

Greetings,

Thank you for being here, and a big Howdy Folks to all of those who will watch this on the internet, or via our website, or perhaps even on a podcast. Is it hot enough for you yet? Hopefully we won't be seeing the mid-120's this summer, like we had last year.

Here are a few items that you may find of interest...

1. Mike Wiprud, our Facilities Senior Leader, and myself met with the leadership team at TriArc at their office in Phoenix last week. We discussed the first step, the Pre-Design and Condition Assessment, for the Mountain View project. We should have a contract for that portion of the work in place next month and are all excited to get this rolling.
2. The Deadwood Initiative is wrapping up with just a couple centers left to go, most of the golf courses are done. There is a noticeable difference to our landscape, with dead trees and cactus gone, and all the palms cleaned from the ground up. This work was long overdue, deferred maintenance it could be called, some of the dead trees have been dead for over five years. This also dramatically cuts down on clean up after wind storms and monsoons. Thanks to all the coordination efforts

to get this done before the monsoons really get rolling, we hope... Bring on the rains...

3. We are moving forward with IPE - Integrated Process Excellence. This will revolutionize the RCSC... I am not kidding, this is a customer focused - success oriented approach to delivering customer satisfaction with a new approach to quality management, which is simple and intuitive, rather than the stale historic ISO 9000 methodology. We will be posting a link to a basic IPE explanation video on our website. Presentations will begin next month to leaders and managers, and continue throughout the summer. The goal will be to refine several short presentations of documented processes for the board to see some IPE results in September.

4. The hot months are also big project months, with repaving and sealing of parking lots, and indoor work like the under stage improvements at the Sundial Auditorium, since the summer historically has been some of the lightest usage times.

Also, Sundial pools and spas are down for three weeks to change out all the water, deep clean the pools and clean the windows and ducts. It has been years since this work was last done.

We just selected a contractor and approved the project to get Fairway Pools and Deck work going as soon as possible. Once we firm up the schedule we will be communicating the closure dates.

5. So now that we have reworked the organizational structure, completed the first ever draft of the five-year budget and ten-year PIF forecast, and started our process development and documentation with IPE, we are kicking off several new safety initiatives in the second half of 2024.

Stephanie Haholy and her team are launching the RCSC Safety Committee next month. This is another exciting and important development that will include the rollout of two safety programs, Safety Plus which is focused on training, tracking, and testing based on the needs of specific jobs, and STOP for Safety, which is focused on awareness, behavior modification, and shifting the culture to make safety a top priority. STOP is short for Safety Training Observation Program.

Safety is a fundamental element of any endeavor, we must be focused on keeping our members, staff, community, and assets safe. As they say, safety is no accident, it takes intentionality and action, but it is well worth it.

Thanks to Stephanie, her team, and all those on the safety committee.

6. I want to mention the ongoing discussions with the Maricopa County Library District about the Library lease. The RCSC has met twice in person with the MCLD and we have made good progress. RCSC has provided the MCLD with a draft lease document, and we are waiting for MCLD to provide revised language on a couple of items in the lease.

In addition, MCLD has several items they thought the Friends of the Sun City Libraries may be able to help with financially. My understanding is that MCLD met with the Friends earlier this month, but no resolution has been reached. This will be monitored closely, I will keep you posted.

7. Finally, I want to say thanks to two valuable members of our team that are leaving us this month. Without their help over the past few years, we would not be in a position to accelerate many of the changes that are already taking place. Randy Bird our IT manager who has created a new heart and backbone for our system. And Angie Bird who has hired and trained many of our staff, and was instrumental in the transition to Center Based Leadership.

Thank you both for your drive and enthusiasm to make RCSC a better place. You will be missed, and good luck on your continuing journey, and future plans.

Thank you!      Matthew D