

It has been about 3 weeks for me so far in this new role, and it has been great!

There are three things I will talk about this morning, **appreciation, the sundial paint, and the budget.**

Appreciation – I truly appreciate and am humbled by this opportunity to serve the members of the RCSC, and our privilege card holders as well.

And thank you to the board, for shaking things up, for the better! Thank you!

Thank you to all of our the staff and management that keep this place going! Thank you!

And I say a special thanks to Kevin our Director of Finance and our interim GM for half this year, for all the time and effort he put in, especially with the Budget and Finance Committee, and Golf, and more... Thank You!

Also, a special thanks to Mike of Director of Buildings and Infrastructure, for all the project progress and completion, including the Viewpoint Lake, that is on the cusp of being open, in fact a giant crane was setting the dock back into the lake this morning. Thank you!

And thank you to all the members, for your time, attention, trust, and spirited involvement. Thank you!

Sundial Paint

It was done for a couple of reasons...

1 It needed to be painted, we had just repainted the entire Sundial Recreation Center, so a faded sundial seemed out of place, and the painters were onsite.

I decided to use the Arizona State Flag colors, returning to our roots perhaps, as the 60 plus old original community experiment that got its start here in good old Arizona, just a couple of miles away.

2 I wanted it to be a symbol of change, change I believe the members have hoped for, the board fully expects of me, and the staff will appreciate.

Change item one - Members come first, we here at the RCSC are here to serve all the members, as best we can

Answers like “we always have done it that way”, or “we never have done it that way”, or “we don’t have the money”should never ever be our first response

Change Item two – Our Staff is critical, they are frontline to our members, and need to be valued, and compensated fairly. We are in many ways a family, and we want to keep the family together.

Change Item three – All Management is here to support the staff, especially the general manager, I believe in servant leadership, and hope to model that in all I do and say. I will mess up and make mistakes, feel free to point them out, it will help me improve.

Change Item four – The board exists to provide guidance, direction, and support to the management, primarily via the general manager. And the board also works for and is elected by the members. And fulfills requirements of our corporation.

So we have come full circle, it starts with the member and ends with the members

One bonus item, the new paint has helped demonstrate some of the reasons for my concern with social media, where rather than just asking who decided the colors and why, conjecture and inuendo take on lives of their own, **with no accountability**. I am still pondering what changes may be needed in this area...

And lastly lets turn to the 2024 budget, and budget processes in general

It started earlier, had more meetings, more involvement, more discussion, **was it perfect?**, by no means... But it is a great start, we will improve on it going forward

Over the next few months we will document processes, to improve accuracy, consistency, involvement, and transparency, yes transparency, we have nothing to hide here. We want everyone to know **what** we are doing, and **why**.

Our goal is clear easily understood processes for our day to day operations, operating budget, our repair and maintenance capital budget, our performance and improvement budget, as well as integration with a rolling five year budget, and long range plan.

All of these things are tools, tools to keep the RCSC on track and focused on member needs.

Thank you! Matthew D RCSC GM