



MINUTES for Virtual F2F Board Meeting 14 April 2021

Meeting Logistics:

04/14/2021 Morning Session: 9:30am – 12pm Mountain Time
Afternoon Session: 2pm – 4:30pm Mountain Time

Location:

Zoom Meeting
<https://zoom.us/j/8256677745>
Meeting ID: 825 667 7745

MORNING SESSION | 9:30am-12:00pm Mountain Time

ATTENDEES

Presiding Officer:

- Carson Rivers – **Chair**

Board Member Attendees:

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> Rohan Shahani – Vice Chair | <input checked="" type="checkbox"/> Victor Gallo - Member | <input checked="" type="checkbox"/> Connor James – Member |
| <input checked="" type="checkbox"/> Korey Hampton – Secretary | <input checked="" type="checkbox"/> Keith Jacobs - Member | <input checked="" type="checkbox"/> Billy Simpson – Member |
| <input checked="" type="checkbox"/> Cameron Annas - Treasurer | <input checked="" type="checkbox"/> Bahman Azarm - Member | <input checked="" type="checkbox"/> Shawn Tierney – Executive Director |
- Joined at 10:42 am*

Quorum?

- Yes
- No

Guests:

Melissa Webb
Heather Brooks

Meeting called to order at 9:33 AM Mountain Time by Carson Rivers.

Welcome Guests & Housekeeping (Carson Rivers)

Reading of the ACCT Mission Statement (Billy)

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.

Reading of the ACCT Anti-Trust Statement (Billy)

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:

- raise, lower, or stabilize prices;
- regulate production;
- 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 (Carson)

Motion:	Review and approve the meeting agenda
Made by:	Rohan
Seconded by:	Billy
Discussion:	None.
Vote:	In Favor – N/A Opposed - 0 Abstaining - 0
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Staff Reports

- Melissa Webb, Events Director (see report):
 - Discussion was had involving virtual/hybrid conferences or other event options in the future, and the viability/feasibility was explored.
 - As far as a PVM Symposium, there may be interest, but perhaps not the bandwidth within the CWG to plan another event (fall/winter) right now. Follow up with PVM community/relevant parties ASAP.
 - We still have access to viewership data for the 2021 conference, and this might be helpful in assessing future viability of virtual events. After next week, the staff will promote that the conference content can still be bought and watched online.
 - Discussion was had regarding the effort to quantify the cost of producing each virtual session, and there are a lot of factors that keep this from being a simple calculation.

ACTION ITEM – (Carson/Korey) Follow up with Melissa to assign timelines/deadlines for the BOD action items/requests in her staff report.

- Heather Brooks, Program Manager (see report):
 - Regarding the Learning Management Systems (LMS) they are researching for certifications and ACCT Academy, the average systems cost up to \$25K, or they have a very steep learning curve that would make it very difficult to use.
 - Operation Accreditation (OA) program: Regulators in Singapore are reportedly considering requiring OA in the wake of the recent death there. There is talk amongst some of the reviewers that there are a few operations that have begun the process of seeking accreditation, but currently the ACCT is not officially made aware of this process until it is complete, and the application is submitted. They are considering having a "notice of intent" so they know when applications are forthcoming.



- Heather reports that now that the work has been done to set up the virtual testing strategy, it doesn't take any more time to administer the traditional ICE exam.
- Policy Director Board Report (see report) Scott wasn't present, Shawn summarized the report and answered a few questions for the Board.

ACTION ITEM – (Shawn) Provide the Board with the revised position statement once it has been drafted. In the meantime, the Board can brainstorm and share ideas for how to be more proactive towards regulatory efforts our industry.

- John Voegtlin, Office Manager (see report) John wasn't present. Reviewed report. No new questions from the Board.

Finance Committee Matters (Cameron)

- Financial Policies Document (see draft file). Discussion was had around the dollar amount that "items in excess of" that amount should trigger the process whereby the ED must obtain competitive bids for that item. Also discussed if there should be a difference between pre-determined/expected costs (i.e., conference expenses) and unplanned expenses.

Bahman joined the call 10:42am MST

- The ED writes maybe 50 checks a year, many of which are re-imbursements. Having a second signer requirement for checks is problematic because some banks require that person to be physically present. Most checks are under \$5K. The big checks are mostly conference related known/projected expenses and can exceed \$100K each.

ACTION ITEM – (Cameron and Finance Committee) Revise the Financial Policies document, including revisiting the actual dollar amounts, and how to describe "types/levels" of expenditures.

- According to the Finance Committee Terms of Reference (TOR), they are to coordinate an audit every five years. We haven't yet performed an internal audit or received an external audit. Discussed the need for and cost of an audit, and the potential strategy of the process, i.e., whether we would audit the whole association at once, or if we could audit individual programs one at a time.

ACTION ITEM – (Cameron) Ask the Finance Committee to explore cost and next steps to get an audit done, whether internal or external, then include that amount in the budget proposal. Get back to the BOD by June 1.

- Continued the discussion on pulling the PVM dues out of the VAP program category/class and putting them into the membership category. That was the intent of setting up OA program in that way (where your membership dues and accreditation fees are separate). This would make it more consistent across programs.

ACTION ITEM – (Cameron) Get the Finance Committee's thoughts on whether we should hold to a conservative approach to our financial reserves, or whether they are confident that we could start using some of that money for new projects and other approved expenditures.



- Currently the FC has four members. They are looking for new members, and are in discussions with three potential members, at least two have confirmed they would like to participate.

Finalizing the remaining 2021 meeting Schedule (Korey & Carson)

- 2021 meeting schedule – Approved Oct 20th, 21st, and 22nd, tentatively planned via Zoom. If we can meet Face to Face (F2F) we'll go to Cleveland and use the 20th for a travel day. Melissa will inquire with our Cleveland hosts/contacts to see if we can visit with them while we are there.

ACTION ITEM – All BOD Liaisons should tell their respective committees about that meeting date so they can have Board Reports ready.

PVM symposium – The Fall PVM Symposium has a history of being held just before the Board F2F meetings. Check in with them to tell them that we have scheduled our fall F2F and suggest that as a date range. The symposium requires staff support, so they should inform staff if they intend to schedule this. Heather will reach out to Erik and Jen Marter and she will also send something out to the PVM community regarding this.

ACTION ITEM – (Korey) Update next week's meeting invite to represent that we have chosen to hold a Secretariat meeting on that date, and the next regular BOD meeting will be May 5th.

ACTION ITEM – (Connor and Victor) Invite their respective committee chairs (CG and TIRE)

Recess (Carson)

Motion:	To recess until 2:00pm.
Made by:	Cameron
Seconded by:	Keith
Discussion:	none
Vote:	In Favor – N/A Opposed – 0 Abstaining – 0
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

AFTERNOON SESSION | 2:00pm-4:30pm Mountain Time

ATTENDEES

Presiding Officer:

- Carson Rivers – **Chair**

Board Member Attendees:

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> Rohan Shahani – Vice Chair | <input checked="" type="checkbox"/> Bahman Azarm – Member | <input checked="" type="checkbox"/> Connor James – Member |
| <input checked="" type="checkbox"/> Korey Hampton – Secretary | <input checked="" type="checkbox"/> Victor Gallo - Member | <input checked="" type="checkbox"/> Billy Simpson – Member |
| <input checked="" type="checkbox"/> Cameron Annas - Treasurer | <input checked="" type="checkbox"/> Keith Jacobs - Member | <input checked="" type="checkbox"/> Shawn Tierney – Executive Director |



Quorum?

- Yes
- No

Guests:

Scott Andrews
Melissa Webb
Leslie Sohl

Meeting called to order at 2:02 PM Mountain Time by Carson Rivers.

Welcome Guests & Housekeeping (Carson Rivers)

Continued Discussion Around Hubbell Advisory

- General Updates: Our Policy Director has a draft of an announcement for us. The Association is receiving constant urgent inquiries. Hubbell released an updated statement this week. Regulators are reaching out to us for guidance. Discussion followed about the statement and who might need to review it, i.e., the BOD, ACCT Staff, TIRE, legal counsel, etc.

ACTION ITEM – All BOD members need to make the time tonight and tomorrow morning to suggest edits and craft/polish language of draft advisory.

ACTION ITEM – (Korey) Follow-up with legal counsel and set up a call.

ACTION ITEM – (Carson) Revise the draft before sending to legal counsel for review.

Intellectual Property (Carson)

- Conference Workshops: virtual conference brought the issue of intellectual property rights to the forefront urgently. Discussion around this topic included questions of who owns the material that presenters submit to ACCT, and if the place that the content lives or under what circumstances it changes hands affects that issue. Also discussed was the concept of varied levels of incentives for content that is 'given freely' to the ACCT, and whether this is viable/practical, as well as whether this could dissuade presenters in the future. There are two distinct situations where the issue needs to be resolved, this year's content (2021 conference) and future sessions moving forward (2022 conference and beyond).

The presenter agreement is embedded in the call for presenters, which is live right now. The deadline for submissions is in late May, and some submissions have already been received, so updating the current agreement is not practical. Additionally, since the Conference Committee does not intend to record or livestream any sessions, the intellectual property issue is not entirely relevant. However, we need a new presenter agreement by Jan 2022 for the 2023 conference.

ACTION ITEM – Review the current presenter agreement.

Ethics Committee Report (Billy)

- There were 3 grievances at the time of his report, since then 2 have been resolved and there are no further requests from the parties involved. The Ethics Committee want us to review their proposed process, with a focus on improving the confidentiality of the grievances.



- So far, they have reviewed about 50% of the Conflict of Interest (COI) forms submitted by volunteers, and they are continuing work on that process.

Closed Session Items (Carson)

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

Meeting moved into closed session at 3:59PM Mountain Time.

Meeting returned to open session at 4:11PM Mountain Time.

Continued Discussion Around Hubbell Advisory

- Leslie Sohl with the State of Colorado Division of Oil and Public Safety joined the call on behalf of the Amusement Park Division that regulates our industry there. At this time, they are not yet proceeding with definitive action because they have received conflicting information thus far. They are actively pursuing further information, including participating in discussions with Hubbell directly. Leslie will continue to be in contact with the ACCT as the situation evolves.

Meeting Closing (Carson)

Motion:	Motion to adjourn the meeting.
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

Meeting adjourned at 4:35PM Mountain Time.

Staff Board Report

Name: Melissa Webb

Date: 04/1/2021

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 Virtual Conference:**
 - Dates: The virtual conference was hosted between January 19th – 29th, 2021 (business days only). All content will be available to registered attendees until January of 2022.
 - CVENT: Our multi-year contract for CVENT services ended 3/30/2021. Shawn and I have been in dialogue with our Sales Contact as well as our Solution Specialist to decipher what that means to access all 6 years of back-end event data as well as for attendees to view the sessions on demand until January of 2022.
 - Registration:
 - Numbers as of 4/1/21:
 - General Attendee: 422
 - Pre-con Only: 9
 - Virtual Exhibitors: 21 (including ACCT)
 - Sponsorships: FULL
 - One Tier 1, Three Tier II, six Tier III, as well as all 4 session track sponsorships were sold.
 - Workshops: Audits were done post conference to ensure session content is available for optimal viewing. There were several recordings that we received that needed to be re-configured as the quality was not great once they were setup in the CVENT platform. All but a few sessions are available now for video on demand (VOD) viewing. We have identified a few recordings that we turned over to CVENT that seemed fine on our end, but the session conversions are not working in their system. These have been escalated to CVENTS Product Management and Tech Teams to assist in getting these live as soon as possible.
 - The audit of the platform content has been and will continue to be an on-going role for me so long as the VAH is active for registered attendees. I am serving as the middle person informing CVENT if anyone experiences any glitches in accessing content.
 - There were a few sections for pre-con sessions that were showing as available for attendees to download. This was quickly rectified and is no longer possible.

- One registrant inquired about having the option to download and use a session for their in-house training. This was discussed internally with the presenter, Shawn, and myself. We realized that this might require a much larger discussion / improved language in presenter agreements regarding virtual content intellectual property.
 - I have requested time with the BOD to discuss this further during their April 2021 meeting.
- We had one pre-con that needed to be re-submitted because of technical difficulties and we have currently received 7 of 8 of their recordings to get that one completed. Once received that session will be shared with CVENT to be updated in the VAH as well as translated from Spanish to English. All registrants for this course have been advised as to where we are in the process and will be informed when this has been completed.
 - I would like to discuss bigger picture plans for translation of conference, virtual, ACCT Academy content. There is potential for huge growth in this area if done properly. I would like to see money budgeted, or a translation task force created to assist with this.
- **HPN:** It is our intention to work with HPN in 2022 in some capacity. The size / scope of our event will determine what makes the most sense.
- **Cleveland 2022:** Myself and Kristin Vines from HPN Global have been in communication with folks from the City of Cleveland as well as the host Hotel (Hilton Cleveland Downtown) to begin to get a pulse on where the city is currently with hosting mass gatherings.
 - I have requested time with the BOD to discuss this further during their April 2021 meeting.
- **Future Conference Locations:**
 - We are currently still in a holding pattern on sourcing locations for 2024 because of the impacts of COVID as well as previous room block issues we have experienced over the last few years.
 - I have requested time with the BOD to have a more extensive conversation about this during their April 2021 meeting to stay on track with future contracting.
 - I feel it is time to revisit our overall conference schedule for efficiency for attendees as well as to reduce conference meeting rental fees in the future.
- **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 International:**
 - I have not been in direct communication with the AIC to discuss their plans for this moving forward. One suggestion I could make would be to host a 1- or 2-day virtual event similar style to how PVM Symposiums are hosted. Run registration through our membership site (YM) and host via zoom. Have the AIC create an agenda to include some industry business updates hosted by various committees / staff and the remainder of time be spent on educational content the AIC deems appropriate for the region hosting.
- **PVM Symposiums:** To my knowledge there has not been any planning for a fall or winter symposium. Space has been contracted for this group to meet in person in conjunction with the 2022 conference in Cleveland.
 - If this is happening in the fall, we need to be sure to budget for meeting room rental, AV fees, as well as food and beverage associated with meeting in person.
- **Professional Development:** I will continue to join hospitality specific discussions, webinars, trainings etc. over the course of the next year to stay abreast on what is happening in the events industry and remain relevant in the virtual world as we begin to move forward with in-person gatherings again.
- **Thinking Ahead:** I think it is important to maintain some level of virtual presence now that we have gone down that road. I feel this is a bigger conversation than just conference however and needs to be discussed on a grander level for the association. I do want to make sure that we are providing educational content and testing opportunities to our community outside of any in-person events we host. However, we do need to be careful not to compete with ourselves and deter folks from joining us for our annual conference because they can join us for a single webinar / testing event etc.
- There has been a lot of internal (amongst staff) conversation about potential other revenue streams. I have an unconventional idea that I would like to share with the BOD at some point that could assist in future conference contracting conversations as well as provide other possible revenue streams. Happy to share more whenever you would like!

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** – We recently finished large and small group post-conference debrief sessions as well as CWG succession planning discussions. We are currently in

the process of getting our team sorted out for our 2022 planning year so we can start diving into Cleveland in the coming weeks.

- **Resources Needed –**

- I do not have any actual needs at this moment however depending on what is decided with proceeding with a regional international event or any virtual conferences in the future that will change. The existing CWG can tackle the in-person event however, additional resources will be needed for anything beyond that.

Staff Board Report

April 5th, 2021

Heather Brooks
Program Manager

Programs:

Programs are growing and growing fast. As we grow, the ACC and I are requesting that the Board determine strategic business goals for existing programs. (Ex. increased revenue, increased participation, etc.) We are having a difficult time getting to an outcome without knowing what the goals are.

Inspector Certification

This program needs to increase marketability and restore its reputation with not only members in the community but also with AHJs.

2020-2021- (ICE Program Priorities)

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

- Prep Course overhaul for Conference 2021- **(Completed)**
- Eligibility is being revised and updated. **(In Progress)**
- All exams will have more process questions **(Completed for 2021/ Continues to be In-Progress)**
- Introduce manufactured guideline questions and have less unnecessary questions that do not show much to support the knowledge of the inspectors. **(In-Progress)**
- All exams will also be available in a digital form moving forward. **(Completed)**

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

2021-2022- (ICE Program Priorities)

- Finalize Eligibility and ICE Policy
- Looking for a Learning Management System that will fit the needs of certification AND ACCT Academy
- 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
 - Look at feasibility of doing mandatory trainings for ICE applicants
 - Work with Scott Andrews to work on a plan to bring this program to AHJs.
 - Look into feasibility of a new or updated website

1. ICE Numbers

2020-2021

2-Year Renewals = 69

Completed = 52

4-Year Renewals = 103

Completed = 69

- 6 are no longer in need of certification
- 28 have not responded

Certification Transfers = 4

Renewal lists are based on both mine and Joyce's lists at this time so numbers are subject to vary until they have all shifted to my lists.

New applicants to date for 2020/2021:

In-house = 30

Professional = 28

2. Testing Events

- Conference Testing VIRTUAL: The testing event was split between 3 days. February 2nd had 20 testers, the 4th had 25 testers, and the 7th had 23 testers. Exams were taken using SurveyMonkey for exams and Zoom. Members of the ICP and the ACC were used as breakout test room proctors and I was Lead proctor for all three test dates. Out of the 115 exams taken during this event, we had a 98% passing rate. Feedback and requested needs for the future of this certification program are listed below in Moving Forward/ Requested Needs
- POSSIBLE EVENT: The PA Amusement Ride Safety Seminar is currently planning on an on-site gathering May 10th- 13th, 2021. Mark Taber-Miller, Wyne Berger, Shawn, and I have been discussing ICE Prep and testing possibilities at this event. With the Board approving the virtual extension for ICE, it gives us the possibility of offering this as a virtual event.

3. ICP:

- The Panel is finalizing updating the Inspector Certification Policy.
- This has gone back and forth from the ACC to the ICP for clarification and definition

updates. All definitions not currently in the standards will be reviewed by TIRE as well. A commenting form has been created so when this is complete it can be sent out for public commenting.

4. ICE Prep Course Workgroup:

Thas completed their current Terms of Reference and will be thanked and disbanded. I will be re-writing the TOR based on feedback from my Prep Course Survey and making this group a more long term workgroup.

Moving Forward/ Resources Needed

- (Budget Item) As ACCT looks towards education through ACCT Academy and certifications, the need for a Learning Management System is starting to become more of a necessary next step to provide a professional and manageable platform. I am happy to put together a needs assessment and provide information on multiple LMS systems the staff researched during last year's conference switch.
- (Budget Item) We have received very positive feedback with the virtual testing. Images have been said to be much clearer and the information is easier to follow. We did receive some feedback in regards to the Blueprints. Whether in-person or online, we have repeatedly received poor feedback about this portion. It may be time to look at other options or better blueprints.

Vendor Accreditation:

This program also needs to increase marketability and restore its reputation with members of their own PVM community and with the industry at large.

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.
- Helix Construction has sent a few emails inquiring about becoming a PVM

2. Addition to Accredited Services

- American Adventure Parks Systems has received approval to add Certification to their accreditation. American Adventure Park Systems is now has Full PVM Services
- Project Adventure Japan has requested and received information on Certification
- Experiential Resources has also sent questions about Certification, but has not currently developed into a larger conversation.

3. PVM Audits:

- 2 PVMs that did on-site reviews are Complete
- 4 Virtual Site reviews are Complete
- 2 Virtual Site Review are In Progress
- 1 has scheduled their requested extension for April 28th, 2021
- 1 is still deciding virtual or on-site

For 2021, we will have 11 PVMs going through their PVM Site Reviews. Emails were sent to these 11 PVM Principals March 19th and also sent out of the PVM Listserv March 26th.

Moving Forward/ Resources Needed:

There is a request by the VAP, the ACC, and Staff due to the lack of progress in some of the reviews, to revisit the role of Administrative Reviewers, or provide a path to add more or different Administrative Reviewers until the Vendor Accreditation Reviewer Task Force is approved for roll-out.

4. Vendor Accreditation Reviewer Training Task Force:

- This task force was put together by the ACC to start working on a Vendor Reviewer track similar but NOT identical to the Operation Accreditation Reviewer.
- This group has sent out and received feedback from the PVMs on the on-site review process. This did include questions in regards to characteristics of reviewers, credentials they should have, and more specifically who they do and do not recommend.
- Those results were all coded and reviewed. I also reviewed the past 3 years of Site Reports and coded the priorities and categorized them for this group to review to see what current ARs are looking for and have had issues with.
- From quite a few different support sources, this group has come up with a skeleton syllabus and is currently on pause until the Vendor Accreditation Design TF has a chance to start up. These two groups will work closely in the future to finalize their TORs.

5. Vendor Accreditation Program Design Task Force: ([Last Meeting Minutes](#))

- This task force has an approved TOR and their first meeting was March 23rd.
- Alicia has decided that she would like to chair while the VRTTF is on pause and Micah Henderson will be assisting while she is on leave.
- With the Board approved motion to split Installation, Inspection, Training, and Certification, this group will build and develop each service category back out. There will also more than likely be services added.
- This group will utilize the model of scheduled open meetings.

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- This group will also present and have portions approved rather than one large program.

6. VAP:

- Annual Reports: The VAP has been reviewing Annual Report edits in an effort to complete these reports by the end of March
- Site Reviews
- Maintenance of current program

Operation Accreditation:

Needs 100% more Marketing.

1. Operation Reviewers:

- Recent Training for Operation Reviewers was February 25th and 26th with 7 participants.
- OR Community Shared Drive is up and fully functional
- OR list is on the ACCT Website and has been updated to reflect all current ORs.
- An OR CEU list was put together for the conference

2. Operation Accreditation Applications:

- Applications received: 2
- Accredited Operations: 2
- Finalizing website to have those 2 operations displayed (would like to add links)

3. OAP:

The OAP has been more of a support group with Operation Reviewer at the moment. Through the process of reviewing the first two applications, we realized that there needed to be some updates to the OA Forms. Updates have been made to QCP formatting, Inspection Cover Sheet, Trainer Affidavit, OR Report, OR Guide, and OA Manual. This has been updated on the website and to the OR Resource Shared Drive. Update emails have been sent out to Accredited Operations and the OR Listserv.

Trainer Credentialing Task Force:

- This Task Force finalized their curriculum from the ACC and has completed their ToR. This group has been thanked and disbanded. A new group will be created to proceed with next steps. The curriculum has been shared with TIRE and after their review, will be sent out for public commenting.

Universal Portfolio Task Force:

- Definitions- **Completed. Definitions will be reviewed by TIRE**

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- Formats, including pricing- **In-Progress**
 - Functionality- **In-Progress**
 - This TF did a presentation at the conference regarding the updates and to solicit feedback. The feedback has been reviewed and incorporated where applicable.
 - This TF will be on hiatus until the QCP task force has updated QCPs.

6. QCP TF:

With updates happening in almost every other part of Programs, it has become widely acknowledged that the QCP's need to be updated as well. This task force has a TOR and will be populated by individuals representing each portion of the QCP including (we are hoping) representation from TIRE.

April 2021

Policy Director Board Report

Scott Andrews

Submitted: April 6, 2021

Conference

Normally the conference would be a small part of reporting my work for the first part of the year. However, this year with the conference in a virtual format my role in the conference delivery was significantly different. In the weeks leading up to the conference and then the conference itself, I was primarily engaged in supporting the Conference Workgroup in the detailed hands-on work of producing the conference. This was an outstanding opportunity to work with and understand more of the work that goes into the conference. I spent a nearly three weeks producing content, reediting video files and supporting the delivery of the conference. In my opinion, Melissa, John, Heather and the Conference Work Group deserved a huge round of applause for the extraordinary amount of work they did.

Policy and Regulation

Moving Regulation Forward

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 defining the conversation about regulation as much as possible.

A clear and articulate description of who the association serves and what the association hopes to accomplish will greatly simplify this task. Additionally, it will help provide confidence that staff are working in the right direction. Crafting a message for regulators and members is significantly more difficult when it is not clear about who the association is trying to speak for and to what end.

Legislative Action:

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

CALIFORNIA:

Statements from some members in California and from some regulators in other states indicate that Cal OSHA may have restarted their process of developing regulations for Amusement Devices. I have reached out to the Cal OSHA Permanent Amusement Ride (PAR) staff that I personally know to inquire about the process. I have had no response from that and will again reach out this month.

MASSACHUSETTS:

The agency responsible for challenge course regulation in the state has started the process of updating their standards references. Rich Klajnscek has been working directly with the department and I have been providing the department with resources for their review.

WISCONSIN:

The state of Wisconsin has begun the process of updating the existing requirements for permitting recreational and educational camps. The state has finished writing the draft language and is starting the long process of bringing the draft language to stakeholders for public review in the fall of 2021. John Voegtlin and I have been working with state staff to determine the best method for assuring camps in the state have access to the standards. This is an ongoing effort. John and I are attempting to encourage camps to become members of the association for their access to standards.

Wisconsin staff have asked if ACCT has a way to provide the standards to camps in the state at a reduced rate. John and I have said to them that the standards are available to member for purchase. We have no interest in providing the standards without payment because of the substantial revenue loss it represents (about 200 camp sites in Wisconsin at \$120.00 per copy is \$24,000.00)

UTAH

In March the Utah Amusement Ride Safety Board determined they would publish the draft standards and presented in December. The regulation would be published virtually without change from the draft language presented to the public and heavily commented on in December and January. The Board also made a commitment to process the comments and make required changes as appropriate. The rules as published could have significant impacts on some members of our association.

The publication of the rules needs to be seen against the back drop of the changes proposed in the legislature where one bill has extended the time before the regulation will be in effect to Winter of 2023. This is a full year beyond the original effective date of Winter 2022. This change is significant because the change of effective date did not come with a change in funding. While it is unlikely, it is possible the UARSB could run out of money to develop their program before being able to collect funds to operate the program. Additionally, members of the UTAH therapeutic and youth serving community appear to be working with legislators to change the foundations of the enabling legislation.

Consensus Group:

Since the last report, I have supported the Consensus Group by drafting agendas, hosting meetings, and creating records of meetings. I have also continued my training in ANSI procedures and process through reading the Accredited Procedures of other ASD's and attending 5 training workshops at ANSI.

The Consensus Group is continuing to work toward the beginning of a new project which would be announced by a Project Initiation Notification System (PINS) announcement in ANSI Standards Action. This would signal the formal beginning of reviewing the material submitted to the Consensus Group through the StandardsManagement@acctinfo.org email portal by TIRE and other individuals. This begins the lengthy process of developing the next edition of the standards.

Over the last three months, I have worked with Pete Sawyer, Curtis Britcher and in the last few weeks John Lazarus to develop tools to allow as much automation and clarity in the processing of comments.

In the processing of the 03-2016 standards, much of this process was manual. A comment came in on a form and was typed into a comment processing form used by the Standards Writing Committees and the Consensus Group. During the 03-2019 accepting of comments, JOTFORM was used to receive comments and the export from JOTFORM was used to help track the exact language of changes and responses of commenters. In developing a more automated process for 03-202x I have experimented with JOTFORM and ASANA to create a process Consensus Group members can review at their pleasure. This system is still in development and should be ready when the CG announces a public comment period.

Of NOTE, at a recent ANSI training about processing comments and the Audit Process, ANSI staff made the requirements for processing comments very clear. ANSI staff stated that ALL comments must be processed and documented. They mean ALL and documented clearly and in a timely fashion. In one recent training ANSI staff made it very clear that comments must be processed within one year of the end of the last public comment period. ASD can request an extension of that period but the expectation is that ALL comments are addressed in a "timely fashion."

To: ACCT Board

From: John Voegtlin, Office Manager

Date: 04/05/2021

Staff Board Report

1. Office Manager: While work-from-home has still been going well, I am fully vaccinated against COVID-19 and the rest of my house will be by mid-May. Most likely will be spending more time in the office after that point.

I was part of the production crew for the virtual conference, so the first half of the time period this report covers was very conference-focused. Also spent a fair bit of time post-conference gathering recordings from outside sources and reuploading and re-recording & editing several sessions so that the correct versions were available for playback for registered attendees.

Right before the conference, Jeremiah Calvino from Blend Marketing offered to host our external (not acctinfo.org) websites. I investigated the platform he uses, which is Kinsta, and found it to be highly reviewed for both reliability and features, especially in regards to WordPress sites. After an explanation of the resulting cost savings and increase in reliability to the ED & Board Chair, we decided to accept Jeremiah's offer. They made a copy of the conference website and are ready to make a copy of either ACCTCertifications.com or ACCTRegMap.org. I shared the "staging" version of the conference website with Melissa, and she's using it in her process of transitioning the content there to reflect an in-person Cleveland event and the past-but-still-available nature of our 2021 event. When she's done, we can "flip the switch" and officially move that site. Since ACCTCertifications is in need of a new WordPress theme (both for inclusion of new certification-related content and because the existing theme is no longer being maintained by the creators) a staging version of that site will help Heather in her transition, and ACCTRegMap can use a staging version to work out the current bug in the backend of the map plugin.

2. Work which coincides with Board Priorities

a. Increase Membership and Value:

- Due to very common questions and confusion from members about auto-renewal, I've split the main membership types into auto-renew and "Standard Billing." There didn't seem to be a way to opt-out of auto-renew without manually deleting the auto pay invoice the system creates (either by member or from the office) and the notice that auto-renew was the default wasn't clear enough. I changed the language of renewal reminder emails to alert the member which system their invoice is currently part of and that switching from one to the other is possible.
- Informz Marketing Platform. Membership work group started work to split old member welcome packet into a series of welcome emails for use in a campaign. We're also planning to use the platform for a new member campaign. We used a Conference Registration campaign, including date-sensitive messages, right up to the launch of the virtual conference, and have exported the registered 2021 attendees to a list for future campaigns.

- ACCT Academy has been discussed by the Education Task Force (part of TIRE) and I have joined their meetings when possible. Their focus seemed to be on reorganizing and cleaning up the current flow of the Academy page to align with the content they see coming in the future. The task force may be completing their terms and a Panel may come into existence shortly thereafter. I expect that group to help procure and produce content for various sections within Academy.
- 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. Perhaps the newly reformed PR & Marketing committee will have input or expertise to lend to this project.

b. Transparency

- Membership work group's form to collect information for public volunteer group website pages has received a few responses from program-related groups (mostly Heather's effort). A letter has also been drafted to send to the current chairs. More reminders may be sent, but I am going to start making pages from the groups that I do have information from and work them into the current "committees" menu and page on acctinfo.org.

3. Membership Workgroup:

- Membership Work Group's Volunteer Intake project is running quite well, and while there is still some instances of non-involvement, it is certainly no longer due to a lack of effort or communication in the process. Conversations with Leadership & Nominations on collaboration on this and other projects will still happen eventually. The process is tracked and functions through an Asana Project and the work group has done a great job of splitting the workload and helping each other with the proper messaging to potential volunteers in each step of the process.
- 2020's excellent Volunteer and Membership presentation has been split into two separate shorter presentations for use on ACCT Academy.
- 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).
- They put one message in a newsletter soliciting new volunteers and have since taken on David Faulstich as a new member.

4. PR & Marketing Workgroup:

- Matt Marcus has stepped in as new chair
- Had one meeting with most of the existing group and one new member (Annika Truebenbach)
- They'd also like some new volunteers and have solicited for such in a newsletter and on social media
- Would like to involve them in crafting new campaigns for Informz and website/branding tweaks

5. IT Workgroup

- 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. Some volunteer group chairs were given access to the office zoom account to schedule their own meetings, but they are unaware of the conflicts/limitations that a Host license comes with. That access will be taken away and all zoom scheduling will be done by office staff to avoid conflicts.
 - Technology Use Policy is ready to be deployed, may be waiting on Chairs Responsibility document to include it in the onboarding checklist for new volunteers as a simultaneous release.
 - Evaluate other tech services to be sure we're using them to their potential.

6. Miscellaneous Requests

The board asked for a member number report that included revenue and member number changes from each member type, especially in regards to this past year and the effects that the pandemic has had on those numbers. I've collected information from the archive of membership revenue data and also run some reports directly from our membership platform to create a spreadsheet that compares the number of registrations and renewals in the past 4-5 years (both fiscal and calendar years). The older reference data isn't 100% reliable because of both multi-year renewals and "Organizational" memberships transitioning to B2C, B2B, etc., but I did my best to assign those old renewals to the proper categories. The fiscal years 18-19, 19-20, & calendar years 18, 19, and 20 data should be fairly accurate. Shawn is reviewing that spreadsheet now and will let me know if I should amend it in any way. The data is currently based on paid memberships, and does not include "big picture" member numbers that include all sub-accounts, nor does it include PVM members.

DRAFT
ACCT Financial Policies and Procedures

Philosophy

The purpose of financial management in the operation of all the Association for Challenge Course Technology (ACCT) activities is to fulfill the organization's mission in the most effective and efficient manner and to remain accountable to stakeholders including members, volunteers, employees and the greater community. In order to accomplish this, ACCT commits to providing accurate and complete financial data for internal and external use by the Board of Directors, Executive Director, Finance Committee and staff.

Authority and Responsibilities

The Board of Directors:

- The Board shall assume ultimate responsibility for the financial management of all activities.
- The Treasurer is authorized to act on the Board's behalf on financial matters when action is required in advance of a meeting of the Board of Directors.
- The Board must authorize any creation or termination of any financial services and accounts that are created or exist for the purpose of ACCT's financial operations.
- The Board of Directors must approve any use of cash reserves.
- The Board President or the Treasurer will serve as a second signature on any payments or financial documents which requires one.

The Executive Director:

- The Executive Director (ED) is responsible for the day-to-day financial management of the organization.
- The Board authorizes the ED to hire and supervise staff and independent consultants, pay bills, receive funds, and maintain bank accounts.
- The ED is authorized to sign checks up to \$10,000. Checks for amounts \$10,000 or more shall require specific authorization for the transaction by the Treasurer or Board Chair. (also: suggestion for Board: Checks \$50K or higher shall require two signatures on the check.)
- The ED is authorized to enter into contracts for activities that have been approved by the Board as a part of budgets or plans. The Board of Directors must authorize any contracts outside of these parameters and all contracts with a financial value greater than \$10,000.
- The ED is authorized to manage expenses within the parameters of the overall approved budget, reporting to the Board of Directors and Finance Committee on variances and the reason for these variances.
- The ED shall pay all obligations and file required reports in a timely manner.
- The ED shall report the financial results of ACCT operations according to the schedule established by the Board of Directors and Finance Committee, currently monthly and quarterly.
- The ED shall make no contractual commitment for bank loans, corporate credit cards, or for real estate leases or purchases without specific approval of the Board.
- The ED shall limit vendor credit accounts to prudent and necessary levels.
- For items or services costing in excess of \$25,000 per unit, the ED shall obtain competitive bids. Selection will be based on cost, service, and other elements of the contract. ACCT may award the bid to any provider and is not required to accept the lowest cost proposal. Annual contracts costing more than \$25,000 shall be reviewed and re-bid at a minimum of every three years.

Budget

In order to ensure that planned activities minimize the risk of financial jeopardy and are consistent with board-approved priorities, long-range organization goals, and specific objectives, the Executive Director shall:

- Submit operating and capital budgets to the Board of Directors and Finance Committee in time for reasonable approval by the Board prior to each fiscal year.
- Use responsible assumptions and projections as background, with the general goal of a balanced budget.

Asset Protection

In order to ensure that the assets of ACCT are adequately protected and maintained, the Executive Director shall:

- Obtain authorization from the Treasurer or Board Chair to move funds out of reserve accounts.
- Insure against theft and casualty losses to the organization and against liability losses to Board members, staff, or the organization itself to levels indicated in consultation with suitable professional resources.
- Plan and carry out suitable protection and maintenance of assets and equipment.
- Avoid actions that would expose the organization, its board, or its staff to claims of liability.
- Protect intellectual property, information, and files from unauthorized access, tampering, loss, or significant damage.
- Receive, process, and disburse funds under controls that are sufficient to maintain basic segregation of duties to protect bank accounts, income receipts, and payments.

Financial Transactions with Insiders

No advances of funds to employees, officers, or directors are authorized. Direct and necessary expenses including travel for meetings and other activities related to carrying out responsibilities shall be reimbursed.

Donations of Goods and Services

ACCT shall accept contributions of goods or services other than cash that are related to the programs and operations of ACCT.