



Annual Membership Meeting 2025

Manager Reports

September 27th, 2025

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General Manager Report

I want to express my deep gratitude to the entire RCC team and to all of you who have supported me during this time of transition. Christine Rodocker has been incredibly generous with her time and knowledge. Russ Rodocker and his team in the water department are invaluable, our community is fortunate to have their skill and dedication. Bryanne Hoerner, Jessica Brautigan, Tanner Siridakis, and Ben Jahn have stepped into expanded roles and have shown a willingness to grow and take on more responsibility. Thank you to Angel Bonner for the ongoing improvements at the Lakeshore Restaurant and for focusing on enhancing the quality of the member experience. Hats off to Molly Miller, who has brought renewed energy and success to the Golf Course Pro Shop, supported by the tireless efforts of Candy Eddy and the grounds crew keeping our golf course in beautiful shape. And finally, my sincere appreciation goes to John Cammon for his steadfast commitment to the maintenance department and the upkeep of the RCC, in many ways he is our keystone.

For the organization, this past year has been one of looking more inward, focusing on infrastructure, strengthening our internal operations, compliance, and realigning staff responsibilities to function more efficiently as a unified team. Tanner has expanded his role from overseeing all buildings and maintenance of RCC properties to all architectural development including members' projects. Ben Jahn is a new addition to the team and will oversee compliance and communication for the RCC. He is an exceptional writer and has the perfect attitude for the job! I can't say enough about the managers who are about to present before you. The responsible planning and execution of projects has been truly impressive and I'm proud and grateful. Members should feel confident that there is such a capable, talented and hardworking group caring for our community.

Looking ahead, one of our main goals is to strengthen how we communicate and connect with you, our members. Awareness, education and inclusion are at the heart of this organization, and we will continue working to improve how we listen and how we act—always striving to lead with understanding and transparency.

Buildings and Maintenance

Buildings

The buildings department is responsible for the of all RCC buildings within the Riviera. This includes overseeing the campground, repairs to the restaurant and any other RCC buildings, maintenance of the marina, installation of mailbox stanchions, weekly recycle, and other support roles for the RCC when needed. The buildings crew does a lot of things that go unnoticed within the RCC, but we would not be able to run and operate without them.

While they do a lot of stuff that goes unnoticed, they have completed a few major projects, mainly at amenities that are noticeable:

Lakeshore Restaurant:

- Added an outdoor stage for the summer months
 - Takedown and storage for winter months to preserve materials
- Refinishing of the bar top
- Hardware and software updates to the point-of-sale system
- Added new double doors for access to the front deck
- Re-stained all of the decking on both the front and side deck
- Upgraded surveillance at restaurant

Finger Docks:

- Replaced several approaches to the docks
- Repaired several docks, with more repairs to come

Marina:

- Removal and repair of floats every year

Maintenance

The maintenance department, led by John Cammon, ensures the operation and maintenance of all RCC vehicles and equipment. They do regular maintenance on all of the golf carts for the Pro Shop, mowers and other equipment for Golf and Grounds, and all of the RCC branded vehicles used by the buildings department. The maintenance team is a huge support to the entirety of RCC operations.

Golf and Grounds 2025

My staff and I maintain the golf course, lakes, parks, campground, and all common areas. To say the least, it's a lot of area to cover! My crew has been working diligently on bettering and maintaining these areas to create an enjoyable environment for our members. I want to thank them and let them know how much I appreciate all they do!! Their steadfast commitment to their job and community shows!

Here is an update on some of the things Golf and Ground (G&G) has accomplished this year:

Golf Course:

Each spring and fall the greens on the golf course need to be aerified and top dressed. We just finished the fall aerification from September 8th through the 11th. This is a major process that involves many hours of pulling plugs, sanding and brushing/blowing sand into the open holes. All of this is essential to the health and playing conditions of our greens.

Many areas on the cart paths that were cracked or raised by tree roots have been leveled and patched with new asphalt. A new concrete curb was put in place on the cart path from #9 going to the pro shop.

The railroad ties were taken out of #7 tee box and my crew created a walkable slope with grass.

There still are several tree limbs on the course that need to be addressed to help create better playing conditions and maintain healthy turf. This will be happening throughout the next fiscal year. The G&G staff continues to trim back and clean debris from the course and parks. This is an ongoing project that will continue throughout the years.

Marina:

We worked together with the buildings department on getting the road to the marina patched with asphalt along with the ditch at the bottom of the hill to help with water drainage.

There were a couple dangerous trees that we had to take down last winter that were at risk of falling.

Restaurant:

We enlarged the loading dock, put down new asphalt and built a new retaining wall with landscape bricks.

The G&G crew did a lot of ground work... clearing brush, tiling and leveling the ground to plant and create a lush new grass area that surrounds the stage. We put in a whole new irrigation system in order to keep the grass beautiful. We hope you all take the time to check it out and enjoy it!

Parks:

We put in new split rail fencing on the orchard side of Interlachen park.

Candy and the G&G staff will continue to do their best to make our recreational areas healthy and inviting. We are looking forward to another great year!

Pro Shop

As I reflect on my second year, I think we can all look back on what has been a successful and positive year for the Riviera Golf course and Pro-shop.

One element which has been rather disappointing this season has been the weather which, at times, proved a challenge for keeping the course open this past winter. Our course and Pro-Shop remain one of the biggest asset revenues for our membership and we will continue to strategize over the coming seasons to continue to make this amenity a fun place for all members and to keep growing new member golfers.

I cannot thank my staff enough for all their hard work this year. No one person can achieve this fantastic year, it took a dedicated team and the Pro-Shop staff stepped up to the challenge they were given at the beginning of the year. We had a lot of great feedback from members and visiting parties during the season on the Pro-Shop, and its improvements.

In 2024-2025 we tried some new things, like staying open throughout the winter season 7 days a week and limiting tournaments on Saturdays to every other weekend, which allowed more members to play golf and book tee times. We brought in new merchandise and ensured the collection of fees in the proper manner. We also added Pitch, Putt, Power-walk which was a huge success for its first half year.

The Golf Shop first and foremost is a service which we believe is vital to the club, important for our members, our day-to-day golfing operations and a first point of contact for members and their guests coming to play our course.

With the help of Bill Quinn, we have been tracking rounds played since 2019, and the overall comparison between 2019/20 and 2024/25 trend is a remarkable growth in membership rounds. These are all 9-hole rounds recorded.

Current Membership Rounds and Historic Trends:

													Total
2019	OCT	NOV	DEC	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	
ANNUAL	268	203	123	60	155	140	54	310	467	625	603	456	3464
MEMBER	43	39	19	22	26	31	18	215	131	262	328	185	1319
GUEST	48	13	5	4	21	14	6	64	89	294	294	15	867

													Total	% growth
2024/2025	OCT	NOV	DEC	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT		
ANNUAL	494	244	261	152	123	292	562	763	933	906	957	694	6381	61%
MEMBER	47	22	21	14	6	41	69	182	247	341	347	201	1538	66%
GUEST	64	42	26	20	7	47	65	187	216	495	489	147	1805	26%

New Annual Memberships:

	2023/24	2024/25		% in change
Annuals	21	23		10%
Snowbirds	20	34		70%
Couples	7	10		43%

Pro Shop

Members and Guests, in our System		
		% of total
Annuals/Snowbirds	81	9%
Non-Annual Members	331	42%
Guest of a member	317	38%
Guest	92	11%
total	824	100%

Other Income: Totals are from 1st of October 2024 - 23rd of September 2025

Last year to current year comparison:

	budget 24/25	2024-2025 act	2023-2024 act	% Increase Revenue
Golf - Annual Fee	\$34,000	\$39,235	\$32,815	20%
Golf - Cart Storage	\$10,000	\$8,135	\$6,800	20%
Golf - Cart Path Fee	\$3,600	\$4,275	\$3,315	29%
Golf - Daily Member Fee	\$30,000	\$25,865.40	\$22,643.50	14%
Golf - Jr Golf Fee	\$1,300	\$2,110	\$1,600	32%
Golf - Guest Fee	\$43,000	\$53,627	\$49,564	8%
Golf Shop - Rental Income	\$8,000	\$7,970	\$8,160	-2%
Golf Shop - Beer/Wine Sales	\$8,000	\$7,940	\$7,931.50	0%
Golf Shop - Taxed Sales soda food	\$1,000	\$3,345.33	\$1,782.95	88%
Golf Shop – Non-Taxed Sales snacks candy	\$3,000	\$2,092.10	\$3,239.19	-35%
GOLF SHOP GIFT CARDS		\$1,359.67		100%
Golf Shop - Merchandise Sales	\$8,900	\$10,354.21	\$7,234.43	43%
Total Sales	\$150,800	\$166,308.70	\$145,085.60	15%

Cost of Goods sold: an increase of 15% after Jan 1st with the biggest snacks up 15% and Beer 17%

Comparison and variances from this year budget to this year actual spending:

2024-2025	Projected	Actual	Variance
Revenue	\$150,800	\$166,968	\$16,168
Expense	\$63,133	\$75,253	\$12,120
Net Asset Revenue	\$87,410	\$93,323	\$5,913

Pro Shop

Wages:

Payroll costs for Pro-shop staff are 10% higher than in 2024. This reflects additional hours worked from Oct-May, which increased payroll by of \$3600. In turn, this brought in \$7600 in additional asset revenue for that same period. There was merchandise sold, cart rentals and greens fees rang in, which cut down on play with no pay and non-use of the honor box.

Tournaments:

In 2024-25 we did our tournaments a little different. All 21 tournaments this year were put on by members, which included 13 member tournaments, 6 by Men's and Ladies leagues. And 2 Riviera Member only events.

All tournaments had to fill out a tournament agreement with a deposit this year which cut down on tournament no-shows in which there were 4 last year and 0 this year.

The most important success was limited tournaments on Saturdays and not allowing shot-gun tournaments without 32 players or more and Sundays only. Like stated before We also only booked tournaments on every other Saturday which allowed a huge increase in non-annual membership paid rounds to be played by members. New, this year we added the RCC Family Scramble which where 40 plus members and their families came to play. It was a super fun event and we look forward to growing it next year.

TOURNAMENT REVENUE		
	2023/24	2024/25
number of tournaments	20	21
hours course closed	45 hours	17 hours
Number of Shotguns starts	7	3
Total reveune for tournament days	\$22,133.00	\$38,081.00
days includes Green fees, beer		
merchandise,soda, food and snacks		

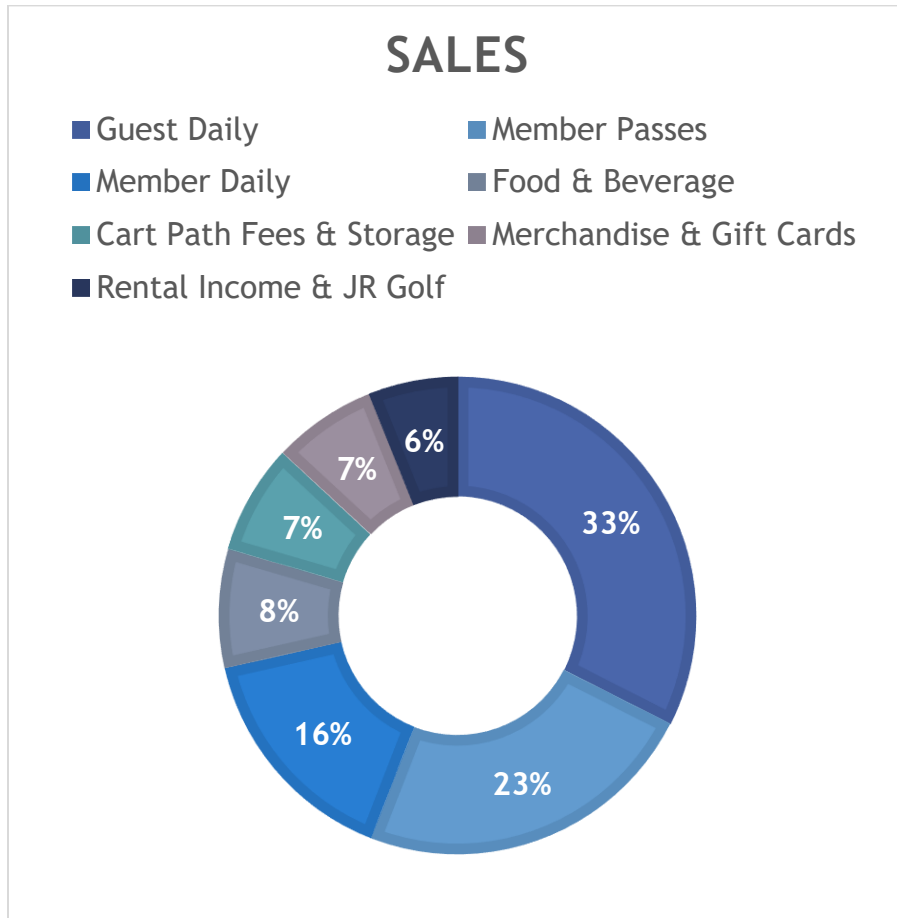
We are forecasting another great season for 2025/2026. With this year's successes, we were able to keep the Annual, Snowbird, and members pricing the same as this year moving forward for our new budget year. We will maintain close control over costs, continue to improve the member experience for their golf course amenity and attract new members and their guests alike.

Molly Miller

Riviera Golf Course Manager

LPGA Golf Professional Master/Life Member

Pro Shop



Category	Value
Guest Single Round	\$54,352.50
Member Passes (Snowbird, Annual, Couple)	\$39,235.00
Member Single Round	\$26,060.00
Food & Beverage	\$13,479.43
Cart Path Fees & Storage	\$12,410.00
Merchandise & Gift Cards	\$11,736.35
Rental Income & JR Golf	\$10,137.00
Total Sales	\$167,410.28

Restaurant

The Riviera Lakeshore Restaurant and their staff just finished another exciting and busy summer serving the RCC, their guests, and all other visitors to the restaurant. This year saw some changes, improvements, and challenges, all of which Angel and her staff have navigated and managed well.

Before the start of the season, the buildings department came in to resurface the bar as well as re-stain both outdoor decks, which definitely needed some attention. We also had an update to the point-of-sale system, as some of you may have noticed the new hand-held card readers used by the servers. This system has helped immensely in speeding up the checkout process and allowing the staff to more accurately track inventory and sales to continue to operate more efficiently.

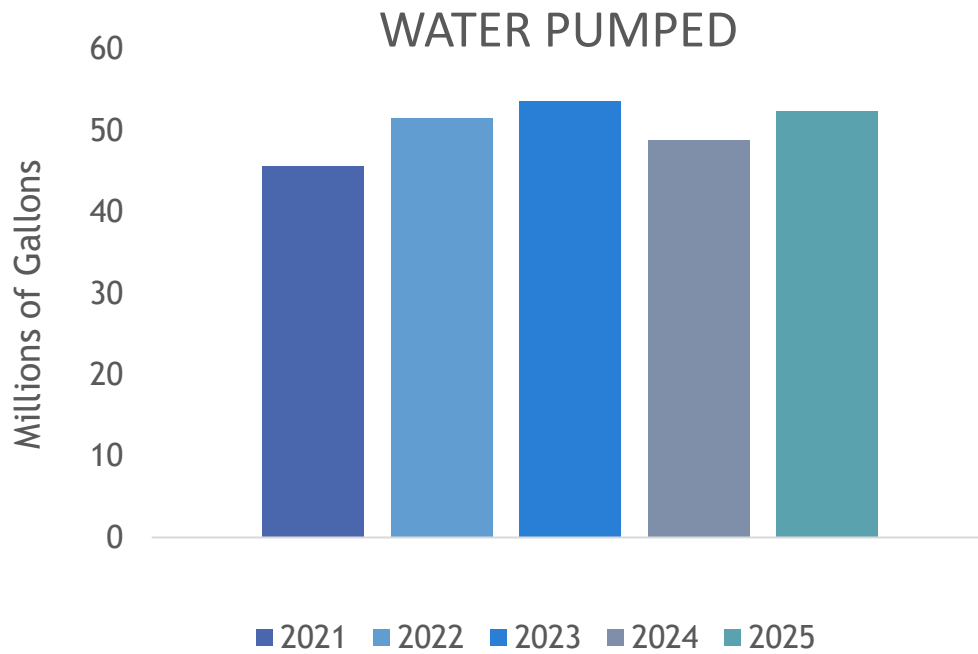
The restaurant will continue to provide events for members and guests, like Monday night Trivia, Tuesday night live music with Kitt Bender, Wednesday bingo with the American Legion, and weekend concerts throughout the year.

The staff remains committed to continue serving this wonderful community and is always looking forward to seeing all of you at the restaurant.

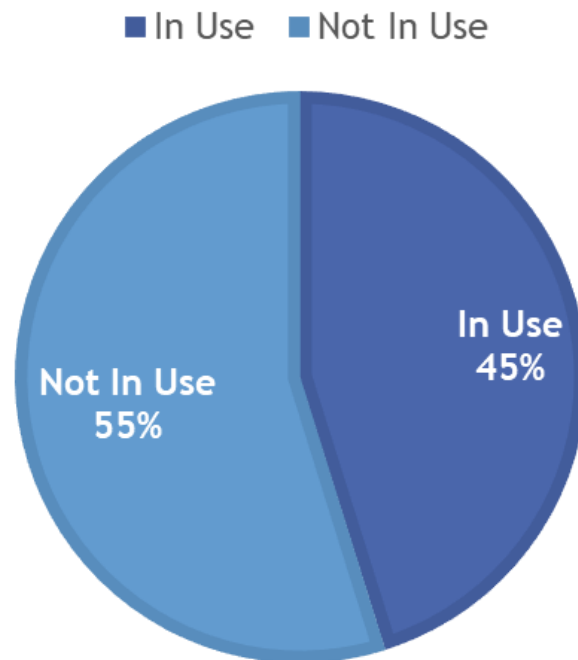
<u>Liquor</u>	Cost	Sales	Difference	Cost as % of Sales
2022/23	\$ 85,541.78	\$ 245,945.16	\$ 160,403.38	35%
2023/24	\$ 78,990.88	\$ 260,095.30	\$ 181,104.42	30%
2024/25	\$ 62,541.78	\$ 233,312.87	\$ 170,771.09	27%

<u>Food</u>	Cost	Sales	Difference	Cost as % of Sales
2022/23	\$ 262,107.01	\$ 496,882.60	\$ 234,775.59	53%
2023/24	\$ 222,101.95	\$ 535,081.19	\$ 312,979.24	42%
2024/25	\$ 212,749.00	\$ 516,340.92	\$ 303,591.92	41%

Lake Josephine Riviera Water



WATER RIGHTS IN USE



Lake Josephine Riviera Water

Water Pumped in 2024 – 48.8 million gallons

Water Pumped in 2025 – 52.4 million gallons

Change from 2024 to 2025 – 3.6-million-gallon increase (7%)

Water Rights Available – 356-acre-feet (116,003,109 gallons)

Water Rights in Use – 160.8-acre-feet (52,400,000 gallons)

(1 acre-foot = 325,841.43 gallons)

We currently have 45% of our water rights in use. The water department added 13 new connections to the system this year, bringing the total up to 934 connections across the RCC. 887 are home and the other 47 are parks, golf course, and commercial properties.