

Date: 9-4-07
To: NRHA Staff & Employees
From: Craig Sutter

All,

I would like to thank the entire NRHA staff for the hospitality extended to me while attending the August 2007 NRHA board meeting. As a first-time guest at the meeting, I was very impressed with the overall coordination of the event and professionalism displayed by everyone. I was able to meet some new staff members as well as visit with the folks I already knew -- I appreciated being able to openly discuss issues and opportunities with you. One consistent theme I heard was your dedication and passion for both the NRHA and the sport of reining.

After hearing the results of the recent organizational review, I would like to thank you all for your extraordinary efforts to serve the membership. In an environment where simple things are often hard, you are delivering high quality service to the membership in an expedient manner. As an example, I'd like to highlight a recent experience: I sent a competition license application to the NRHA on Monday August 13th from New York City. Wednesday afternoon of that week, I received a call from the office explaining that I had not included all of my credit card information with the application. Even with a 'user error' and the involvement of the US Postal Service, I received my competition license back on Wednesday August 22nd. An end to end turn around time of 8 business days is very impressive. Adding in the challenges presented by process and technology shortfalls, I find an 8 day response to be incredible. I think all members hope your concerns are addressed soon so heroics are not required to accomplish your everyday tasks.

I would like to address a concern I heard some staff members. The membership issues you have been reading and hearing about are related to the leadership of the NRHA -- the officers and directors -- not about your performance or service to the membership. Many people came to OKC last weekend to participate in the process of guiding the NRHA on what we believe is a better and membership aligned path. Our issues with the leadership will be dealt with through the electoral process, bylaw changes and open and direct communication with the board. I want to be sure you understand that your continued efforts to serve the membership, passion and professionalism are absolutely appreciated during this time of change.

With respect and appreciation for a job well done,

Craig Sutter