



MINUTES for Regular Board of Directors Meeting 07 OCTOBER 2020

Meeting Logistics:

10/07/2020 7:30a Mountain Time

Location:

Zoom Meeting

<https://zoom.us/j/8256677745>

Meeting ID: 825 667 7745

Presiding Officer:

Carson Rivers – **Chair**

Board Member Attendees:

Keith Jacobs – **Vice Chair**
 Mandy Stewart – **Secretary**
 Cameron Annas – **Treasurer**

Bahman Azarm – **Member**
 Paul Cummings – **Member**
 Victor Gallo – **Member**

Rohan Shahani – **Member**
 Billy Simpson – **Member**
 Shawn Tierney – **Executive Director**

Additional Attendees:

Melissa Webb, Events Director
Heather Brooks, Program Manager
John Voegtlin, Office Manager
Scott Andrews, Policy Director

Quorum?

Yes
 No

Meeting called to order at 7:34 AM Mountain Time by Carson Rivers.

Welcome Guests & Housekeeping (Carson)

Paul reads the ACCT Mission Statement

The Association for Challenge Course Technology (ACCT) establishes and promotes the standard of care and measure of excellence that defines professional practice and effective challenge course programs. ACCT develops, refines, and publishes standards for Installing, maintaining, and managing challenge courses; provides forums for education and professional development; and advocates for the challenge course and adventure industry.

Paul reads the ACCT 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 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.

Approval of Agenda

Motion:	Review and approve the meeting agenda
Made by:	Mandy
Seconded by:	Cameron
Discussion:	None
Vote:	In Favor – N/A Opposed - None Abstaining - None
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Approval of Previous Meeting Minutes

Motion:	Approve minutes from meeting held 16 September 2020.
Made by:	Keith
Seconded by:	Rohan
Discussion:	None.
Vote:	In Favor – N/A Opposed – None Abstaining – Mandy
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

ED Report

- ED Report in meeting folder in Drive [2020-10-05 REPORT ED to BOD].
- Budget deficit currently projected to be lower than approved by BoD due to receipt of PPP funds.

Treasurer's Report

- Revised financial planning review is underway due to changes in conference format/expected income.
- Finance Committee to review changes within the next week and provide feedback.

Staff Reports

- Events Director
 - Quarterly Department Report in meeting folder in Drive [2020-10-01 REPORT Event Department to BOD].
 - Shifting conference to a virtual platform requires use of majority of budgeted funds to facilitate.
 - Bandwidth and connectivity are of great importance for a fluid conference and will be a critical factor to facilitate, monitor, and be aware of.



- Program Manager
 - Quarterly Report in meeting folder in Drive [2020-10-02 REPORT Program Manager to BOD].
 - Plan for virtual assessments for Vendor Accreditation and Inspector Certification is in development and is being reviewed and approved by appropriate parties/groups.
 - Plans for adjusting QCP hours requirements (due to COVID-19) is being developed and will need review by ACC when ready.
- Office Manager
 - Quarterly Report in meeting folder in Drive [2020-10-01 REPORT Office Manager to BOD].
 - John to do a comparison of membership numbers for 2020 vs pre-COVID-19.
- Policy Director
 - Quarterly Report in meeting folder in Drive [2020-09-30 REPORT Policy Director to BOD].
 - Coding needs to be updated in order for Puerto Rico, Guam, and other US territories to be included in the Reg Map.
 - Scott to reach out to countries adjacent to Costa Rica and work with International Committee to identify additional opportunities for immediate outreach.

Committee Reports

- TIRE
 - Quarterly Report in meeting folder in Drive [2020-10-02 REPORT TIRE Committee to BoD].
 - Coordination with how work of the TIRE Committee gets implemented, and how their work relates to work from Conference Work Crew and ACCT Academy TF needs to happen moving forward.
- ACC
 - Quarterly Report in meeting folder in Drive [2020-10-02 REPORT ACC to BoD].
 - Executive Committee of ACC are meeting to make a plan for ACC succession planning for the future.
- Finance
 - No formal report received.
 - Finance Committee will be submitting draft policies and procedures for basic transactions of the association, as well as costs for performing an independent audit.
- International
 - Quarterly Report in meeting folder in Drive [2020-10-05 REPORT International Committee to BoD].
 - Providing IC with some level of credentials needs to be balanced with understanding where lines are drawn between doing field work and actively representing ACCT.
- Leadership & Nominations
 - No formal report received.
 - Group has not met.



- Ethics
 - Letter from Ethics is in meeting folder on Drive for BoD review.
 - No formal report received.
- Insurance & Risk Management
 - Quarterly Report in meeting folder in Drive [2020-09-30 REPORT Insurance and Risk Management Committee to BoD].
 - Request two conference attendee passes for volunteers from Appalachian State who are working on the data analysis project.
 - The request of \$1000 stipend for the project needs to be evaluated further.

BOD Emeritus Report (Carson)

- New draft of proposed Tim Kempfe Leadership Award is in meeting folder for review [2020-10-07 INFO The ACCT Tim Kempfe Leadership Award – PROPOSED]
- New draft of proposed Awards Committee is in meeting folder for review [2020-10-07 INFO ACCT Awards Committee – PROPOSED]
- Board Emeritus has shared thoughts regarding PVM BoD election procedures. PVM Mergers and Acquisitions, and Ethics Process with BoD. BoD to review and discuss at a future meeting.

Motion:	Move into closed session
Made by:	Paul
Seconded by:	Keith
Discussion:	Purpose of closed session is to discuss letter from Ethics Committee to BoD.
Vote:	In Favor – N/A Opposed – 0 Abstaining – 0
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Melissa, Heather, John, and Scott leave the meeting at 9:29 AM.

Motion:	Exit closed session
Made by:	Keith
Seconded by:	Bahman
Discussion:	None.
Vote:	In Favor – N/A Opposed – 0 Abstaining – 0
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

BoD exits closed session at 9:33 AM.



Motion: Adjourn the meeting.
Made by: Bahman
Seconded by: Keith
Discussion: None
Vote: In Favor – N/A
 Opposed – 0
 Abstaining – 0
Motion Carries: Yes
 No

Meeting adjourned at 9:34 AM Mountain Time.

APPROVED



To: ACCT Board
From: Shawn Tierney, Executive Director
Date: 10/5/20

RE: October Board Report

Summary

September Financial Statement

The draft September financial statement will be placed in the Finance Drive (Finance - FY20 Financial Planning – Monthly Statements and Financial Reports) by Friday, 10/9.

Revised FY21 Budget

A revised FY21 budget (based on the transition to a virtual event) was reviewed on the 10/2 budget call. The chair sent the revised budget to the finance committee and we are awaiting their feedback. The revised deficit is currently projected at (138,573). The BOD approved FY21 budget deficit was (\$154,761).

Major factors for the reduced amount are:

- The PPP money (\$61,400) is now reflected in the revised budget as income, based on the assumption that the loan will be completely forgiven, and on the recommendation of the finance committee.
- Virtual event revenue is approximately \$129,000 based on member, non-member, and exhibitor registration fees, and the further reduction or elimination of various in-person expenses such as hotel room blocks, F&B, travel expenses, etc.

31st Annual Virtual Conference Registration Launch

We are planning to launch conference registration in late October. See Melissa's report for all the details on planning, etc.

Schedule of events, and items the BOD will need to plan and prepare for:

- BOD Meeting (this has historically been a full 2-day meeting prior to the conference)
- AGM – presentation with report outs, committee reports, announcement of election result for seat voted on by general membership, etc.)
- PVM Voting
- Dialogue with ACCT Leadership

BOD Elections

The election process for the 1 seat elected by the general membership will open in late October, and online voting for this seat will be open until early December. The Chair, Vice-Chair and I met on 10/2 to begin some initial discussions and planning for the elections.

Committee Reports for the 10/7 BOD Meeting (Chairs and Liaisons)

- TIRE (Rich K/Rohan)
- ACC (Micah / Billy)
- Finance (Jen/Cameron)
- International (Ken/Victor)
- Leadership & Nominations (Big Dog / Keith)
- Ethics (Charlie / Paul)
- Insurance & Risk Management (Randy / Bahman)

Staff Reports

All of the staff reports are in the meeting folder.

990 Tax Prep

The bookkeeper and I have started prep on our 990-tax filing. The deadline for filing is November 15. I will place a copy of the 990 in the 11/4 BOD meeting folder for review prior to filing.

Staff Board Report

Name: Melissa Webb

Date: 10/1/2020

Please provide a brief narrative of the projects, initiatives, and tasks that you have completed (or are ongoing and in process) since the last F2F BOD meeting:

- **2021 Spokane:**
 - After months of proceeding with preparations for our live conference in Spokane (including finalizing our digital registration brochure) we paused to check in with Spokane city officials, hotel partners, and health officials to determine the reality of hosting an in person event in the city.
 - As of August 27th ACCT was officially released from any financial obligation as a result of pivoting from our in person event in Spokane to a virtual conference per the recommendation from city health officials as a result of the current status of COVID-19 in the county / state.
- **2021 Virtual Conference:**
 - Dates: The virtual conference will occur between January 19th – 20th, 2021 (business days only).
 - We shifted the event a week earlier to avoid any overlap with the ACA virtual conference.
 - Platform: We have identified that we will be using the CVENT Attendee Hub platform for our virtual event. Once we officially invite attendees to access the hub, they will have access to that content for an entire year.
 - Partners: Since we are hosting an event in 2021, we are still responsible for our contract with HPN. We are currently assessing what professional services they will provide, what professional support will be received directly from CVENT, as well as what will be managed in-house via ACCT Staff, the Conference Work Group (CWG), and Service Crew Volunteers.
 - We have identified the various roles needed to pull off the virtual event successfully and have a tentative list of which group will be taking lead on the various pieces and hope to have that somewhat finalized the first week of October.
 - All these roles will be dependent on the person being tech savvy and having stellar internet connectivity to avoid a technological breakdown in implementation. This is my primary concern with hosting a virtual

event knowing there is not budget dollars allocated for there to be multiple “command central” locations with back-up contingency plans.

- Structure: The virtual event will span 9 days based off the Mountain Time Zone (ACCT Office location) but we took into consideration our global membership for scheduling of all events.
 - Week 1: the first four days of the event will be 7 different pre-cons spread out with 3-4 courses running concurrently each day.
 - Week 2 will consist of the following:
 - AM General Session Workshops Monday - Friday
 - Mid-Day Open Forums for Affinity Groups / other open forums we received workshop submissions for - *FREE*
 - PM General Session Workshops Monday - Thursday
 - AGM Monday Evening - *FREE*
 - Networking Events Tuesday – Thursday evenings
 - ACCT Awards Friday evening - *FREE*
 - Exhibitor Hours will be Monday – Friday for 4-5 hours each day between the AM / PM General Sessions
- Workshops: There will be 4 session offerings to choose from during the AM slot each day and 5 session offerings available during the PM slot each day.
 - More is being offered in the PM slot to accommodate some of our international presenters.
 - We did reach out to our international PVM’s asking for them to consider presenting in our virtual event but did not receive any response to that request.
- Rates:
 - Attendee rates will land somewhere close to 50% off normal conference attendee rates. We will be offering ACCT Member, Non-Member, and Student / Military pricing. There will not be single day access or exhibitor only passes available due to the nature of how we have structured the event.
 - Pre-con & General Session Presenters will still receive 50% off based upon the time of registration
 - Service Crew volunteers will still receive 50% off based upon the time of registration
 - Advertising / Exhibitor / Sponsor rates are still being fleshed out as there is some uncertainty on actual value vs. perceived value.
- BOD Needs:
 - Discuss plans for hosting / executing the BOD elections virtually outside of the conference platform.

- Please let me know ASAP if you anticipate needing any volunteer support with pulling this off.
 - Discuss plans for hosting /executing the AGM
 - Decide if you would like the Dialogue with ACCT Leadership to be offered as an open forum slot, tagged onto the AGM, or not a part of the virtual conference at all.
 - Assist in the brainstorming process for the ACCT Awards / recognition night.
- **Future Conference Locations:**
 - We are currently still in a holding pattern on sourcing locations for 2024 because of Covid-19 as well as the room block issues, we have experienced over the last few years.
 - There needs to be an extensive conversation about this to stay on track with future contracting.
 - Perhaps its time to revisit overall conference schedule for efficiency for attendees as well as to reduce conference meeting rental fees?!
- **Exhibitor Policies (LIVE):** This still needs some attention from the BOD / BOD Emeritus to fine tune the existing Exhibitor Policies. I.E. Who will enforce these policies? What repercussions should there be for someone in violation and who will enforce them?
- **ACCT Awards:** Currently the plan is for much of the Awards presentation to be pre-recorded except for perhaps the Critical Link presentation. **Will need a BOD assist on planning / execution of this portion of programming.**
- **ACCT International:**
 - I do not have any updates on this currently.
- **PVM Symposiums:** This will be hosted outside of the virtual 2-week conference and will not be produced via the CVENT platform. The agenda for this is typically driven by the PVM's and I am happy to assist with their registration via the YM platform if needed.
- **Professional Development:**
 - I have participated in a numerous virtual conferences / event webinars / training to try to educate myself and prepare for supporting our virtual shift. In the last two weeks spending a significant amount of time participating in the following:
 - CVENT Connect "Behind the Scenes" Series
 - *Lessons Learned in Planning a Memorable Virtual Experience*
 - *Proving the Value of Virtual to Attendees and Your Stakeholders*
 - *Designing + Producing Engaging Virtual Experiences*
 - *Mastering the Sales & Marketing Volley*
 - *How to Scope and Implement Virtual Event Technology*
 - CVENT Virtual Events Trainings
 - *Virtual Events Landscape*
 - *Creating your Virtual Event*

Please provide a brief narrative of the upcoming projects, initiatives, and tasks that you will be working on between now and the next F2F meeting of the BOD:

Committee/Panel/Work Group Projects: Identify projects or initiatives that are currently being pursued within the committee(s) / panel(s) /or staff work groups that you oversee and write a brief description of the status of each project identified.

- **Conference Workgroup (CWG) Update** – The CWG has been meeting regularly since March. Until recently these meetings have been focused on providing updates on the workshop review process as well as the status updates on communications with officials in Spokane. The group is on board with the shift to virtual and ready to jump in and assist as needed. Now that the platform and specific roles have been identified we are beginning to dig in. We will be meeting weekly for brainstorming / logistical calls in addition to our monthly full group update call as well as weekly workshop coordinator calls. I have great concerns about the substantial amount of work ahead and the time required to implement this event. While they are eager to support ACCT however possible with this, I am also trying to be realistic with the fact that these folks are volunteers and will do everything I can to avoid volunteer burnout with this team. The workload is a lot and the time requirement to pull this off has increased significantly from a pre-event perspective vs. the live event ramp up. This team works very well when all together and it appears that will not be the case for our virtual event based upon budgetary restraints. That said we will need to be creative with communication and resources.
- **Resources Needed** –
 - Potentially tech savvy ppl with stellar internet connection for assistance in producing various components of the virtual conference.
 - If registration revenue or sponsorship allows for it, setting up “command central” for production with a few tech savvy CWG members to travel to location.
 - In a perfect world there would be more than one of these locations to ensure backup-up technology / bandwidth is covered.

Staff Board Report

October 2nd, 2020
Heather Brooks
Program Manager

Inspector Certification

It is time to revitalize a program that people no longer see a strong value in. I have been reviewing comments and working with many people to put together a plan of action. This program needs to increase marketability and restore its reputation with not only members in the community but also with AHJs.

2019-2020-

- Getting the right people in the right seats
- Updating some of the questions in the exam
- Breathe new life into the Prep Course.

Both Micah and myself would say the ICE program progressed about 30% in moving in the right direction.

2020-2021-

Because of COVID, it has created larger steps in my plan than I had originally anticipated.

- Prep Course overhaul for Conference 2021
- Eligibility is being revised and updated with more realistic expectations mostly in the realm of In-House Inspector.
- All exams will have more process questions
- Introduce manufactured guideline questions and have less unnecessary questions that do not show much to support the knowledge of the inspectors.
- All exams will also be available in a digital form moving forward.

By the end of our fiscal year, I am hoping to report that the progress bar has superseded 60%.

2021-2022-

- Strengthening the In-House track to be something that can be used to enhance Operation Accreditation
- Create a universal cover sheet for ACCT Certified Professional Inspectors
- Create more ACCT Inspector Trainings
- Work with Scott Andrews to work on a plan to bring this program to AHJs.

1. ICE Testing Events:

Hawaii: January 22nd and 23rd.

- 11 individuals attended both. 1 of the 11 testers was a recertification. 2 out of the 11 did not pass. Out of those 9 people, 3 have received certificates. The remaining 6 are still working on 3rd-party training requirements. This event is still open

Raleigh: February 9th

- We had 53 testers in the room. Since this event, 2 people who applied late due to confusion did not receive certificates due to a prolonged time lapse of receiving appropriate documentation. This testing event has been completed and closed.

-Future Testing Events-

- Harrisburg, PA. Fall Testing Event (CANCELED)
This testing event was in conjunction with the PA Amusement Ride Safety Seminar and the Seminar has been canceled. Because of this cancellation, I have been researching and putting together options for virtual testing. More information is stated in this report.
- Conference Testing (VIRTUAL)
With the Conference going virtual, the testing event will also be virtual. From those who did their 2-year renewal in 2019, 68 inspectors should be doing testing renewals during the conference testing. I plan on holding 2 testing times so we can be more inclusive to international testers.
- Fall Testing (Contingent on Approvals)
I am tentatively planning a small virtual testing for only the 7 4-year renewal testers the week of November 16th.

2. ICP:

The Panel is still working on updating the Eligibility Requirements that are stated in the policy. This has gone back and forth from the ACC to the ICP for clarification and definition updates. The most recent edits are currently with the ACC and will be reviewed at the upcoming meeting October 15th.

3. IC Prep Course Workgroup:

The ICP created a Prep Course Task Force that I have recently turned into a Workgroup. This workgroup still has the same ToR of creating a curriculum that can be used for an 8 hour prep course for the conference. (attach ToR) In the creation of this curriculum, I instructed this group of volunteers to look at this task differently than what has been done in the past. With a history of creating a prep course based on the test, I have instructed this group to throw out the idea of matching to a test, the test should match the course. We have put together a curriculum based on what inspectors need to know. I have been writing new questions for all levels of the exam based on our findings and submitting them to the ICP for review and approval. This curriculum is still in draft form. We plan to submit the final curriculum to the ICP by November 6th to review and approve at their November 12 meeting. It is my plan to pre-record the Prep Course into virtual sessions that will have live Q&A when the recordings are being presented.

4. Virtual Testing Information:

In anticipation of the PA Seminar possibly being canceled, I have been working on figuring out options to replace the testing event with a virtual option since July. At that time, the ACCT conference was still planning on an in person event. I started the process of looking at LMS's and proctoring platforms that would be helpful in conducting a successful ICE event. This search broadened to the rest of the Staff as we also anticipated the conference would most likely be virtual. When the conference switch was made, an attempt to find an LMS was set aside to ensure the needs of the conference were met first with the budget we have.

Because there is not available funds outside the conference platform, I have chosen, with the support of the ICP, to work through our SurveyMonkey account to put together the exams as a digital test. At the ICP "Face to face" Zoom meeting September 22nd, we reviewed the front end and back end of SurveyMonkey as well as reviewed the [Level 1 Sample Test](#) that I had put together for the assessment of the testing experience. We aligned the current guidelines with mutual virtual guidelines that will still satisfy the current guidelines. The Virtual Proposal was sent to the ACC Chair October 1st and then to the rest of the ACC on October 2nd. This proposal will be reviewed at their October 15th meeting. After the ACC reviews the documents, the ACC will pass them to the Board as an update. Because it is an explanation of how the virtual offerings will be set up to meet existing guidelines, this update should not need a Board vote for approval.

With the switch to virtual, we now have the capability to reach more people around the globe and cater some testing times to better suit our international testers. We can provide more events throughout the year to smaller testing groups and still provide in person events in the future.

Vendor Accreditation:

1. New Applicants/ Inquiries:

- RedPoint Adventures LLC is currently in the process of Preliminary Application stage for the second time. The VAP is waiting to receive their updated Inspection Report to finalize their Preliminary Application. A couple of emails have been sent letting them know to reach out if they need anything and for updates I can bring to the VAP, and I have not heard anything back.
- Challenge Works submitted an application to add CCM to their certification services. This has been Approved
- American Adventure Parks Systems is submitting an application to add certification services to their accredited services. This is still in review.

2. PVM Audits:

- There are 11 PVMs that are doing site reviews. Emails were sent out to get a feel for how those 11 felt in regards to site reviews as it relates to our current COVID situation. Wayne, Shawn, the ARs and I had a call to discuss our options for how to conduct the reviews this year. The virtual option was created with the VAP. This was sent to ARs for their review and input. Changes were made and resubmitted to the VAP. This plan was then brought to the ACC for final approval. This virtual option is exactly what it says, a virtual OPTION. PVMs were still offered the chance to have their Site Reviews done in the same on-site option as it has been done in the past.
- 2 PVMs are doing the on-site option a
- 9 PVMs are doing the virtual option.

Planning technical reviewers for this round has been difficult since borders are closed and ensuring that conflicts of interest are recognized before assignments. With the creation of the Alliance Collaborative (No judgement!) it did make it difficult to assign TRs that were not connected in this new way.

- 2 companies have invited their review teams and myself to their folders to review documents.
- 1 company has said they are working on putting together videos.
- 1 company has requested an extension until after November 1st.
- Remaining 7 companies have not started scheduling.
- 1 AR has been difficult to communicate with, 1 has offered to travel but couldn't start until October, and the 3rd AR is starting to review documents submitted by one of the two companies.

An extension for Training Videos was approved by the ACC because trainings have been cancelled due to COVID. The language is as follows ***“If virtual training was an option to record and review. If it is not, then it is ok for the PVM to send in their documents for the document review to start the process, and then they need to submit a date for the first scheduled training.”***

3. VAP:

There is still some tension between VAP and ACC but it seems to be going a lot smoother.

- The ACC has decided that the Annual Reports will be the same format as used in recent years and some updates will need to be made. Annual Reports will be sent out sometime after the October VAP meeting.
- The VAP was charged at the conference F2F meeting by the ACC to update and revise the Vendor Manual to be used for a Vendor Accreditation Reviewer track.

4. Vendor Accreditation Reviewer Task Force:

This is a new task force put together by the ACC to start working on a Vendor Reviewer track similar but NOT identical to the Operation Accreditation Reviewer.

- Survey was sent out to PVMs to get their input and feedback on Reviewers and process.
- ACC will review and revise current TOR to include helping a new PVM Design Task Force.
- A new style of meeting will be incorporated with the collaboration of these two task forces. There will be open meetings based around specific topics for PVMs to join and participate. I personally hope this can be incorporated into other parts of the Program Department

Operation Accreditation: Live as of July 15th

1. Operation Reviewers:

- Korey Hampton and I did ACCT's first virtual training with 8 trainees for Operation Reviewer on September 26th and 27th, 2020. This was done by doing two hour increments twice each day to cover the eight hours of training.
- The Task Force sent out a survey after the virtual training for feedback in hopes to recommend improvements to future training. This is the same survey that was sent to the conference training group.
- Operation Reviewer Listserv has been created and will be used to communicate with the 38 Reviewers as well as provide some continual learning. We plan on posting scenarios on a regular basis to help keep communication and consistent understanding throughout this group.
- Currently working on the OR Community Shared Drive.
- OR list is on the ACCT Website and has been updated to reflect the virtual group.
- I am putting together an outline of the Certifications website that will soon include OR and hopefully in the future Credentialed Trainers.

The Operation Reviewer Agreement has been the contributing factor to why everyone who has been approved is currently not on the list.

2. Operation Accreditation Applications:

- Currently 0 application have been submitted
- Through communication with some reviewers, I have heard of roughly 5 that have started communication with operations to start the Review process.

3. OAP:

The OAP has been a support group with Operation Reviewer at the moment. More information on Tim Prairie's Report.

Reviewer Panel: (Coming Soon) This is in the works of being created and will cover both Operation Reviewers and Vendor Reviewers

Trainer Credentialing Task Force:

- This Task Force is still reviewing the feedback of their curriculum from their reader group. It is planned to have this completed and to the ACC before the end of the year. After that is completed this group will disband and a new group will be created to proceed with next steps.

Universal Portfolio Task Force:

A Universal Portfolio Task Force has been put together by the ACC with Kathy as the Chair.

- This group will receive a revised TOR from the ACC to include QCP
- Definitions, formatting, functionality, and

PROGRAM SUMMIT ZOOM F2F

This [Zoom](#) event will be held October 22nd and 23rd. Sessions will be 90 minutes starting at 9am MST and going to 1pm MST both days. The agenda for this will be available soon.

NONE PROGRAM RELATED TOPICS

1. PVM “Monthly” Calls:

The PVMs (CDI) started hosting their own calls to keep communications between each other. 2 calls were done by CDI and then I hosted a [call](#) on August 31st. There were more than half of the PVM community represented on this call I hosted. My call was to lay the base level of what is going on in the Program world including some info for each Committee, Panel, Task Force, and Workgroup. I let them know a quick overview of what each group is tasked with and what they can expect to see in communications from these groups. In future calls, It might be nice if Board members give a quick association update. I think that is something PVMs would like to see.

2. PVM Symposium:

With the change in conference going virtual, the PVM symposium will also be going virtual. I started communication with Erik Marter in September on what he would like to see for the conference symposium and since that conversation I have been working with Melissa to help plan the best time to host this event. I am ok with working with the Marter’s or whomever ends up planning this event. I am hoping to have more information on this within the next month.

To: ACCT Board

From: John Voegtlin, Office Manager

Date: 10/01/2020

Staff Board Report

1. Office Manager: The adjustment to work-from-home during the pandemic has continued to go smoothly. The phone system handles forwarding calls to the office line to my cell phone without a hitch and even goes to the office voicemail system, and not my personal one. I've brought the remaining supply of print copies of the standards home and have been packing and shipping them here. If mail is received that needs to be processed by me in YourMembership, Heather or Shawn have sent the appropriate information to me via Slack to make that happen.

The Three-Month extension we provided to all members with expiration dates in March and April was bound to have an effect on our June and July membership income, so I made an effort to track how much of our June and July income was deferred income from past months. I calculated that of June's total \$11,515 dues collected, \$2,065, or just under 18%, was deferred from March and April (had been extended to July, but paid early). In July, \$6,400 was deferred from April, or just under 39% of the \$16,540 total dues income.

A lot of time these past few months has been spent helping Melissa and Shawn evaluate and decide on a platform for a virtual conference. I tried my best to look at these platforms from the angle of a potential attendee, my former role as a workshop coordinator, and the lead tech staff for the association. I am happy with the decision to use CVENT's platform and hope it lives up to the potential I can see in it.

2. Work which coincides Board Priorities

a. Increase Membership and Value:

- There are only a few remaining memberships using "old" member types like "Organizational." Member numbers and types of memberships should be mostly accurate at this point. The number of expired "Individual" members may be a bit inflated since that's what a detached sub-account becomes in our current process. Will be looking into a better way to categorize those people so that they can still join as individuals or be attached to another account, but aren't inflating numbers in categories they shouldn't.
- Informz Marketing Platform. ~Bi-monthly email Newsletter and Member Update emails are completely transitioned to Informz. We also imported past Conference Attendees and Conference Sponsors & Exhibitors into their own target groups and Melissa has used the tool for some early conference messaging. Potential to use this platform for "Win-back" and "Welcome" campaigns became even more of a reality when Informz introduced pre-made campaign templates with these goals in mind.

- I've maintained our current facebook Where Are You Wednesday content and will also post the pertinent newsletter article content/links in the weeks following each newsletter. I've also revived the use of our LinkedIn, Instagram, and Twitter accounts and am currently in the process of deciding the best times and content for each platform.
- ACCT Academy is still hoping to populate their workgroup. A Terms of Reference has been written and some communication for potential content providers and more volunteers has been drafted. Conference Workshop Coordinators, provided a list of possible pre-vetted content creators. A conversation is planned in the near future with the Educational Task Force (of TIRE) that should clarify how those groups can help each other effectively.
- ACCT Regulation Map has continued to be updated by Scott. I set up an auto-post to our Twitter account that he can choose to turn on or off with each update he posts.
- We would still like to refresh and redesign the main header of the ACCT site and apply any new branding that results from a redesign to the other ACCT sites (regmap, certifications, etc.) Any changes above the main menu & content require YM support, so we'll have to experiment in a test environment, and contact them when we're ready to make the change.

b. Transparency

- Requests from a couple of volunteer groups have driven some progress on making public pages for each group. The process of collecting and getting updates to the information to be posted is being included in the efforts to revamp Volunteer Recruitment and intake.

3. Membership Workgroup:

- Membership inherited the Volunteer recruitment session for the 2020 conference. The focus on this process and the lack of any presence by Leadership and Nominations has led to a discussion between the chairs of those groups, the staff, and the liaisons in the hopes of clarifying and redefining the roles of those groups and cleaning up the volunteer intake process. While no changes were made to either group's Terms, Membership has gone ahead with work on improving the Volunteer process.
 - a. Plan to consolidate the current two forms (Volunteer Inquiry & Volunteer Application) into one form to avoid confusion.
 - b. Tracking of submissions in an Asana project, and notification of submission being sent to a Membership slack channel (as well as standard email notification to me)
 - c. Assigning a membership work group member to that submission to clarify any outstanding questions and forward the application to the appropriate group chair(s)
 - d. Schedule and assign follow-up tasks with both the chair and the volunteer (to eliminate the feeling of being forgotten that happens so often in our current process).
- Volunteer Recruitment seemed to fit together with the concept of having a public page for each Volunteer Group, so Membership has also done some work on a form that would collect the information for this page INCLUDING information about how many volunteers they're currently looking for and what those commitments would be like.

- Informz will give us the ability to set up a welcome campaign, that includes the welcome packets that this group worked on. I've asked this group to start thinking about what parts of the packet would be good first, second, etc. messages.
- Heather had started a list of companies for outreach to prospective members and I will be re-introducing that data to the group for future tasks after the conference (another potential Informz campaign).

4. PR & Marketing Workgroup:

- Chair stepped down. Will reach out again to this group about choosing a new chair.
- Would like to involve them in crafting campaigns for Informz

5. IT Workgroup

- Ben Haase has joined this group
- Worked to transition some more forms to Jotform
 - Logo Usage Application.
 - Committee Reports
 - Volunteer Meeting Request Form
 - Volunteer Group Budget Request Form
- Outstanding/ongoing goals
 - A Calendar exists to help avoid Zoom use conflicts, but getting all groups to check it before scheduling their calls doesn't always happen.
 - Technology Use Policy has been started and reviewed by all members including Ben but still needs some work before it's ready. It may also lead to a supplemental document that instructs/reminds the chairs of volunteer groups what their responsibilities are in regards to our technology and the onboarding and offboarding of members to their groups.
 - Evaluate other tech services to be sure we're using them to their potential.

Summer 2020

Policy Director Board Report

Scott Andrews

Submitted: September 30, 2020

Legislative Action:

There are several states and one province in Canada considering regulation of amusement devices which would affect zip lines and adventure parks. Some regulation would also affect challenge courses at traditional camps.

CALIFORNIA:

In the late spring, SB955 was deferred by the Legislature's response to Covid-19. The state stopped all legislative efforts that were not focused on the pandemic. As it appeared this bill was dead in this legislative session, this was a great relief.

In August, the same Senator who proposed SB 955 amend an existing bill to add all the components of the SB955 into a bill already approved by the state Senate. The amendment returned all the old language to a new bill and brought the very detrimental legislation back to life. The bill was finally defeated in the legislature in August when the legislative leaders focused all efforts on Covid-19 and at least one committee chair had significant issues with the bill.

Currently, I am continuing to communicate with the California Collaboration For Youth (CCFY) and Western Association of Independent Camps (WAIC) to coordinate a proactive response that will help assure a useable and high quality regulation of resident camps in California as well as challenge courses in those camps. I expect a new bill will come before the legislature in the spring of 2021.

VIRGINIA:

The Commonwealth of Virginia regulates amusement devices through the division of Housing and Community Development. This department has a 5-year cycle of code adoption. In early winter 2020, several PVM's and I worked to insert new language into the late stages of the code adoption process. Monitoring the suggested language through the code process required attending seven virtual meetings and hearings.

The changes suggested by ACCT have been left out of the new code. Communication with Virginia Commonwealth Staff who work with the code committees has clearly shown encouragement for starting now to influence the amusement code in the future. The time before the new cycle starts will be used to grow support among the committees controlling the code for the changes ACCT desires. The state will start the code adoption cycle again in about two years. When the code cycle restarts, ACCT will have specific language drafted, and volunteers ready to speak on behalf of the code changes which should support a different outcome.

It is important to note the learnings from this experience. First, virtual meetings have no expense requirement from ACCT. No staff or volunteers must travel to the site of the hearing or meeting. No

work time is lost traveling. Staff attending remotely are on the same footing as all the other attendees. This is a significant advantage in the regulatory environment. Second, this clearly showed that a well-crafted plan to allow ACCT staff and volunteers to be proactive in state process, and to the extent possible, be aware of the state's process is important to success. The process in Virginia was made more difficult because goals were not clear, volunteers were not ready to move forward, and staff and volunteers had not cultivated the relationships with code committee members.

WISCONSIN:

The state of Wisconsin has begun the process of updating the existing requirements for permitting recreational and educational camps. The updated codes will likely include specific requirements for challenge courses at camps. I am in contact with the staff at the state and have answered their questions about the ACCT Standards. I have attended several meetings and contributed draft language to the state for use in regulation. Over the next 4 months I will continue to meet with state staff and coordinate the response of members in the state to support the changes.

BRITISH COLUMBIA

TSBC has forwarded their proposal to the Ministry. BC Camp Association has retained a lobby group to affect their efforts to change or deflect the regulation of camp challenge courses by TSBC to the ASTM standards. Kathy Haras and I are continuing to provide technical assistance to BCCA and TSBC.

Government Relation Planning

The historic posture of the Association toward regulation has been reactive. We wait for regulation to be proposed and then push against it. This creates a situation where ACCT is always responding to someone else's ideas. We are not the ones shaping the debate. This year I have started to change the posture of our government response to a proactive stance. The Association needs to be the ones laying out or defining the conversation about regulation as much as possible.

In the summer, I started a process to move toward a proactive approach to regulation. The first step of this process was to assemble a group of volunteers to clearly articulate the goals of the Association in government relations. This group of 11 volunteers including the existing Government Relations work group meet twice in September to write the 4 key goals of Government Relations efforts. I see it as essential that the Government Relations effort have a clear set of outcomes across the US to assure alignment of actions and most importantly clarity of message. Those goals are attached to this report.

The next step is well underway and will be completed in the next 60 days. This step is the creation of a comprehensive plan outlining not only the key nation-wide tasks such as writing draft regulatory language and examples of materials volunteers can use in their work with states, and a state by state review of regulation. The review of regulation will lead to a detailed plan of what states to address when and specific regulatory goals for each state. For example, Washington is a regulated state and that regulation is not clearly articulated for owner/operators. One possible action is to draft updated language to take to regulators in Washington which would clarify the existing structure.

An Additional task will be to recruit volunteers in each state who will help drive actions forward. In all cases, the most influential people in a regulatory process are those constituents who attend meetings, write letters and comment on suggested regulation. That these people are residents of the state is

important to regulators. ACCT needs to have as much grassroots activism as possible. The drafting of sample materials for these groups will be a key step in executing the plan.

COVID -19 Response

Throughout the late April, May, and early June, I coordinated the Think Tank meetings to help create conversations about the needs of the industry in response to COVID. The Think Tanks were a success and generated resources for the community to address concerns and needs. I also facilitated presentations with an attorney on the PPP loan forgiveness and at Shawn's request represented ACCT on the API Huddles. I published industry information on the ACCTREGMAP.ORG blog. I participated in seminars from Climbing Wall Association, ASTM, NASBSA, and European Ropes Course Association to understand how other groups were responding and to forward valuable information to members.

Consensus Group:

Since the last report, I have supported the Consensus Group in the following ways: Taken and maintained minutes and records of monthly meetings; advertised for new members, and supported the long-term planning process conducted in June, July, and August.

During the summer, I attended 6 online training programs presented by ANSI. These focused on all aspects of accreditation, public comment processing, and auditing of ASDs. The trainings were extremely helpful in understanding the way ANSI functions, its expectations of ASDs, and requirements for handling draft standards and public comments. Additionally, I have been reading the procedures of other ASD's to develop a better understanding of how others structure their standards process. This research and the trainings provided a broader view of ANSI and their expectations for standards development.

The forced removal of the PRCA representative from the Consensus Group created a need for communication with ANSI. The recent history of the PRCA membership is important to understanding the gravity of the situation.

In fall of 2018, ACCT and PRCA were both required by the ANSI Executive Standards Council to add a member of the other group to their Consensus Body. ACCT added a PRCA member in November of 2018. This action fully met ACCT's obligation laid out in the October 2018 memo from the Executive Standards Council. In May of 2020, the Consensus Group removed that PRCA member because of lack of attendance at meetings. Removing the member raised the question as to whether ACCT still needs to maintain a PRCA member on its Consensus Group. It was important to confirm with ANSI that ACCT had met its requirement. A letter outlining this request was forwarded in the summer. The answer is expected before the end of October. To date, a Vendor seat has been left open awaiting ANSI's response. During the summer, PRCA refused to offer another person to be considered for the Consensus Group.

ACCT Regulatory Goals

Goal #1

The standards produced by ACCT will be recognized in US jurisdictions for use with challenge courses, aerial adventure parks, and zip lines.

Goal #2

Inspectors qualified through the ACCT Inspector Certification Exam process and the reports they produced using the ACCT Standards will be recognized in jurisdictions.

Goal #3

Regulatory language will recognize the difference between human or gravity powered activities and mechanical amusement devices. Whenever possible, the regulation of amusement devices and human or gravity powered activities will be separated within the codes and the enforcement systems.

Goal #4

The critical role of standards compliant operations and standards compliant operator training will be recognized in regulation.

Whenever reasonable, ACCT Operation Accreditation will be used as a benchmark for Operational Standards compliance.

Board Report – Technical Information, Research, and Education Committee (TIRE)

SUBMITTED: SEPT 15, 2020

Committee Member	Email Address
Rich Klajnscek (2020) – Chair	Rich@seafoxconsulting.com
Michelle Hepler (2020) – Vice Chair	michelle.hepler@gmail.com
Sarah Oosterhuis (2020) – Secretary	sarah@challengesunlimited.com
John Winter	winterjohnl@icloud.com
Josh Tod	josh@ropeworksinc.com
Korey Hampton	korey@frenchbroadadventures.com
Kathy Haras	kathy@adventureworks.org
Randy Smith	vestalsgapventures@gmail.com

Board Liaison – Rohan Shahani

TOR Last Approved: 01 APRIL 2020

Purpose: The Technical Information, Research, and Education (TIRE) Committee serves as the source of technical information for the ACCT community, through research and documentation of relevant technical information, creation of white papers relevant to the aerial adventure industry, and the creation of draft standards for submission to the Consensus Group

Terms of Reference:

1. Ensure that the ACCT meets the emerging needs of the industry identifying and researching relevant technical information.
2. Coordinate the gathering, creation, and dissemination of information pursuant to technical research.
3. Manage, coordinate, and ensure harmonization of draft standards.
4. Create, manage, and administer relevant task forces and research groups as necessary, including but not limited to creating or updating Terms of Reference and appointing chairpersons.
5. Submit draft standards to the Consensus Group for the ANSI review and approval process.

6. Submit annual meeting schedule to Board of Directors for approval including at minimum one face-to-face meeting per year.
7. Submit annual budget requests, including sub-group requests, to the Board of Directors for approval no later than March 15th each year.

TIRE COMMITTEE PROJECTS

Identify projects or initiatives that are currently being pursued within the committee and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
Education Task Force	TIRE Committee has reviewed applications and has appointed 5 members to this Task Force.	Task Force Liason in process of advising new members of their acceptance and will facilitate the start of this Task Force.
Zip Line Task Force	Task Force working on 6th draft of proposed zip line standards.	Plan to send these to Consensus Committee in next month.
Anchor Task Force	Terms of Reference approved.	No active work.
Terminology Task Force	Identified as future required task force.	No active work.
Critical Termination Task Force	Last identified task force of former DPI Committee to process information for.	Working on Terms of Reference for this Task Force and then will populate with members.

Future/On-Hold Projects

--	--	--

Upcoming Meeting Schedule:

- | | |
|--|-------------|
| 1. | TIRE |
| Committee meets the first Monday of each month 1:00 - 2:30 EST. | |

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

- | | |
|------------------------|------|
| 1. | None |
| required at this time. | |

Board Report – Accreditation and Certification Committee (ACC)

Submitted: October 5, 2020

Committee Member	Email Address
Micah Henderson (2018) - Chair	micahmmh@gmail.com
Kennerly DeForest (2017) - Vice Chair/VAP Liaison	ken@challengeworks.com
Brian Lisson (2017)- Secretary	brian@adventureworks.org
Rich Petteruti (2017) - TrainerCred TF Liaison	rich@theadventureguild.com
Niels Damman (2017) - OA Panel and ORTraining TF Liaison	niels@damman.us
Mike Smith (2019) - QCP group startup	adventuresmith@gmail.com
Andrea Vogt (2019) - ICP Liaison	andrea@experientialsystems.com

Board Liaison – Billy Simpson

Purpose (Re-approved February 5,2019)

The purpose of the Accreditation and Certification Committee is to ensure that our accreditation and certification programs are coordinated, complementary to each other, relevant, and meet high standards of quality.

Terms of Reference (Re-approved February 5,2019)

1. Ensure that ACCT accreditation and certification programs meet the emerging needs of the industry.
2. Ensure harmonization between accreditation and certification programs.
3. Approve policies for eligibility, assessment, documentation, and awarding of all ACCT accreditation and certification programs.
4. Ensure that ACCT accreditation and certification programs meet current ACCT policies for accreditation and certification, as well as overarching Association policies.
5. Ensure that ACCT accreditation and certification programs meet the ACCT mission and build the ACCT brand.
6. Create, manage, and eliminate accreditation and certification panels and task forces as needed.
7. Create, maintain and update Terms of Reference for all accreditation and certification panels and task forces and appoint chairs to those groups.
8. Ensure ongoing communication is effective between ACCT staff, committee, panels, and task forces.

9. Oversee ongoing review and audit of all accreditation and certification programs on a regular basis to ensure quality, and relevance.
10. Support the ACCT staff in administering and delivering accreditation and certification programs.
11. Create and maintain an appeals process for all accreditation and certification programs.
12. Submit an annual meeting schedule to the Board of Directors for approval, including at minimum one face to face meeting per year.
13. Submit annual budget requests, including sub-group requests, to the Board of Directors for approval no later than March 15th of each year.

ACC Committee Projects: Identify projects or initiatives that are currently being pursued within the committee and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Vendor Accreditation 2020 plan	Formalizing process for 2020.	<p>Survey Responses organized and delivered to ACC and made available to PVMs. The following 4 tasks are currently being completed for 2020.</p> <ol style="list-style-type: none"> 1. Heather works with VAP to make AR and other Reviewer assignments for 2020 Reviews. - COMPLETE 2. A waiver be put in place to assist Vendors who need to postpone for a year due to COVID-19. Details will need to be worked out. @Heather to draft a waiver and plan for review by ACC. We will need to consider the impact on the overall accreditation cycle. IN PROGRESS, BUT NO REQUESTS FOR A WAIVER AT THIS TIME. 3. Terms of Reference for Vendor Reviewer Training Task Force need to be developed. TOR to be created by Micah Henderson and Kennerly deForest for review at our next meeting. COMPLETE AND APPROVED BY ACC

		4. VAP to focus energy on Vendor Accreditation Manual - IN PROGRESS BUT ACC INTENDS TO CREATE A SEPARATE TF FOR THE PROGRAM DESIGN UPDATES AND LEAVE VAP TO MAINTAIN THE EXISTING PROGRAM PROCESSES
2. Program Development Process Policy	Develop written policy and procedures as well as associated forms to guide in the development of new programs and the revamping of existing programs	Draft policy created, but not yet voted on. New Program Plan form currently being filled out and tested by ACC liaisons to identify possible edits. IN PROGRESS
5. QCP Document Plan	The ACC continues to get questions about how to edit the QCP document to align with program requirements and changes.	Currently advising sub-groups to propose edits to the current QCP document alongside proposed edits to their program's policy or program documents. ACC will review and approve any edits. No current proposals complete. - IN PROGRESS ACC is exploring a standing QCP panel in tandem with the TIRE Committee.
6. "Complaints" process development	To align programs with the current BOD certification and accreditation policies requirement for a process to levy complaints is being considered.	Initial conversations between the ACC chair and the Ethics Committee have begun. All parties are still in the information gathering phase. IN PROGRESS
7. Program Summit Proposal Support	ACC assisted Heather with a logistic and financial proposal for a 2020 program summit. All sub-group F2F meetings would occur at this event.	In person event for 2020 was not approved. 1.5 day Zoom meeting between ACC and all sub-groups will be held on 10/22 - 10/23.

Upcoming ACC Meeting Schedule:

1. October 15th, 2020 10am MST
2. November 19th, 2020 10am MST
3. December 17th, 2020 10am MST
4. January 21st, 2021 10am MST
5. February 18th, 2021 10am MST

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

1. Determine strategic business goals for existing programs. (Ex. increased revenue, increased participation, etc.) - ACC requested this in our last report.
2. Please identify 2020 and early 2021 BOD report due dates so that we can plan accordingly - ACC requested this in our last report.

Volunteer groups managed by ACC

1. Vendor Accreditation Panel (VAP):

Panel Member	Email Address
Wayne Berger - Chair	wayne.berger5@gmail.com
Andrew Hubert - Vice Chair	andrew@challengesunlimited.com
Brenda Reed	brenda@ropeworksinc.com
Chris Ortiz - Secretary	adventureortiz@gmail.com
Alicia Bourke	aliciabourke86@gmail.com
Lye Yen-Kai	lyeyenkai@gmail.com
Rob Krug	RobbKrug@gmail.com
Lori Pingle	lori@adventuredevelopmentteam.com

Committee Liaison – Kennerly DeForest

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Vendor Program Design	Creation of new TF to handle the Design of vendor accredited program. VAP to focus on the maintenance of the program	TF membership is from VAP and Vendor reviewer training TF. ToR for this TF is in process Specific priorities have been assigned
2. Annual Reports	preparing 2020 annual report and sending to PVMs	In Progress

3. 2020 Site Visits	PVM Site Visits	<p>Decision made to run 2020 site visits within current system, either traditional on-site review or complete review with video, conferencing and document sharing</p> <p>Staff working with 11 vendors that are up for review and process is moving forward</p> <p>Creation of limited extension for training delivery due to COVID-19</p> <p>Potential Waiver for vendors to postpone review due to COVID-19 - directed to ED for legal (no response from staff at this time)</p>
4. Updated ToR	Guiding ToR for VAP	Created, reviewed, edited and approved by ACC and adopted by VAP
5. Term Limits	Recruiting new members for role of Chair and Secretary	<p>Wayne and Chris have reached (exceeded) term limit. There is a plan in place to mentor and develop chairperson for the Panel</p> <p>VAP is developing a list of the characteristics of their chairperson to assist with recruitment.</p>

Upcoming Meeting Schedule:

1. Second Monday of each month - 10:00 Eastern Time

Requests for Support– Identify types of support, approvals or direction requested from the ACC Committee, the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

1. ACC to provide feedback on Program workflow for Vendor Accreditation

2. Operator Accreditation Panel (OAP) -

Task Force Member	Email Address
Tim Prairie - Chair	tprairie@humelake.org
Korey Hampton - Vice Chair (nomination)	korey@frenchbroadadventures.com
Kyle Hansen – Secretary (nomination)	khansen2@unl.edu
Andy Brash	acbrash@gmail.com
Erik Marter	erik@teamsynergo.com
Niels Damman – ACC Liaison	niels@aerialdesigns.com

Identify projects or initiatives that are currently being pursued within the work group, panel or task task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Launch OA	Cross the T's and dot the I's of the program, answer questions from the Board and ACC in an effort to officially launch the OA program.	Complete!
2. Clarifications	Answer questions and solve problems as they arise in the OA world.	Ongoing
3. Assist in Portfolio and Application review as necessary	Assist ACCT staff in looking over OR portfolios and OA applicants as needed	Ongoing
4. recommend changes to the program as necessary	Report to the ACC and recommend changes to the program based on industry need, standard compliance or promotion of the ACCT.	Ongoing

Upcoming Meeting Schedule:**OCTOBER 9TH – OCTOBER 23RD – Every two weeks or more as needed.****Requests for Support**– None needed at this time

Notes- At this point in time we are aware of one OR that is in contract and a handful of others that are close to entering contract with a reviewer. We anticipate many more applications once the complications and impact of covid on our industry subsides.

Due to the stellar work of the ORTF there are 35 individuals now approved as operation reviewers for the OA program!

To the Board and members of the ACC. Thank you all so much for your wisdom & input as we developed this program. There were many hurdles and we anticipate more as we learn, but we are grateful that we were able to work together to accomplish a task years in the making! Thanks to all who paved the way and those that will continue to help move this program forward. We are confident that this program is a good step forward in elevating the professionalism of our industry and we look forward to seeing how it develops over the years. Me and the rest of the OAP panel thank you very much!

3. Inspector Certification Panel (ICP):

Panel Member	Email Address
Don Nagy - Chair	don@experientialsystems.com
Henry "Hank" Backofen - Vice Chair	hank@4thcliff.com
Ross "Bodhi" Ogle - Secretary	ogle.ross@gmail.com
Corey Wall	corey@cdiinfo.com
Mark Taber-Miller	spiritadventuresllc@gmail.com
Paul Hancock	paul@challengeworks.com
Luis Acevedo	airelibrepr@gmail.com
John Turman	jturman@bonsai-design.com
Adam Wood	awood@lajitasgolfresort.com
Jonathan Lumb	janathanlumb@gmail.com

Committee Liaison – Andrea Vogt

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Document Updates	ICE policy document; Panel Terms of Reference	Terms of Reference - Complete ICE Policy -Complete
2. CEU Form	Update CEU values and create a form that can be used remotely (to capture CEUs not obtained at the ACCT conference)	In progress
3. Prep-course	Update ICE prep course to include more hands-on activities.	In-Progress

5. Tests	Update and approve all written exams as well as finalizing virtual accommodations due to Covid.	In Progress
6. Level Requirements	Review eligibility requirements for each level.	In-Progress Proposed revised eligibility requirements integrated into new policy - Currently under review by ACC

Upcoming Meeting Schedule:

1. October, 8, 2020, 9am MST
2. November, 12, 2020, 9am MST
3. December, 10, 2020, 9am MST
4. January, 4, 2021, 9am MST

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

1. Revised administrative guidelines from staff
2. Request actuals/data/findings from 2019 (examples include certification #s, actual program finances, satisfaction levels related to program, an overview of any program issues, F2F ICP expenses breakdown from 2019)

4. Trainer Credentialing Task Force (TCTF):

Task Force Member	Email Address
Lori Stover - Chair	lmstover18@gmail.com
Sandra Browand - Vice Chair	sandy@whistlingsky.com
Andrew Morris	andrew@cdiinfo.com
John Coombs	coombs.john@gmail.com
Marissa Angellatta	m.angellatta@gmail.com
Bruce Brown	coachrgz2014@gmail.com
Dick Hammond	dick@leadershiponthemove.com

Committee Liaison – Rich Petteruti

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Survey	Develop and deliver trainer survey to industry community for information to help develop curriculum for trainers	Complete
2. F2F Meeting	Fill out the F2F request form and deliver to the ACC.	Complete
3. Exploring current curriculum for trainers.	Looking internal and external and filtering information	Complete
4. Draft curriculum	Work on developing curriculum for trainers and determine what	Complete

	fits best for the challenge course industry	
5. Work Group	Work on creating a work group of industry professional for feedback	Complete
6. Work Group Feedback	Circulate Draft Curriculum and Feedback Questions to Work Group	Complete
7. Review/Edit Draft Curriculum	Once Reading Group feedback is received update the draft curriculum	In Progress

Upcoming Meeting Schedule:

1. October 14, 2020 5:30pm MST
2. October 28, 2020 5:30pm MST
3. November 11, 2020 5:30pm MST
4. November 25, 2020 5:30pm MST(tentative based on Holiday)

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

1. None at this time.

5. Operation Reviewer Training Task Force/Panel (ORTTF):

Task Force Member	Email Address
Korey Hampton - Chair	korey@frenchbroadadventures.com
Erik Marter	erik@teamsynergo.com
Tom Leahy	tom@leahy-inc.com
Tim Prairie	tprairie@humelake.org
Andy Brash	acbrash@gmail.com

Committee Liaison - Niels Damman

niels@aerialdesigns.com

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Training Wrap-up	Collect and review training surveys. Summarize feedback and make recommendations for changes and improvements to future training.	Completed 4/14/2020

Terms of Reference:

1. Utilize documents and materials produced by the Operation Reviewer Program Task Force to understand the needs for the Operation Reviewer (OR) training.

2. With the support of ACCT Staff and the Accreditation and Certification Committee, develop a Phase 1 training presentation for Operation Reviewers that is replicable and will:

1. Train interested individuals in the responsibilities of an Operation Reviewer.
Completed three training sessions following the initial cohort of approved reviewers from the ORPTF. Two in person on Feb 2nd and 9th, 2020 and one online Aug 26-27th 2020.
2. Teach potential ORs of the purpose(s) of Operation Reviews.
Completed in above-mentioned trainings
3. Train potential ORs in the administration of the Operation Review Report
Completed in above mentioned trainings. Approximately 35 individuals are now trained.
4. Establish some consistency between ORs in the completion of the Operation Review Report
Addressed and discussed in the above-mentioned trainings. Annual follow-up trainings will be designed to continue addressing consistency

5. Develop a method for receiving feedback on the OR Training at the conclusion of the two-day training at the 2020 ACCT conference.
Online survey form was developed and sent out to all Feb 2020 trainees, then was received and reviewed by the ORTTF on April 9th, 2020. The same survey was sent to the August group and we are awaiting feedback.
6. Provide a report to the ACC detailing Task Force feedback, trainee feedback, and training recommendations.
Feedback from February's training largely revolved around lack of access to official materials ('The Guide' was not final at that time, nor were some of the forms and agreements). This was not a problem in August, nor will it be a problem moving forward. Additional feedback reflected frustration at the delay in launching the Operation Accreditation Program itself. This of course is also no longer an issue.

Upcoming Meeting Schedule: None. Intention is to disband this TF and delegate future training tasks to the Operation Reviewer Credentialing Task Force

Requests for Support: None

6. Vendor Reviewer Training Task Force (VRTTF):

Task Force Member	Email Address
Alicia Bourke- Chair	alicia@abeeinc.com
Corey Wall- Vice Chair	corey@cdiinfo.com
Kathy Haras	kathy@adventureworks.org
Jeffrey Chua	jejochua@me.com
Morgan Wiseman	mwiseman@advexp.com

Committee Liaison - Micah Henderson

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1. Gather Information	TF discussion and Reviewer survey to formalize opinions about training content	In Progress. The TF has started to create a rough curriculum for consideration.

Upcoming Meeting Schedule:

1. October 7, 2020 5:00 pm MST
2. October 21, 2020 pm MST
3. November 4, 2020 pm MST
4. November 18, 2020 pm MST
5. December 2, 2020 pm MST
6. December 16, 2020 pm MST

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

1. The TF requests that Vendor Accreditation Design TF be formed to focus on potential program improvements that could align with the Vendor Reviewer Training. Currently in progress with ACC. VAP is aware of the direction.
2. The survey responses seem to show that a majority of the respondents want the program to have a professional development component and not just be a verification event. What direction does the ACC and Board of Directors want us to follow as we create our curriculum.

7. Universal Portfolio Task Force (UPTF):

Task Force Member	Email Address
Kathy Haras- Chair	kathy@adventureworks.org
Alex Moore- Vice Chair	alex@teamsynergo.com
Leslie Sohl- Secretary	leslie.sohl@state.co.us
Wayne Berger	wayne.berger5@gmail.com
Don Nagy	don@expsys.co
Korey Hampton	korey@frenchbroadadventures.com
Tim Prairie	tprairie@humelake.org
Marissa Angellatta	m.angellatta@gmail.com

Committee Liaison - Micah Henderson/ Michael Smith

Identify projects or initiatives that are currently being pursued within the work group, panel or task force. Identify and write a brief description of the status of each project identified.

Project Name	Task Description	Description of Status
1.Portfolio content	Consider portfolio content for a number of practitioner and professional types	Complete
2.Term Definition	Identify portfolio terms that need a formal definition	Complete
3.Approach	Identify and approach for dealing with new and existing portfolios	Complete

4. Terms	Propose definitions for identified terms.	In Progress
5. Format	Identifying a digital platform and Identify a format.	In Progress
6. Content	Deciding how content will be categorised and sorted.	In Progress
7. Presentation	Develop the content and delivery plan for the presentation	Future
8. Implementation	Coordinate an effort to streamline all programs to use the final terms and updated portfolio in their program.	Future

Upcoming Meeting Schedule:

1. October 14, 2020 2:00 pm MST
2. November 11, 2020 2:00 pm MST
3. December 9, 2020 2:00 pm MST

Requests for Support– Identify types of support, approvals or direction requested from the ACCT Board of Directors or the ACCT Staff. Please include timelines and financial impacts that these requests may include.

1. None at this time

Committee Report

Committee Name ACCT International Committee

BoD Liaison Victor Gallo

Committee Members

Chair Ken Jacquot

Chair Email ken@brlc.net

Vice Chair Collin Caines

Vice Chair Email colin@outdoorspecialist.com.sg

Secretary Pavel Gaitan

Secretary Email pavel@dolphin-adventure.com

Additional Members

2

Member Mark Da Costa

Member Email Mark@AerialAttractions.com

Member Wayne Ellis

Member Email Wayne@adventureclimbrescue.co.uk

Terms of Reference

Purpose

The purpose of the ACCT International Committee (AIC) is to advise the Board of Directors (BOD), support the ACCT Staff, and serve as a resource in matters regarding industry related governmental and regulatory issues, events, safety, and education that occur outside of the United States.

Terms of Reference

1) POLICY Support the ACCT Staff in:

- * Identifying and establishing communication and relationships with international stakeholders, both in public and private sectors
- * Understanding the current climate and needs of international governmental and regulatory agencies
- * Advocating for international adoption of the ACCT standards

2) EDUCATION

- * Work with the ACCT Staff to provide consistent delivery of ACCT approved messaging and materials,
- * Work with the ACCT Staff to deliver materials to stakeholders in the primary language of their jurisdiction

* Assess the need for and propose international educational opportunities and events

3) ACCREDITATION & CREDENTIALING Support the ACCT Staff in

* Creating awareness of accreditation and credentialing programs

* Providing organizations with opportunities to participate in ACCT accreditation programs outside of the United States

* Providing individuals with opportunities to participate in ACCT professional credentialing programs outside of the United States

4) MEMBERSHIP Work with the ACCT staff to:

* Survey current international members on an as needed basis, identifying current and emerging needs and issues

* Identify and promote the benefits of ACCT membership for stakeholders outside of the United States to increase membership and engagement

5) Events Support the ACCT Staff in:

* Organizing professional networking events.

* Fostering collaboration with other international organizations for conferences, meetings, and other events.

Leadership

* Chair to be appointed by the BOD.

* Vice Chair and Secretary to be elected by members of the AIC.

Membership

* 6-9 members. Must be members of ACCT.

* Membership shall consist of individuals with experience relative to the international community.

* An ACCT staff member appointed by the Executive Director will serve as a non-voting member of the AIC along with a BOD liaison appointed by the BOD.

Term Limit

* AIC members serve at the pleasure of the BOD for a term not to exceed 5 consecutive years. Prior to serving a second term committee members must vacate their seat for a period of no less than one calendar year. Term limit requirement may be waived when there is a majority vote by members of the committee and approval of the BOD.

Accountability

* The AIC is accountable to the BOD.

* All work with ACCT Staff members shall be coordinated and approved by the Executive Director.

* The Chair is to submit a written report to the BOD quarterly.

* The committee shall submit their meeting schedule to the BOD on an annual basis, meeting at minimum on a quarterly basis.

* An annual roster of membership and leadership is to be submitted to the BOD annually, before the Annual General Meeting.

Activities Since Last Report

AIC Meetings:

* July 6th

* August 3rd

* Sept 7th,

AIC Admin Planning Meetings:

* August 20th

* Sept 10th

AIC Admin conference conversation

* August 27th, 2020

Ken meeting with ACCT BoD

* Sept 2, 2020 (ACCT International Planing)

Current Projects

Number of Current Projects

4

Project 1 Name

Membership

Project 1 Description

Update and make current all of our international contacts data base for organizations, members

Project 1 Status

In progress

Project 2 Name

Resources

Project 2 Description

Continue to develop online resources, streaming, curriculum, trainings and testing with eventual language specific translations.

Identify key regional liaisons for each global sectors to assist in navigating the politics, make connections and grow membership

Project 2 Status

In progress

Project 3 Name

Conferences

Project 3 Description

Create or provide online or in person resources for global conferences that are in like industries.

Move to hosting the 2021 Taiwan regional conference, if not in person then online.

Project 3 Status

In progress

Project 4 Name

Regulatory

Project 4 Description

- have resources and information for operators and regulators to introduce ACCT, inform and education them on standards and Why ACCT matters.
- Updated International Registry
- International's Regional Conferences (real or virtual)
- Education on a per country basis
- Do work shops that can be taken on the road or vitally
- Covid protocols
- Many international operators view standards are seen as expensive and do not need them. Governments will need convincing or aware of ACCT when need arises.

Project 4 Status

In progress

Requests for Support

Identify types of support, approvals, or direction requested from the ACCT Board of Directors or the ACCT Staff.

Please include timelines and financial impacts that these requests may include.

Upcoming Meeting Schedule

Meeting Date Monday, October 5, 2020

Venue (Zoom, Phone, etc.) zoom

On ACCT Calendar?

Meeting Date Thursday, October 8, 2020

Venue (Zoom, Phone, etc.) zoom

On ACCT Calendar?

Does your Committee have any sub-groups (panels, task forces, etc.)?

Sub-Group Members

Current Projects

Requests for Support

Identify types of support, approvals, or direction requested from the ACCT Board of Directors or the ACCT Staff.

Please include timelines and financial impacts that these requests may include.

Upcoming Meeting Schedule

Sub-Group Members

Current Projects

Requests for Support

Identify types of support, approvals, or direction requested from the ACCT Board of Directors or the ACCT Staff.

Please include timelines and financial impacts that these requests may include.

Upcoming Meeting Schedule

Sub-Group Members

Current Projects

Requests for Support

Identify types of support, approvals, or direction requested from the ACCT Board of Directors or the ACCT Staff.

Please include timelines and financial impacts that these requests may include.

Upcoming Meeting Schedule

Sub-Group Members

Current Projects**Requests for Support**

Identify types of support, approvals, or direction requested from the ACCT Board of Directors or the ACCT Staff.

Please include timelines and financial impacts that these requests may include.

Upcoming Meeting Schedule**Sub-Group Members****Current Projects****Requests for Support**

Identify types of support, approvals, or direction requested from the ACCT Board of Directors or the ACCT Staff.

Please include timelines and financial impacts that these requests may include.

Upcoming Meeting Schedule

Submitter	Randolph Smith
Committee Name	Insurance & Risk Management
BoD Liaison	Bahman Azarm
Chair	Randy Smith
Chair Email	rssmithiq@gmail.com
Vice Chair	n/a
Secretary	ACCT Policy Director (See below)
Additional Members	5
Member	Cameron Annas
Member Email	cannas@graniteinsurance.com
Member	Robert Monaghan
Member Email	robert.monaghan@hibbshallmark.com
Member	Bob Ryan
Member Email	bryan@pa.org
Member	Becky Staley
Member Email	Becky.Staley@goape.com
Member	Scott Andrews
Member Email	scott.andrews@acctinfo.org
Terms of Reference	TOR on file with ED Adopted 8/24/16 Revised 1/30/18
Activities Since Last Report	We have been communicating as needed by email and had a formal meeting via Zoom in Mid-September. Focus has been reorganizing the committee and preparing for the annual conference.
Number of Current Projects	3
Project 1 Name	Loss Data Analysis
Project 1 Description	We are working to solidify our relationship with Appalachian State University to do an on-going annual analysis of loss data. We are also looking at possible ways to

analyze data over different parameters that may be helpful to the membership and to other committees like the GRC and TIRE.

Project 1 Status	Ongoing
Project 2 Name	Conference Workshop
Project 2 Description	The data analysis generated from ASU will be used as a basis for a "Trends" conference workshop presented by Cameron and Robert.
Project 2 Status	Ongoing
Project 3 Name	Additional ongoing projects
Project 3 Description	The committee will be addressing ongoing items as outlined in the TOR. These include: 1- Annual analysis of industry RM and Insurance status 2- Annual analysis of ACCT RM, exposures and insurance coverage.
Project 3 Status	Ongoing
Number of Support Items Needed	1
Support Needed	Financial support for Analysis Project
Description	We know this is a tight budget year, but we don't think this is a very expensive proposition, especially given the benefit. We are asking Cameron to work out a long-term arrangement with Appalachian State University to do data analysis and would like to provide some incentives for their work. We would like to ask the BoD to approve up to two free conference attendees that we can give to AS to pass to the student(s) who work on the project. (We assume this is actually less expensive this year since it's virtual.) Also, approve a \$1,000 stipend to AS to support their work on this project.
Date Needed	Oct 9, 2020
Meeting Date	Oct 19, 2020
Venue (Zoom, Phone, etc.)	Zoom
On ACCT Calendar?	No
Does your Committee have any sub-groups (panels, task forces, etc.)?	No

Submitter	Randolph Smith
Committee Name	Emeritus Board
BoD Liaison	Carson Rivers
Chair	Randy Smith
Chair Email	rssmithiq@gmail.com
Vice Chair	n/a
Secretary	n/a
Additional Members	4
Member	Ken Jacquot
Member Email	ken@challengetowers.com
Member	Brian Lisson
Member Email	brian@adventureworks.org
Member	Andrew Hubert
Member Email	andrew@challengesunlimited.com
Member	Jim Wall
Member Email	jwall@cdiinfo.com
Terms of Reference	See By-Laws for framework.
Activities Since Last Report	This group has been meeting virtually about once a month since March to work on the projects approved by the BoD. Topics include recommendations to improve systems for: Ethics, Recusal, Conflict of Interest, PVM Mergers and Acquisitions, BoD elections, Tim Kempfe honor.
Number of Support Items Needed	1
Support Needed	Review of draft proposals
Description	Review documents provided to Carson which represent the draft proposals on the topics indicated above. Provide preliminary approval and/or feedback. Some pieces are fairly complete (PVM Mergers and Acquisitions, BoD elections, Tim Kempfe honor) and could potentially be approved. The Ethics, Recusal, and Conflict of Interest pieces are intended to show the direction we are advocating and can be built out in more detail if supported by the BoD. (One or more members

of this group could be available during your meeting if a specific time were established.)

Date Needed	Oct 9, 2020
Meeting Date	Oct 19, 2020
Venue (Zoom, Phone, etc.)	Zoom (Tentative)
On ACCT Calendar?	No
Does your Committee have any sub-groups (panels, task forces, etc.)?	No