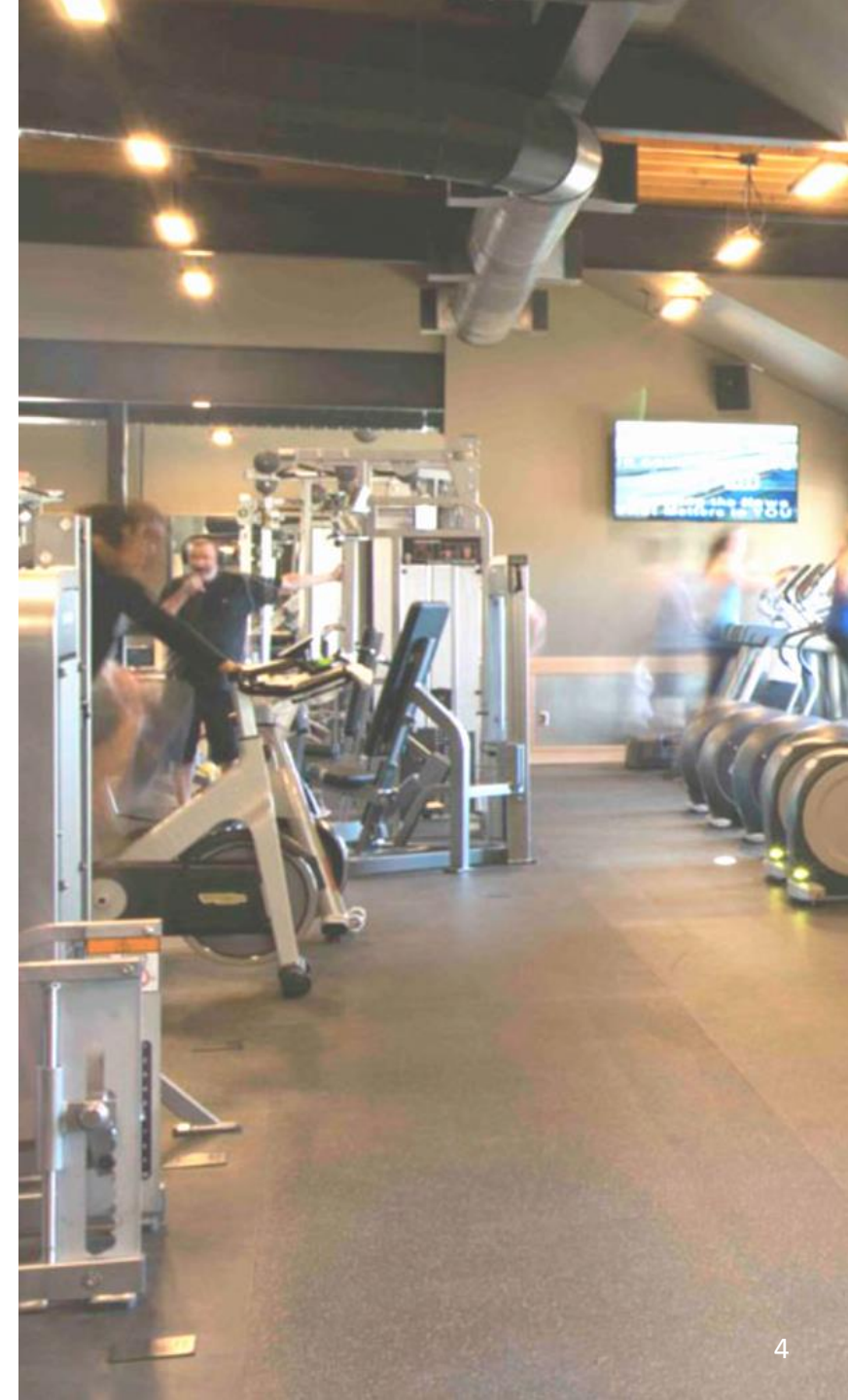
- No smoke impact this summer, but significant weather impact in May from the late winter, a cold June, and rain over Labor Day weekend
- Solid staff team for most of the season
- Shuttle service from the high school was modified from the prior year to operate Friday, Saturday, Sunday, and July 4th only
 - Over 3,400 riders over the summer averaging approximately 150 per day
- Total utilization for the season was down to 2022 – by about 2,000 visits; variance due to June and September weather impacts

	VISITATION	ACTUAL NOR*	BUDGET NOR*	VARIANCE
2022	35,374	\$225,445	\$262,378	(\$36,933)
2023	33,459	\$262,505	\$222,185	\$40,320
* NOR through October				

TROUT CREEK + AQUATICS

- Utilization is pacing at pre-pandemic levels
- Very good to budget YTD through October
 - Record Recreation Fee sales for the 2023-2024
- Solid team of lifeguards this summer with shortages only occurring as summer ended and team members went back to school
- Host staff challenges seem to be resolved for the time being and we are working to get back to a 10pm closing time
- Poolside restroom floor and steam room and sauna remodel project wrapping up – a big improvement
- Staff will be addressing a few major RRF projects sooner than later
 - Pool pump room and hydronic system around the facility

	VISITATION*	ACTUAL NOR**	BUDGET NOR**	VARIANCE
2022	122,057	\$368,370	\$175,140	\$193,230
2023	130,272	\$144,453	(\$3,256)	\$147,709
*Visitation through November ** NOR through October				



DAYCAMPS

- Registration went well and we will continue with the staggered release concept for program registration
- There was a new Day Camp Supervisor and Assistant Supervisor this operating season
- The Day Camp Counselor team was solid
- Camp participation is slightly down from 2022
 - Limited first and last week quantities - staff
 - Shorter sessions
- Timing resulted in significant labor savings
 - Only a few members expressed concern
 - Less hours worked
 - Significant reduction in premium pay hours

	VISITATION	ACTUAL NOR*	BUDGET NOR*	VARIANCE
2022	849	\$94,980	\$84,225	\$10,725
2023	802	\$169,775	\$83,048	\$86,727
* NOR through October				



RECREATION

- Recreation Supervisor for about three weeks in July
 - Solid seasonal team
 - Other staff filled the holes
- 10% increase in participation in the daily kids' programs
- Very good ticket sales for the summer concert with a price increase

	ACTUAL NOR*	BUDGET NOR*	VARIANCE
2022	(\$40,250)	(\$25,485)	(\$14,765)
2023	\$21,148	(\$23,490)	\$44,638
* NOR through October			



TENNIS

- Slightly delayed start to the season given the endless winter season – May 20
- The late start caused postponement of a few court maintenance items
 - We will double the scheduled resurfacing in 2024
- Despite the delayed start, solid visitation for the season
- Good staffing levels all summer long
- Consistent financial results year over year with a budget adjustment in payroll and expenses for 2023

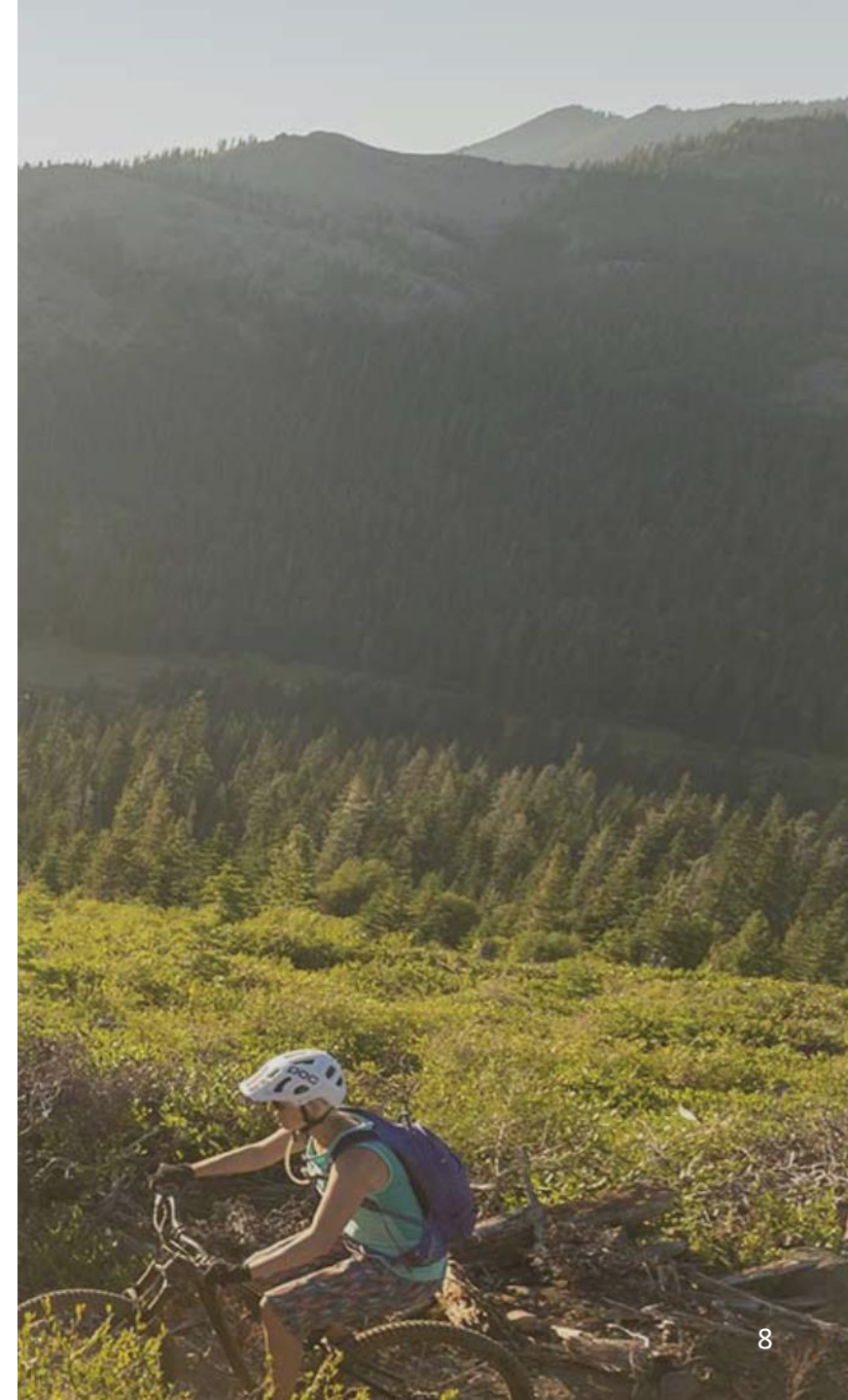
	VISITATION	ACTUAL NOR*	BUDGET NOR*	VARIANCE
2022	14,400	\$62,581	\$87,911	(\$25,330)
2023	16,883	\$61,018	\$50,650	\$10,368
* NOR through October				



BIKEWORKS

- Deliberate effort to improve the member experience at the Alder Creek Adventure Center
 - Added e-bikes and demo bikes to the rental fleet
 - More events – Recreation and Trails
 - Large retail inventory for Bikeworks and EQ, added hiking inventory
 - Staffed the front desk at the operation to improve the customer experience and provide bar service during the day – unbudgeted \$15k, still a bit inconsistent
 - Revenue increase offset the additional expense
- Solid staff team in the shop

	ACTUAL NOR*	BUDGET NOR*	VARIANCE
2022	(\$29,114)	\$10,290	(\$39,404)
2023	(\$22,818)	\$13,153	(\$35,971)
* NOR through October			



EQUESTRIAN

- Winter impact to early season boarding - no boarding available until late June
 - Made up that boarding revenue throughout the rest of the summer months
 - Added security cameras to the campus for boarding clients to check on their horses
- Good participation in camp and pony ride activities
- Feed costs are very high - \$20k increase over 2022
 - Will continue to impact the expense side of this operation throughout the winter
- Solid staff team for the summer season
- Very successful Wild West Fest to end the summer over Labor Day weekend
- Added more trail rides, and lessons late summer/fall

	ACTUAL NOR*	BUDGET NOR*	VARIANCE
2022	(\$152,593)	(\$98,366)	(\$54,227)
2023	(\$155,133)	(\$127,622)	(\$27,511)
* NOR through October			



CAMPGROUND

- New manager for this season after 14 years with the previous manager
- Opened on time despite a lot of damage from the winter
 - Damaged electrical pedestals, restroom, and water lines
 - Staff moved reservations around to different sites until the repairs were completed
- Up to 12 seasonal employees lived at the Campground this summer
- (3) Forestry contractors stayed there in September and October

	ACTUAL NOR*	BUDGET NOR*	VARIANCE
2022	\$854	\$28,538	(\$27,684)
2023	\$33,496	\$22,884	\$10,612
* NOR through October			



GOLF

- Very late start to the season from the record-setting winter
 - Front 9 – June 23
 - Back 9 – June 30
- Anticipated a \$250,000 financial impact as a result
 - Missed revenue opportunity
 - Impact on season pass revenue
- Course conditions recovered extremely quickly with fewer maintenance staff
 - Great core returning team
 - Improved horticulture practices
- Strong financial recovery and cost savings by the end of the season

	ROUNDS	ACTUAL NOR*	BUDGET NOR*	VARIANCE
2022	16,616	(\$11,228)	\$7,887	(\$19,115)
2023	12,373	(\$156,542)	(\$125,628)	(\$30,914)
* NOR through October – CONSOLIDATED GOLF				



QUESTIONS?

