

Manager's Report November 2023

Financial Analysis: In the financial chart below you will see the revenue and expenses as accrued year to date for each of the 5 years. Also shown is the comparison between FY 24 to make it easier to spot anomalies in enough time to adjust course during the season. We continue our positive trajectory for revenue being ahead of last year, which was our record setting year, by \$48,137 in total revenue. Now that we are taking in equipment for the repair shop we should see addition revenues start to come in on Retail and Repair. Snowsports School revenue is up and we have a very large wait list if we are able to find additional instructors. The expense data is being pulled from our Budget vs Actual spread sheet that has also been provided to the Board. Our new budget vrs actual expense tracking format is keeping us a little more current than the reporting that we can pull straight from the CBJ reporting software. Personnel services expenses continue to be below last year despite our additional pay increases that were implemented last year. We have had a couple of Ski Patrol staff that have been able to

	FY 20	FY 21	FY 22	FY23	FY24		FY24 to FY23	FY24 to FY22	FY24 to FY21	FY24 to FY20
Sales	Actuals	Actuals	Actuals	Actuals	Actuals		Variance	Variance	Variance	Variance
Ski School Fees	\$ 21,203	\$ 40,995	\$ 74,047	\$ 78,635	\$ 82,067		\$ 3,432	\$ 8,020	\$ 41,072	\$ 60,864
Ski Lift Fees	\$ 116	\$ 7,870	\$ 136	\$ 1,710			\$ 1,574	\$ (6,160)	\$ 1,534	\$ 1,710
Advance Ticket	\$ 16,961	\$ 3,003		\$ 22,041			\$ (22,041)	\$ -	\$ (3,003)	\$ (16,961)
Season Ticket	\$ 166,085	\$ 78,729	\$ 92,461	\$ 78,032			\$ (78,032)	\$ (92,461)	\$ (78,729)	\$ (166,085)
On Line Season Pass Sales	\$ 346,928	\$ 651,777	\$ 787,936	\$ 872,948	\$ 1,002,941		\$ 129,993	\$ 215,005	\$ 351,164	\$ 656,013
Bus Fees	\$ 316	\$ -		\$ 178			\$ (178)	\$ -	\$ -	\$ (316)
USER FEES	\$ 551,493	\$ 774,619	\$ 962,314	\$ 1,051,970	\$ 1,086,718		\$ 34,748	\$ 124,404	\$ 312,099	\$ 535,225
Retail - Soft G	\$ 2,155	\$ 308	\$ 1,229	\$ 2,457	\$ 108		\$ (2,349)	\$ (1,121)	\$ (200)	\$ (2,047)
Food Service	\$ 1,305	\$ -		\$ 1,832			\$ (1,832)	\$ -	\$ -	\$ (1,305)
Ski Repair		\$ 310	\$ 835	\$ 16	\$ 287		\$ 271	\$ (548)	\$ (23)	\$ 287
SALES	\$ 3,460	\$ 618	\$ 2,064	\$ 4,305	\$ 395		\$ (3,910)	\$ (1,669)	\$ (223)	\$ (3,065)
Locker Rental F	\$ 46,410	\$ 52,865	\$ 64,937	\$ 58,040	\$ 75,167		\$ 17,127	\$ 10,230	\$ 22,302	\$ 28,757
Ski Rental	\$ 3,629	\$ 15,728	\$ 16,051	\$ 8,369	\$ 14,200		\$ 5,831	\$ (1,851)	\$ (1,528)	\$ 10,571
Cabin / Facility Rental		\$ 25,376	\$ 16,673	\$ 25,637	\$ 19,978		\$ (5,659)	\$ 3,305	\$ (5,398)	\$ 19,978
RENTALS	\$ 50,039	\$ 93,969	\$ 97,661	\$ 92,046	\$ 109,345		\$ 17,299	\$ 11,684	\$ 15,376	\$ 59,306
Total Sales	\$ 604,992	\$ 869,206	\$ 1,062,039	\$ 1,148,321	\$ 1,196,458		\$ 48,137	\$ 134,419	\$ 327,252	\$ 591,466
Difference between FY23	\$ 543,329	\$ 279,115	\$ 86,282	\$ 48,137						
Expenses										
Personnel Costs							FY24 to FY23	FY24 to FY22	FY24 to FY21	FY 24 to FY20
Ski Area Administration	\$ 132,828	\$ 97,789	\$ 101,282	\$ 146,468	\$ 171,772		\$ 25,304	\$ 70,490	\$ 73,983	\$ 38,944
Ski Rental Shop		\$ 728	\$ 2,676		\$ 889		\$ 889	\$ (1,787)	\$ 161	\$ 889
Ski Patrol Program		\$ -		\$ 1,253	\$ 5,276		\$ 4,017	\$ 5,276	\$ 5,276	\$ 5,276
Lift Operation Program	\$ 753	\$ -		\$ 4,365			\$ (4,365)	\$ -	\$ -	\$ (753)
Maintenance Program	\$ 39,856	\$ 28,831	\$ 54,183	\$ 87,915	\$ 28,991		\$ (58,924)	\$ (25,192)	\$ 160	\$ (10,865)
Lodge Operations Program	\$ 10,336	\$ 561	\$ 11,790	\$ 22,467	\$ 18,948		\$ (3,519)	\$ 7,158	\$ 18,387	\$ 8,612
Food Service		\$ -		\$ 223			\$ (223)	\$ -	\$ -	\$ -
Marketing/Special Events	\$ 4,054	\$ 22,415	\$ 22,619	\$ 21,932	\$ 23,510		\$ 1,578	\$ 891	\$ 1,095	\$ 19,456
Ski School Program	\$ 2,200	\$ 5,587	\$ 6,326	\$ 6,799	\$ 27,731		\$ 20,932	\$ 21,405	\$ 22,144	\$ 25,531
Total Personnel Costs	\$ 190,027	\$ 155,911	\$ 198,876	\$ 291,428	\$ 277,117		\$ (14,311)	\$ 78,241	\$ 121,206	\$ 87,090
							\$ -	\$ -	\$ -	\$ -
Other Expenses							\$ -	\$ -	\$ -	\$ -
Ski Area Administration	\$ 89,697	\$ 92,410	\$ 134,876	\$ 137,031	\$ 201,507		\$ 64,476	\$ 66,631	\$ 109,097	\$ 111,810
Ski Rental Shop	\$ 771	\$ 6,453	\$ 5,154	\$ 7,431	\$ 20,203		\$ 12,772	\$ 15,049	\$ 13,750	\$ 19,432
Ski Patrol Program	\$ 323	\$ 832	\$ 2,635	\$ 92	\$ 810		\$ 718	\$ (1,825)	\$ (22)	\$ 487
Lift Operation Program	\$ 932	\$ 870	\$ 486	\$ 1,232	\$ 8,390		\$ 7,158	\$ 7,904	\$ 7,520	\$ 7,458
Maintenance Program	\$ 13,325	\$ 18,007	\$ 15,988	\$ 2,987	\$ 6,106		\$ 3,119	\$ (9,882)	\$ (11,901)	\$ (7,219)
Lodge Operations Program	\$ 9,284	\$ 15,766	\$ 10,713	\$ 10,790	\$ 6,676		\$ (4,114)	\$ (4,037)	\$ (9,090)	\$ (2,608)
Food Service	\$ 132	\$ 901			\$ 945		\$ 945	\$ 945	\$ 44	\$ 813
Marketing/Special Events	\$ 6,056	\$ 1,180	\$ 2,558	\$ 16,632	\$ 9,225		\$ (7,407)	\$ 6,667	\$ 8,045	\$ 3,169
Building Maint/Utilities	\$ 4,990	\$ 2,755	\$ 4,028	\$ 2,734	\$ 2,362		\$ (372)	\$ (1,666)	\$ (393)	\$ (2,628)
Ski School Program	\$ 624	\$ 542	\$ 401	\$ 1,677	\$ 1,290		\$ (387)	\$ 889	\$ 748	\$ 666
Equipment Replacement	\$ 29,169	\$ 29,165	\$ 29,161	\$ 25,000	\$ 26,922		\$ 1,922	\$ (2,239)	\$ (2,243)	\$ (2,247)
Vehicle Maintenance	\$ 875	\$ 14,299	\$ 28,461	\$ 23,228	\$ 12,285		\$ (10,943)	\$ (16,176)	\$ (2,014)	\$ 11,410
Total Other Expenses	\$ 156,178	\$ 183,180	\$ 234,461	\$ 228,834	\$ 296,721		\$ 67,887	\$ 62,260	\$ 113,541	\$ 140,543
							\$ -	\$ -	\$ -	\$ -
Total Costs	\$ 346,205	\$ 339,091	\$ 433,337	\$ 520,262	\$ 573,838		\$ 53,576	\$ 140,501	\$ 234,747	\$ 227,633
Total Net	\$ 258,787	\$ 530,115	\$ 628,702	\$ 628,059	\$ 622,620					

come on early to assist us with some capital projects. These wages need to be transferred to our CIP account to reflect this work. We have higher than average Lift Operations Materials and Commodities expenses this year as we focused on extensive fluid replacements on all of our Gear Boxes and sourcing additional needed parts.

Mountain Operations: The Mountain Operations Team has been busy catching up on some lift maintenance tasks. Additional line work has been completed on Black Bear including testing of the derail circuits on the heavy side of the lift. Chair carrier inspection and repair has been completed on Ptarmigan, Hooter and Black Bear. Sheave wheels have been rebuilt with liners and bearings for continued line work on Black Bear and Ptarmigan. Our Private Lift Maintenance Contractor will be coming into town on Monday November 6th. He will be assisting us with haul rope inspection, sheave assembly replacement on tower 5 heavy side of Ptarmigan, Black Bear brake and tensioning system servicing, load testing and detailed top bull wheel bearing inspections. The other very exciting news related to lifts is that we have hired a new Lift and Vehicle Maintenance Manager who has 13 years of experience including a lot of Riblet specific experience. He should be arriving around November 7th – 8th. We are very excited to welcome him to the team. Our annual lift safety inspection is scheduled for November 14th.

The repair and servicing work on our two primary front line snow cats are nearing completion. Repair work on the winch cat tiller will be next up on the hit list for the snowcat repairs. Our 7 new HKD Viper air water snowguns have arrived and are being mounted onto their bases and being deployed over the mountain. We plan to start the season with 22 snowguns with the hopes of adding in another 4 to 5 by early December. New water hydrants and hoses have been ordered to ensure we are safely operating and can maximize our equipment. The final electrical work on the Log Jam pump station and the electric air compressor should be complete by the middle of next week. We hope to be ready for a full system test, running all of the guns on the new pump by the end of next week so we are ready for full production as soon as temperatures return.

A new filtration screen has been installed in Cropley lake along with a new pressure transducer. The filtration screen will prevent small Dolly Varden fish from swimming into the hydro power and snowmaking intake pipe. The pressure transducer will measure the real time depth of the lake to ensure that we maintain compliance with our water rights during our snowmaking season this year.

We had a rupture in the main potable water distribution line on November 3. The rupture happened underground where the water for Porcupine Lodge T'd off of the main distribution line. The General Manager worked throughout the weekend to excavate and locate the rupture source parts and materials and get the line put back together by late November 5th. We were able to start refilling the water system by Tuesday the 7th. Many community members chipped in to complete the repairs over the weekend including Alan Steffert, CBJ Engineering, Jeff

Duvennae, owner of Harris Plumbing and Andrew Cambell, owner of Admiralty Construction. Greg Hudson was able to assist all day on Sunday for the rebuilding once the excavation was complete and parts where on hand. Once confident that the repair was holding pressure, the mountain operations team reinsulated the water line and get the line properly back filled before the ground froze.

We conducted our 5 year Sanitary Survey on Thursday November 9th on our potable water system from the DEC inspectors. The system passed with no recorded deficiencies. The Manager was in Anchorage for four days of water operator training from November 20th to 23th to ensure that continuing education credit requirements where achieved to maintain the small treated water operator certifications.

Ski Patrol

Majority of the crew starts this week kicking off a busy preseason training and ramp up for the season.

-Lockers have been constructed and the new locker room is mostly put together. The aid room reorganization will be ramping up with the crew returning.

- AC power has been restored to Powder Patch. Radios have been installed on Powder Patch and Ridge weather station. Some trouble shooting and programing need to occur to get data from the ridge weather station to transmit out to the world.

- The Mountain's Safety Plan has been submitted for approval with AKDNR.

-Hiring is nearing completion. We have hired 2 part time SPTCW and one part time Ski Patroller, have prospective candidates to fill one more position.

Marketing and Events:

- Snowvana ski expo is happening this weekend in Portland Oregon.
- Snovember dates are posted online. Three showings November 11th November 12th and November 17th
- Assisting Juneau Ski Club with marketing the annual Ski Swap happening this weekend at the Centennial Hall
- Haunted House success!
- Built/Designed ski + stay ads. Program is running through Kellys Concierge. Will be linking to their portal from our website one page is complete
- Pray For Snow participants (donated day passes to 10 Pray for Snow events around the PNW and will be marketing with such!)
- Developed School Group Sponsor Page for SSS
- posting on all social channels to build the stoke for the season

Base Operations: We are currently in our transition period with a vacancy in the Base Operations Manager Position. Thankfully we have just filled the position and are working to firm up an exact start date which is looking to be around the third week of November. She is coming us for with from CBJ Finance Department. We are excited to be bringing someone over that has a great depth of knowledge of the many of the CBJ systems that we use. In the interim our Revenue Coordinator has been giving us some part time hours to help with our daily revenue transmittals. The General Manager has been working a lot on all things recruitment with a lot of time being spent on finalizing the hiring of our J1 visa students which looks to be around 19 total students. Many hours have been spent assisting various departments with hiring approvals and advanced step placement requests.

SSS

Hiring and its many processes,
Instructor training has started, virtual training and completed two weeks. two more weeks of virtual training.
All employee training- scheduling, planning.

Haunted House @ Eaglecrest - raising money for the Eaglecrest Foundation B2B Program, raised over \$5990 dollars with a total of 1198 people attending the haunted house.
Quinn Zahasky who is the coordinator of B2B was extremely creative in his planning and running of this event. We hope to continue this for future fund raising for the program. Many of the Past B2B participated in decorating and scaring guests each night.

All B2B applications have been collected and middle school students are being contacted. First in school afterschool club activities start next week.

All Season Pass card stock has arrived Juneau Ski Sale Thursday-Saturday this week, for selling/printing passes.
We will be moving off Site Thursday morning prepping our sale space. Staffing the event has been challenging, with no Base operations Director, Revenue coordinator or ticketing cashiers we have called in favors to support the event.

We have invited the Eaglecrest Foundation to Join us at our table at the ski sale to support fund raising efforts.

Our School Group Program has only found 7 sponsor so far for this season, we are still waiting to hear from some.

Eaglecrest SSS Director and Community Outreach Manager attended the PSIA Directors Meeting in Wenatchee, last week. This was the first time the directors have been able to meet in person since 2019 and these events create learning experiences, conversations and connections with Other PSIA Directors in our industry that are highly valuable.

RRR

Mike Cole our new RRR Supervisor has started and we have been going through everything and navigating the processes in retail and Repair.

The Retail/ Repair shop opened and the shop is already full of gear, Mike is working through it as quickly as possible. We still are looking for more repair techs or we will be in the same position we were last season.

Retail inventory is being input still as boxes continue to arrive.

The Zipline finally moved out of our spaces and we have been able to move back into the rental shop. This gave us the opportunity to unbox more of the gear and get it ready for inventory/ scan codes and testing.

We got an electrician to put in new electrical outlets from the ceiling to each work stations.

Other

All work stations that transact credit cards have had drives replaces, CC machine re loaded to them. We currently got a new server on the Mtn that wiped the entire sales system out for week, I've been working with It, Intouch and the CC company to resolve the issues we currently have been able to make 80% of the stations functional. When I have time to work on the food service coding I can fix these stations also.

Working with Marketing to build all the events for Snowvember for online ticketing sales which will be live soon.

Recruitment Progress

- Lift and Vehicle Maintenance Manager Positions Filled.
- Base operations Manager position filled.

Outline - Winter Season 2024 – October report:

- **Total Hires - 19 students.**
 - Job offers status:
 - Signed 15 students
 - Pending 4 students
 - Work permit status:
 - **Approved 3 students (IIP)**
 - Vetting process 9 students (INTRAX and Interchange)
 - Pending 7 students (AAG)
 - Visa status:
 - **Scheduled 10 students**
 - **Nov 24 1 student**

- Nov 27 7 students
 - Nov 29 1 student
 - Pending 9 students
- **Travel Manifest -**
 - Pending 19 students
- **Position Breakdown** – total numbers per position

Additional Information					
# by position vs Gender	MALE	FEMALE	TOTAL	Quota	Observation
Lift Operator	4	4	8	Filled 8/8	
Cashier	1	1	2	Filled 2/2	
Cook	0	2	2	Filled 2/2	
Non-Certified Instructor	1	1	2	Filled 2/2	
Ski Rental Shop Tech	2	2	4	Filled 4/4	
Snow Sports School Administrative Coordinator	1	0	1	Filled 1/1	
TOTAL	9	10	19	19/19	

Ski Patrol – Hired two part time train crew workers that will share time with snow sports. These will be using employee housing. Hired one part time Ski Patroller. Have good candidates to fill one more position to meet department needs

Cashiers – have hired two J1's, finalizing appointment of 1 local hire. Have good candidates to fill one more local hire position for the department to be full

Cooks- Hired two J1s which fills our need for cooks. First two weekend and the last two weekends will be tough with their arrival and departure dates.

Lift Operators – Hired 8 J1 visa workers. Have two full time returning. One part time returning. Looking to fill one or two more positions locally. No active applicants but have had some word of mouth interest that we are working to track down.

Instructors

Hired

4- part time

2-Shared with Patrol

1 Full time & 2 J1s

Need

3 more full time

3 more part time

Rental

Hired

5 -J1s- not arrive until Dec 5-19th

Need

2- Local full time or part time

Repair

Hired- 0

Need- 2-3

Retail Sales

Hired -0

Need-1

SSS Admin

Hired- 1 J1- Arrive Dec 8th

Need- 1 full time

Wage Analysis Study:

I have been working on this for the last three weeks trying to meet the CBJ contracting rules for insurance coverages and indemnification for the contracted work to happen. I have been in regular communication with the contractor and believe that we are extremely close to having agreements on all of the necessary documents ironed out.

Gondola Project Update: Now that the engineering team is back to work they have been busy analyzing all of the load calculations for the spans between towers with the configuration of four pods of three cabins fully loaded on the uphill and downhill sides of the line. We are ensuring that tensioning carriage travel meets specifications. We have determined that two additional

towers will need to be added between the original Tower 4 and 5. In partnership with two local contractors, we have established access to these two new sites and are planning to complete our GeoTech Analysis at these sites the middle of next week.

Zrinko Amerl from SteelHead Systems is on our design and engineering team and has been the liaison between the Austrian Engineers that originally constructed our Gondola and our primary Ski Lift Engineers from SCJ Alliance to source all of our needed towers to complete the midstation design and properly support the cable through the large tower spans. They have a very good solution that fits within our budget that I hope to solidify in the next week. Once we have this finalized, the structural load calculations can be completed and technical foundation design can be completed.

Progress has been slow on the concept of hiring a Project Manager. Doing my best to find the best method and navigate through the City Process.