



# Memo

**To:** Board of Directors  
**From:** John Paul, Interim General Manager  
**Date:** June 16, 2021  
**Re:** General Manager's Report

- **PPP Forgiveness:** The POA was informed by Regions Bank on Thursday, June 10<sup>th</sup> that the PPP loan was forgiven by the SBA. Our loan with Regions Bank will be paid in full by the SBA (both principle and interest).
- **Total E Update:** We are in the final phases of testing for the Total E computer software update. We hope to go live with the enhancements in mid-July. Among some of the features are ease of payments online for property owners, online statements, simplification of booking tee times online for repetitive users, pickleball reservations online, and simplified payments for multiple lot owners.
- **Gate Security:** We continue to make gate security a primary focus. We will begin enhancements in the next few weeks to the east gate entrance lanes to mirror that of the west entrance. We are currently working on a plan to “double gate” the Balboa entrance to stop tailgating upon entry.
- **Golf Statistics:**

DAILY FEES						
	2020 Rounds	2020 Revenue	2021 Rounds	2021 Revenue	Difference Rounds	Difference Revenue
Member	33,042	\$794,889	36,777	\$900,399	3735	\$105,510
Guest	3,859	\$162,474	10,949	\$552,346	7090	\$389,872
Annual	21,532		26,294		4762	
Marshall	778		1,066		288	
Employee	1,535	\$14,280	1,451	\$14,330	(84)	\$50
Super Senior	3,702	\$58,061	4,435	\$69,871	733	\$11,810
<b>Total</b>	<b>64,448</b>	<b>\$1,029,704</b>	<b>80,972</b>	<b>\$1,536,946</b>	<b>16,524</b>	<b>\$507,242</b>
ANNUALS						
	2020 Totals	2020 Revenue	2021 Totals	2021 Revenue	Difference Rounds	Difference Revenue
Greens	360	\$906,281	441	\$1,161,863	81	\$255,582
Cart Lease	80	\$89,567	75	\$78,815	(5)	(\$10,752)
Private Annual	254	\$134,978	297	\$157,441	43	\$22,463
Daily Private Annual	395	\$24,437	456	\$28,103	61	\$3,666
<b>Total</b>	<b>1,089</b>	<b>\$1,155,263</b>	<b>1,269</b>	<b>\$1,426,222</b>		<b>\$270,959</b>
\$ PER ROUND						
	2020		2021		Difference	
Member		\$24.05		\$24.48		\$0.43
Guest		\$42.10		\$50.44		\$8.34
Employee		\$9.30		\$9.87		\$0.57
Super Senior		\$15.68		\$15.75		\$0.07

- **Balboa Club:** We are currently doing some minor renovations to the Balboa Club. The Golf Department and the Discovery Center operation will be moving to this facility. This will free up much needed space at the POA building. Staff is cleaning up and landscaping the front of the building. As funds permit, we have plans to restore the outside of the building.
- **The POA Couples Invitational Golf Tournament** was held last week in the Village. There were 90 teams from around the country that participated in the 3-day event. This is one of our significant marketing tools to attract the perfect demographic of potential new residents.
- **Staffing:** We are encouraged to report that we have hired a few people to fill our backlog of open positions. There are still many more needed especially in the sanitation department.