



Agenda for Board Meeting – December 20, 2017

Meeting Logistics:

12/20/17 11:00a to 12:30p MST

Preparation / To Dos:

- Review documents in Dropbox meeting folder

Location:

218-936-3817

510426#

Board Members:

X Ben Kopp - **Chair**

X Bahman Azarm – **Vice Chair**

X Carson Rivers - **Treasurer**

X Scott Andrews - **Secretary**

X Micah Henderson

X Michelle Hepler

X Ryan Olson

X Dylan Burt

X Sara Bell

X Shawn Tierney – **Executive Director**

Anti-Trust Statement:

It is the policy of the Association for Challenge Course Technology, and it is the responsibility of every Association member company, to comply in all respects with federal and State antitrust laws. No activity or discussion at any the Association meeting or other function may be engaged in for the purpose of bringing about any understanding or agreement among members to:

- (a) raise, lower, or stabilize prices;
- (b) regulate production;
- (c) allocate markets;
- (d) encourage boycotts;
- (e) foster unfair trade practices;
- (f) assist monopolization, or
- (g) in any way violate federal or State antitrust laws.

Any questions regarding the meaning or applicability of this policy, as well as any concerns regarding activities or discussions at Association meetings, should be promptly brought to the attention of the Association Executive Director or the Chair of the Board of Directors.

Absent: NONE

Quorum present? Yes

Others Present: Natalie Hill, Leslie Sohl

Proceedings:

Meeting called to order at: 11:02a MST

Agenda

- I. Review and Approve Agenda
 - Motion to Approve by: Bahman Azarm
 - Seconded by: Michelle Hepler
 - Discussion: none
 - Motion: Unanimous
- II. Review and Approve Meeting Minutes from November 15, 2017 [Approved by BOD](#)
- III. Executive Director Update (*copy attached*)
- IV. Managing Matters Update: (*copy attached*)
- V. Monthly Financial –
- VI. Cash Flow Projections (Shawn)
- VII. Priorities Update: (for greater detail see “TASK LIST Board Priorities 170424.xlsx”)



- I. Savings Plan: \$200,000 in reserves
- II. Government Relations
- III. Program Accreditation
- IV. Increase Professionalism of Conference Workshops
- V. Standards Development Process
- VI. Document and File Management System

Unfinished Business

- VII. Leadership and Nominations Committee Terms of Reference (Bahman)
Committee would work to support and identify nominees and to support board in evaluating volunteer leadership in the Association.
Motion to Accept Leadership and Nominations Committee Terms of Reference: Micah Henderson
Seconded by: Carson Rivers
Discussion: NONE
Vote: YES (8) NO (1) ABSTAINING (0)
- VIII. Insurance Committee Terms of Reference (Shawn) Addressed in ED report.
To be revised, feedback to be submitted to Shawn and submitted for vote in January meeting.
- IX. Accreditation/ Certification Committee Update (Sara) Program Accreditation
Panel is populated and will meet at the conference. They are on track and will meet deadlines proposed. Board will expect an update after Conference.
- X. File Structure (Dylan) Comments incorporated
and staff will provide feedback in January. To be reviewed again in January Face to Face
- XI. Association Direction Planning (Scott and Ben) Tabled to
January meeting.
- XII. Staffing Close Session (Shawn)

Motion to go into closed session by: Bahman Azarm
Second by: Sara Bell
Motion: Unanimous

Motion to leave closed session by: Scott Andrews
Second by: Dylan Burt
Motion: Unanimous

New Business



- XIII. Tasks from Previous Board Meeting – update (et all) [tabled](#)
- XIV. Motion to Amend BYLAWS by Scott Andrews (Scott)
[need to address other changes such as who operates elections, and where committee reports are submitted and to be addressed in January](#)
- XV. Committee Report Forms (Micah and Michelle) [Forms are completed and will still need to be under constant maintenance as Strategic Plan and Terms of Reference are adjusted. These are currently ready to go to Committees for January reports to committees.](#)
- XVI. Board Meeting at the Conference Planning (Ben) [Dates and travel plans coming up. Meeting on January 29 and 30 at conference. Board members to arrive on January 28th so that we can start on January 29th at 8:00am.](#)
- XVII. AGM Planning (committee reports) (Scott) [Melissa has AGM Script that we need to put our info into. Order of events will be published to Board in early January.](#)

Adjourn

Motion to Adjourn

[Motion to Adjourn by: Sara Bell](#)
[Second by: Michelle Hepler](#)
[Motion: Unanimous](#)
[Time: 12:35p MST](#)



To: ACCT Board
From: Shawn Tierney, Executive Director
Date: 12/18/17

RE: December Board Report

Summary of Activities

November Financial Statements: the November DRAFT financial statements are in Dropbox for review prior to the BOD meeting. November was not as strong an income month as October, but we still had net income of nearly \$80k. Carson and I meet weekly, and we continue to make adjustments to our forecast and accountability tool. One of the areas that has drawn our attention is our merchant service fees, which is over budget at this point. Our merchant service fees are averaging over 4.75%, so I am in the process of investigating switching to Stripe for our payment processing.

PVM Symposium: the symposium will be held from 8:00am – 5:00pm on Wednesday, January 31st, and the agenda and registration information was posted to the PVM listserve at the end of November. The agenda will include a review of the survey work that the PVM task force started last year, a review of survey information that the task force has distributed this fall, a report out from the VAP, an update from the ACC on program accreditation, and an update from Ben and myself regarding ACCT strategic planning / direction.

990 Prep and Filing: the 990 tax form was filed electronically on November 22. The final adjusted form is in the November meeting folder.

Program Accreditation: a pilot program was conducted the first week of December with Georgia Tech. Charles Peterson and MB Buckner conducted the site visit and reported that the review went well. Feedback from the review was shared with the he ACC, and that group has continued to meet weekly. Current work involves populating the program accreditation panel (6 members), finalizing documents (i.e., the application, program manual, various checklists, etc.), and preparing for conference related presentations – such as an update at the PVM symposium and a 90 minute workshop on Friday afternoon, February 2nd.

Standard Revisions / CG Meeting: the consensus group will be meeting face-to-face at the conference on Sunday, February 4th from 8:00am – 5:00pm. Eight members of the CG have indicated they will be in attendance. The agenda is currently being developed, but a review of the proposed standard changes from the SDC, and discussion about CG leadership and membership will be included.

ANSI Audit: all of the documents requested by the ANSI auditor were sent to ANSI at the end of October, and the process of reviewing those documents by the ANSI auditor has not yet been concluded.

Board Elections: a member announcement about the elections and current candidates went out in early December for the three seats that are open for election. We received four nominations for the one seat elected by the general membership, and one nomination for the two seats elected by the PVM's. Online voting for the one seat is open until January 13th. Nominations for the PVM elected positions will be accepted until 48 hours before the paper ballot voting at the AGM on Friday, February 2nd. We will continue to send announcements to membership about the BOD elections.

Insurance & Risk Management Committee: the chair for the newly formed committee has made changes to the terms of reference, which also includes a number of strategic priorities for the first half of 2018. The draft is in Dropbox for review. The next step following BOD review/ comments is to populate the committee and schedule a meeting for the group at the conference.

FY18 Organizational Priorities: October Updates

1. Savings Plan

- a. \$200k in reserve account: *DONE*. \$200k was placed in a Chase savings account on June 29th.
- b. \$100k budgeted for each year to reach \$500k by FY20: *On-Track*. The FY18 budget has a net income surplus goal of \$107,842.
- c. 10% net income goal: *On-Track*. The FY18 budget has a slightly higher net income goal.
- d. \$100k liquid minimum: *On-Track*. As of 12/18 our operations account has a balance of \$417,000.

2. Government Relations

- a. Updated position statement: *DONE*. We sent notice of the final statement in the December Clipboard, and it is currently on the website.
- b. Hire a consulting firm: *DONE*. I entered into a Scope of Work agreement with Jason Keith, principal of Public Land Solutions in June.
- c. Organized volunteer system with regional contact identification list: *this will be part of the GRC multi-year plan to be completed by the end of December*.
- d. Jurisdictional approach strategy: *this will be part of the GRC multi-year plan to be completed by the end of December*.
- e. Current standing in each State/Jurisdiction: *this will be part of the GRC multi-year plan to be completed by the end of December*.

3. Program Accreditation

- a. Phase 1 pilot completed by December 1, 2017: *DONE*. A pilot program was conducted the weekend of December 2nd – 3rd. The ACC is reviewing feedback from the program.
- b. Limited opening by July 2018: *On-track*. We will have a soft launch of the program in spring 2018 -- after gathering further input, and making additional changes to the program model.

4. Increase professionalism of conference workshops: *In-process. The conference workshop committee and Melissa extended the review period for 2018 workshop submissions in light of this priority, and will give greater attention to this priority for the 2019 conference.*

5. Standards development

- a. ANSI/ACCT standard revisions: *In process. The SDC submitted proposed revisions in the areas of DPI and Operations to the Consensus group who reviewed and commented on them at their meeting in August. A PINS was filed at the end of September. The document is being prepared for public comment and the CG will be meeting at the conference to further review the proposed changes.*
- b. ANSI/ACCT standards translated into Spanish: *DONE.*
- c. Consensus Group face-to-face meeting: *DONE.* The CG will be meeting face-to-face in Fort Worth on Sunday, February 4th.
- d. Regular meeting and reporting schedule: *DONE.* The SDC already holds monthly meetings, and the CG laid out a schedule for their next three calls.

6. Document and file management system

- a. Pick a new tool: *Has not been done.*
- b. File naming policy: *Scott Andrews proposed a file naming system/policy for BOD documents that was reviewed at the Denver BOD meeting. See file-naming policy in Dropbox.*
- c. File organization strategy and chart: *In process. Dylan has a draft of a flow chart for organizing files.*
- d. Understand needs of ACCT groups: *has not been done.*
- e. Move files to new system: *has not been done.*
- f. Digitize Operation Dept. files for storage: *DONE.* The Ops dept. ANSI files have been digitized.
- g. Train users: *has not been done.*

To: ACCT Board of Directors

From: Natalie Hill (Account Coordinator), Jenny Faucher (President) and Nicole Cork (Account Manager)

Date: December 20th, 2017

STRENGTHENING THE ACCT BRAND

This report is intended to provide an update on our action items, activities, improvements and initiatives we have completed since the last Board meeting, held on November 15th, 2017. This report will be provided to the board on a monthly basis.

Our team, led by Natalie Hill, has been putting a significant focus on customer service excellence to the ACCT membership. This has been done by promptly communicating with members via e-mail, phone and contact forms, and providing answers efficiently and in a timely manner.

We are always looking for ways to save ACCT money and bring fresh ideas to the table.

BOARD & COMMITTEE SUPPORT

- MM has assisted with 30+ PVM training dates by adding them to the website calendar.
- MM has shipped 10+ copies of the ACCT/ANSI 03-2016 Standards and 1 copies of the 8th Edition Standards
- MM has updated membership metrics with assistance of Carson and Shawn to make it easier to read and view yearly membership comparison for Board review.
- MM has been assisting and marking paid PVM membership dues in YM as applicable.
- MM has generated and sent Shawn the November membership revenue report and store revenue report from YM.
- MM has set up Board Elections and voting system on the website.

GENERAL MANAGEMENT

- MM has fielded 150+ membership calls since the last board meeting. Receiving an average of 5 calls a day. Some call highlights include:
 - Membership renewal assistance
 - Job postings
 - Conference inquires
 - Training & certification questions
- MM has assisted with adding 9+ job postings to the Career Center. Among them:
 - 7 Job Postings in December
- MM has responded to 90+ emails and 50+ contact forms via email and through the website.
- MM has forwarded 20+ contact forms to Bill and 10+ phone calls to Melissa in regards to certification and testing and conference related questions.
- MM has sent out 6 of the following e-blasts to the ACCT database:
 - Renewal email (40+ people)
 - Benefits Package
 - December Clipboard
 - Board Elections
 - Inspector Certification Eligibility Documents Due
 - Research Grant
- MM has made continuous updates to the ACCT website in order to make navigation of the site easier. MM has created multiple changes for better appeal, including:
 - Homepage sliding banners
 - Homepage updates – “Whats happening at ACCT”
 - Staff page
- MM has created a new spreadsheet to keep track of all new membership growth initiatives in this new fiscal year.

NEXT STEPS

- MM will continue to assist ACCT members with membership renewals and general inquires.
- MM will continue to grow the ACCT membership and will involve the Membership Work Group in the process.
- MM will continue to assist Weiss Group with Publications & begin producing ongoing clipboards.
- MM will continue to reach out to lapsed members monthly via email and phone.
- MM will continue to update the website. We will:
 - Archive old pages
 - Add an ACCT staff page
- MM will continue to work with Bill and Joyce in regards to invoicing and reaching out to members for the PVM application process.
- MM will send out copies of the ACCT/ANSI Standards on a bi-weekly, or as needed, basis.
- MM will continue to update membership metrics and compare our yearly membership revenue/renewals/new sign ups.
- MM will continue work on a membership plan for this fiscal year, including:
 - Membership expiry emails
 - New membership packages
 - Thank you letters to long standing members
 - Membership benefits

Monthly Management Report

Association for Challenge Course Technology
For the period ended November 30, 2017



Prepared by

Kristi L. Hattig CPA, LLC

Prepared on

January 3, 2017

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Monthly Budget vs. Actuals FY 2017-20187

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Balance Sheet

As of November 30, 2017

	Total
ASSETS	
Current Assets	
Bank Accounts	
Chase Operating	347,037.45
Chase Savings	200,069.26
Total Bank Accounts	547,106.71
Other Current Assets	
Merchant Card - Undeposited Funds	21,108.70
Prepaid Expenses	2,500.00
Prepaid Insurance	6,619.93
Total Other Current Assets	30,228.63
Total Current Assets	577,335.34
TOTAL ASSETS	\$577,335.34
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Credit Cards	
Chase Card	3,519.64
Total Credit Cards	3,519.64
Total Current Liabilities	3,519.64
Total Liabilities	3,519.64
Equity	
Retained Earnings	361,132.37
Net Income	212,683.33
Total Equity	573,815.70
TOTAL LIABILITIES AND EQUITY	\$577,335.34

Profit and Loss Comparison

November 2017

	Nov 2017	Total Nov 2016 (PY)
INCOME		
Events		
Conference fees		
Conference - Other	-834.54	62,973.29
Conference Registration	78,655.50	84,505.00
Conference Sessions		16,284.00
Processing Fee		420.00
Total Conference fees	77,820.96	164,182.29
Event Sponsorships	10,000.00	2,500.00
Exhibit Hall Fees	6,350.00	16,150.00
Symposia	285.00	4,300.00
Total Events	94,455.96	187,132.29
Membership		
Individual Memberships	3,955.00	5,320.00
Organizational Memberships	22,960.00	25,499.80
Total Membership	26,915.00	30,819.80
Operations		
Inspector Certification		12,120.00
Application/Renewal Fees	125.00	
Total Inspector Certification	125.00	12,120.00
Vendor Accreditation	21,600.00	
Total Operations	21,725.00	12,120.00
Other Income		
Interest	13.14	1.09
Total Other Income	13.14	1.09
Publication & Retail Sales		
Job Listings	340.00	
Standards Sales	2,181.00	578.80
Total Publication & Retail Sales	2,521.00	578.80
Total Income	145,630.10	230,651.98
GROSS PROFIT	145,630.10	230,651.98
EXPENSES		
Bank Fees		
Credit Card Finance Charges	72.23	
Merchant Service Fees	5,469.38	391.04
Paypal Fees		-121.30
Service Charges		15.00
Total Bank Fees	5,541.61	284.74
Board of Directors & Governance		
BOD & Committee Meeting Expenses		2,367.34
BOD & Committee Travel		514.35

		Total
	Nov 2017	Nov 2016 (PY)
Total Board of Directors & Governance		2,881.69
Events-		
Exhibit Hall Expenses		
Conference Service Provider	8,562.50	
Total Exhibit Hall Expenses	8,562.50	
Total Events-	8,562.50	
General Operating 1		
Software Subscriptions	206.31	279.12
Staff Travel		
Travel (deleted)		870.96
Total Staff Travel		870.96
Total General Operating 1	206.31	1,150.08
General Operating 2		
Office Rent & Storage	390.00	1,120.78
Office Supplies	12.18	82.09
Postage and Shipping		30.78
Total General Operating 2	402.18	1,233.65
Insurance		
Cyber Policy	107.25	
Directors & Officers	178.21	342.67
General Liability	113.08	
Professional Liability	561.92	
Volunteer Accident	53.33	
Workers Comp	104.80	59.50
Total Insurance	1,118.59	402.17
Marketing		
Other	602.50	
Website Fees	29.99	10.00
Total Marketing	632.49	10.00
Membership Workgroup		
Awards	-1,500.00	
Total Membership Workgroup	-1,500.00	
Operations-		
Inspector Certification Expenses	187.84	2,133.04
Test Materials	1,391.90	
Total Inspector Certification Expenses	1,579.74	2,133.04
Panel & Work Group Expenses	-646.50	1,628.86
Standards Development	200.00	322.00
Vendor Accreditation Expenses	989.40	2,692.60
Total Operations-	2,122.64	6,776.50
Professional Services		
Accountant	2,650.00	1,400.00
Attorney	600.00	

The Association for Challenge Course Technology - Cash Basis

		Total
	Nov 2017	Nov 2016 (PY)
Government Relations	275.00	
Management Company	5,494.77	4,856.90
PR/Marketing	4,000.00	
Total Professional Services	13,019.77	6,256.90
Publications & Retail Sales		
Standards Publication	10.00	
Total Publications & Retail Sales	10.00	
Salaries, Wages, & Related		
Payroll Processing Fees	263.29	89.00
Payroll Taxes	10,335.32	3,048.75
Salaries & Wages	24,829.97	23,611.97
Total Salaries, Wages, & Related	35,428.58	26,749.72
Telecommunications	142.00	
Telephone	87.42	86.94
Total Telecommunications	229.42	86.94
Total Expenses	65,774.09	45,832.39
NET OPERATING INCOME	79,856.01	184,819.59
OTHER EXPENSES		
Other Miscellaneous Expense	108.84	
Total Other Expenses	108.84	0.00
NET OTHER INCOME	-108.84	0.00
NET INCOME	\$79,747.17	\$184,819.59