



MINUTES for Face-to-Face Board Meeting May 9th, 2022

Meeting Logistics:

05/09/2022 8:00am – 5pm Mountain Time

Location:

ACCT Office | Longmont Colorado
With Zoom Link
<https://zoom.us/j/8256677745>
Meeting ID: 825 667 7745

ATTENDEES

Presiding Officer:

Carson Rivers – **Chair**

Board Member Attendees:

Rohan Shahani – **Vice Chair**
 Korey Hampton – **Secretary**
 Erik Marter – **Treasurer**

Bahman Azarm – **Member**
 Keith Jacobs - **Member**
 Connor James – **Member**
***left at 9AM, returned at 4PM**

Jason Ong – **Member**
 Billy Simpson – **Member**
 Bill Zimmermann – **Executive Director**

Quorum?

Yes
 No

Guests:

Heather Brooks

Meeting called to order at 8:07 AM Mountain Time by Carson Rivers.

Welcome Guests & Housekeeping (Carson Rivers)

Reading of the ACCT Mission Statement (Bill Zimmermann)

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 (Bill Zimmermann)

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 (Carson)

Motion:	Review and approve the meeting agenda
Made by:	Bahman
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

Executive Director Report (Bill)

- Over the last 30 days he has been meeting with staff, key volunteers, and our outgoing ED.
- Still processing the transfer of some credit card accounts.
- Focus has included: trying to understand the current governance model and operation of the Association, the upcoming ANSI audit, the next FY budget, and conference pricing/structure.
- Discussed current role of our bookkeeper, and the possibility of including other outside financial personnel (such as a CPA) in our financial oversight model.
- Short term goals include making improvements in overall Association work productivity by evaluating how staff and volunteers interact to get things done. Used the conference committee staff workgroup as an example of a good model for this.

Connor left the meeting at 9AM MST

Part Time Staff Roles (Carson)

Motion:	Move into Closed Session.
Made by:	Rohan
Seconded by:	Bahman
Discussion:	Keep Heather in the room given her level of involvement in this matter. Rohan would like this discussion to include all staff roles.
Vote:	In Favor – all Opposed – none Abstaining – none
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Meeting moved into Closed Session at 9:00AM Mountain Time.

Meeting returned to Open Session at 10:32AM Mountain Time.

Meeting called to recess at 10:32AM Mountain Time by Carson Rivers.



Meeting called back to order at 10:50AM Mountain Time by Carson Rivers.

Motion:	The BOD directs the ACCT ED to adopt a conflict-of-interest policy into the employee handbook and to create a draft independent contractor agreement that includes policies pertaining to conflict of interest.
Made by:	Rohan
Seconded by:	Billy
Discussion:	none
Vote:	In Favor – Korey, Rohan, Keith, Billy, Bahman, Jason, Erik Opposed – none Abstaining – Carson
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Full Time Staff Reports (Bill Zimmerman, Heather Brooks, John Voegtlin)

- Program Manager – see “2022_05_04 Board Report – Programs”
Discussed the Insurance and Risk Management Committee (IRMC) draft insurance policy documents that are currently under review by the Accreditation and Certification Committee (ACC). Reviewed the status of new PVM inquiries/applications and renewals. Talked about upcoming ICE testing events. Received an update on Operation Accreditation applications, both present and projected future applications. Discussed options for increased awareness and access to public comment opportunities.
- Office Manager – see “2022_04_29 Board report – Office Manager”
Reviewed website status including ‘contact us’ link, conference website updates, and the Regulation Map. Discussed onboarding Bill with the tech platforms. Talked about membership welcome campaign, ACCT Academy, status of summary reports from Committees on the website, and PR & Marketing and IT Workgroups. Discussed reviewing our current tech platforms and assessing cost versus value.
- Events Director - see “2022 4 29 Event Department Staff Report – MAW”.
Discussed onboarding Bill regarding conference vendors and current pricing, sponsorship, and exhibit hall models. Also have begun discussing improving those models to stabilize and improve the financial success of conference. Melissa Webb and Kristin Vines (from HPN Global) are currently conducting site visits for potential upcoming conference locations.

Meeting called to recess at 12:05 Mountain Time by Carson Rivers.

Meeting called back to order at 1:12PM Mountain Time by Carson Rivers.

Committee Reports (Carson & Committee Liaisons) – see *Committee Reports*

- Finance Committee – Bill is getting familiar with the budget, and the Finance Committee is working with him to propose the draft budget
- Technical Information, Research, and Education (TIRE) Committee – Briefly discussed the TIRE bulletin and ACCT Academy again. TIRE has requested a draft statement from the BOD RE: clarifying what types of publications they would need to get approval on/send to CG in the future.



ACTION ITEM – Carson and Bahman (TIRE Liaison): Draft above-mentioned statement

- Consensus Group – Brief update on ANSI audit and standards development status.
- Insurance & Risk Management (IRMC) Committee – No new updates
- International Committee – Requested a non-voting staff member to attend their meetings, re-stated their desire for a regional conference and ACCT presence at other trade shows.
- Leadership & Nominations Committee – They are meeting regularly, but they need more members and are actively recruiting.
- Accreditation and Certification Committee (ACC) – Discussed status of Vendor Design TF, QCP TF, and Trainer Curriculum TF. Updated on progress of the Program Policy Development draft document and also on the initial conversations between ACC and Compliance Committee regarding the development of the complaints process. Reviewed the succession plan for members that have reached their term limits.
- Compliance Committee – Received a new grievance last week, they are managing that without assistance from the BOD, unless and until they need us. They are processing COIs and working with Office Manager John Voegtlin to determine how many COIs are outstanding/overdue. They have also submitted documents for BOD review.
- Board Emeritus – Discussed group membership as it relates to the terms of members, the size of the group, and member diversity.

ACCT Conference (Bill)

- 2023 Portland Updates - Discussed the conference app and the problems we had with it in Cleveland. Discussed what has been done so far to address this moving forward.
- PVM Symposium Updates – The group managing the in-person symposium has discussed plans and potential topics. They are also planning one-two virtual symposium(s).
- Future Conference Planning Updates – Melissa is currently visiting sites. When she is done with those, she will present recommendations, likely in June or July.
- Conference Financial Model Considerations – Discussed sponsorship and exhibitor revenue and the belief that it is considerably less than comparable associations. For many booth sizes it is less expensive to buy a booth (which includes attendee passes) than it is to buy those attendee passes separately. Discussed changes to available booth sizes, member categories, and sponsorship packages.
- Reviewed room sharing policies in light of the current COVID situation.

ACCT Representation at Other Events Globally (Jason)

The International Community would like us to consider ACCT representation a trade show and also the facilitation of a regional conference outside of the US. Discussed options such as the IAPA and Outward Bound conferences, and strategies ranging from booths to workshop presentations. Further discussed who could “represent” ACCT at these events, and the value of having a staff member in this role so there's no perception of favoritism. Discussed how to move forward vetting events and determining specific associated costs.

ACTION ITEM – Jason: Continue to work with the International Committee to bring specific information to the BOD regarding these opportunities.

Meeting called to recess at 3:15PM Mountain Time by Carson Rivers.



Meeting called back to order at 3:30PM Mountain Time by Carson Rivers.

PVM Annual Reporting (Korey & Heather)

- General Updates – Reviewed the status of the annual report, and which people/groups are reviewing it now. Vendor Design Task Force is working on it in conjunction with the other applications and materials they are reviewing right now.
- Next Steps – Staff will work on revamping this report. Obtain legal review once a general counsel is identified.

Association General Counsel (Korey)

Briefly reviewed options that have been identified so far.

Connor James and Pete Sawyer joined the meeting remotely. John Lazarus joined the meeting in person, all at 4PM MST.

Consensus Group (CG) (Connor)

- ANSI Audit Preparation. The CG has reviewed items identified from the previous audit so that they can address necessary changes as they move forward with this upcoming standard draft process/development phase. They are processing public comments right now and working towards balloting and filling open positions, as well as moving towards beginning a draft standard. Discussed bringing in a consultant versus having someone within the association that is knowledgeable about the ANSI audit process. The audit is tentatively scheduled for September, staff will work to confirm a date.

ACTION ITEM – Keith and Rohan: support and assist Connor (CG liaison) as needed throughout this process. All BOD members should educate themselves on the ANSI audit process.

ACTION ITEM – Bill: contact ANSI for more information (see above), then update the BOD on next steps.

Meeting Closing (Carson)

Motion:	Motion to adjourn the meeting.
Made by:	Bahman
Seconded by:	Erik
Discussion:	Melissa requested that we get pictures.
Vote:	In Favor – N/A Opposed – 0 Abstaining – 0
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Meeting adjourned at 5:04PM Mountain Time.

May 4, 2022
Heather Brooks
Program Manager

Programs:

There has been a lot of work happening. I feel we are on the brink of shifting our Programs to be more reputable than they have been in the past. The bar has been set to past standards and now we are lifting the bar to represent what both the Association and the Industry is asking for.

One of the bigger conversations has been around Insurance and as it relates to Certification and Accreditations. This is obviously a very touchy topic, but I look forward to the continued conversation and to see what the future holds.

The need for a streamlined process for approvals is more apparent than ever. Myself, Korey Hampton, Kennerly deForest, and Bill Zimmermann, have been working to look at relating documents and will start a draft plan. This could fundamentally change the future of Programs.

Moving forward, I have been in communication with Don Stock in regards to the Government Relations Workgroup. We do **need** to figure out how to follow some of the work Scott was doing with regulators to positively push our Programs further into regulations.

As a note, although I do not report on the ACC, I am now the liaison from the ACC to TIRE and back. Being staff is also helpful to move things forward on the behalf on the TIRE Committee.

Inspector Certification

- Finalize Eligibility and ICE Policy (**COMPLETED**)
- Looking for a Learning Management System that will fit the needs of certification AND ACCT Academy (**In-Progress**)
- Strengthening the In-House track to be something that can be used to enhance Operation Accreditation (**In-Progress**) (**Possible Issues**)
- Create a universal cover sheet for ACCT Certified Professional Inspectors (**Not Started**)
- Create more ACCT Inspector Trainings (**In-Progress**) (**Possible Issues**)
- Look at feasibility of doing mandatory trainings for ICE applicants (**COMPLETED**)
- Work with Scott Andrews to work on a plan to bring this program to AHJs. (re-planning)
- Look into feasibility of a new or updated website (**In-Progress**)

(Possible Issues= competition in the industry)

Left from last fiscal year:

- Introduce manufactured guideline questions and have less unnecessary questions that do not show much to support the knowledge of the inspectors. (In-Progress)

1. ICE Numbers
2021-2022

2-Year Renewals = 85

Completed = 28

4-Year Renewals = 25

Completed = 22

Certification Transfers = 3

New applicants to date for 2021/2022:

In-house = 14

Professional = 27

2. Testing Events

- Alliance Boot Camp Testing-Virtual: October 6th, 2021. This event did NOT include a Prep Course. We had four people interested, three applicants, and ended with two testers (one renewal and one new applicant). One of the three applicants requested their application be transferred to the Fall Testing event.
 - Fall Testing Event- Virtual: November 9th, 2021.
This event had 11 participants and substituted for the PA Safety Seminar testing event.
 - Conference Testing In-Person: February 13th, 2022. This event will use the recently approved eligibility criteria. We had 37 attendees the Prep Course and 30 applicants present for the test
 - Spring Testing- Virtual: March 29th, 2022. We had 11 attend the Prep Course and 23 applicants present for testing
- POSSIBLE EVENT: Adding a virtual testing event in August 2022.

3. ICP:

- The Panel has finalized updating the Inspector Certification Policy.
- The Additionally Listed Companies form has been finalized and is available online. This will allow inspectors to have one primary company and two additionally listed companies added to a certificate.
- Revised sample tests
- "Grandfathering" to updated levels based on new eligibility have been finalized.
- Looking at educational pieces

4. ICE Prep Course Workgroup:

I have not replenished this group, however, work is still being done. I am working on a workbook to accompany the prep course. **COMPLETE**

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. **(Still requesting)**

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:

7 Companies have expressed interest in the PVM Program. 1 of those companies has submitted a Pre-Application

2. PVM Audits:

- 2020:
 - 1 PVM Company has been issued an extension and has been assigned a new Review Team

- 2021:
 - Virtual Site reviews: **COMPLETED**
 - On-site reviews: **COMPLETED**
 - 1 PVM company **Has not complete**

For 2022, we will have 13 PVMs going through site reviews. The reviewer assignments have been sent. (**COMPLETED**)

Scheduling has started

4. Vendor Accreditation Reviewer Training Task Force:

- Re-enstating to start working on the training based on the Accreditation Manual
- Last task: came up with a skeleton syllabus for Reviewer Training.

5. Vendor Accreditation Program Design Task Force:

- Niels, Micah, and Alicia have all taken charge on this Task Force.
- This group has been working on updating the PVM eligibility requirements.
- This group has held multiple successful open meetings to update each category portion.
- The DRAFT Vendor Accreditation Category Requirements was out for final public commenting and a finalization meeting happened with commenters.

This group is requesting a F2F meeting to put together the approval package for the Board of Directors that will include an Accreditation Manual, Application, Annual Report, Site Review Report.

6. VAP:

- Austin Paulson newly approved VAP Chair
- Annual Reports: The VAP teams will be reviewing Annual Reports. (**NOT CURRENTLY HAPPENING**)
- Site Reports review as they come in
- Maintenance of current program

Moving Forward/ Resources Needed:

- No resources are needed at this time

Operation Accreditation:

Needs 100% more Marketing.

As you know, our biggest project has been with the Ministry of Education in Singapore. I have separated the Waiver for Variance into two different forms. The Waiver for Variance for the

application has been finalized and sent. We have received their four applications. The Waivor for Variance with the Program Agreement form is still being finalized.

I am also shifting membership and accreditation fees for all Accredited Operation to July 31st.

1. Operation Reviewers:

- OR list is on the ACCT Website and has been updated to reflect all current ORs after the refresher training and a virtual initial training.

2. Operation Accreditation Applications:

- Applications received to date (In Total): 8
- Accredited Operations to date: 4

3. OAP:

Annual Reports were sent out. I (Heather) have reviewed the contents of these two reports and have instructed both to submit as final.

Trainer Credentialing Task Force:

- This task force has been disbanded
- The curriculum was shared with the TIRE Committee and we have received their feedback.
- The ACC formatted this document edits and this was sent out for public commenting in the April 21st ACCT newsletter. Commenting closes June 17th, 2022.

Universal Portfolio Task Force:

This TF will be on hiatus until the QCP task force has updated QCPs.

- Definitions- Completed. Definitions are reviewed by TIRE
- Formats, including pricing- In-Progress
- Functionality- In-Progress

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 is being populated by individuals representing each portion of the QCP. This group will have its first meeting May 12, 2022.

To: ACCT Board

From: John Voegtlin, Office Manager [& Secretary to the Consensus Group]

Date: 04/29/2022

Staff Board Report

1. Office Manager: General office duties are still going fine, back in the office most days. My work-from-home setup is still more than adequate, but I haven't yet settled on a regular schedule of days that would work best at each location.

We turned the "Contact Us" form on acctinfo.org back to Active. It had been turned off prior to my hire due to a large amount of spam submissions. I turned on some of the features that should help mitigate those kinds of submissions and turned the contact form back on. We've received several submissions through it already.

Pieces of the conference website (acctconference.com) have been breaking with each wordpress update and the answer that came from the conference/event theme developer on solving those issues was to upgrade to the latest theme, as they've stopped supporting the theme we have installed. The newest theme has no further cost (already included in the subscription), but is a bit different in terms of features/sections and while it does have a set of templates that replicate the look and feel of our current theme, there are some slight differences. I made a copy of the existing content on the staging site that Kinsta provides us (part of the hosting with Blend) and gave the link to Melissa to evaluate.

I still believe there is a need for reassignment of the tracking and reporting on regulation that Scott used to do and keep track of at acctregmap.org. I think some/all of this may be able to be taken on by volunteers or a volunteer group. The RegMap website is a functional website that could receive update submissions from accounts assigned to volunteers **and approved before going live**. There's already an approval flow plug-in installed. Editing the map itself isn't particularly intuitive, but could also be learned by a volunteer. Identifying the right people for these tasks probably starts with the Government Relations Work Group.

In recent weeks, a lot of time has been devoted to onboarding Bill into our tech services while retaining access to Shawn's accounts, especially to help with account ownership changes. Since every service we use/pay for has to be switched/edited, it's prompted some quick evaluations of overlaps, costs, and possibilities of tightening up our use of the services to avoid waste and confusion. Since many of our services are based on per-user licensing, there are some easy ways to reduce our costs by pruning inactive accounts or, in some cases with Google Workspace, converting accounts from fully licensed users to collaborative inbox groups. [Bill has also expressed a desire to clean up the sprawling Shared Drives and calendars that exist within our Google Workspace environment, and while that isn't causing any cost-issues, it does present itself as a large amount of data that could use more organization.] Some lingering "low hanging fruit" has been canceled (GoToMeeting) or is in the process of being canceled (JazzHR)

2. Work which coincides with Board Priorities

a. Increase Membership and Value:

- Informz Marketing Platform
 - Membership work group's efforts on generating/splitting up content for an email welcome campaign seems like it will also be useful in retention campaigns and new member acquisition campaigns. The work has been logged in an Asana project and copied to a Member Acquisition project, as we realized a lot of the content could probably be used for both types of campaigns.
 - Earlier in the process Shawn had proposed lending his voice to the first email in the welcome campaign, but the thinking now is that it would probably be a better fit for the new ED.
 - I've been sending short, personal welcome messages to any new members that join from my address, and have gotten a few nice replies and follow-up questions.
 - We started efforts to better categorize our "Target" groups, due to the unsubscribe option currently being a universal unsubscribe from all communications sent through Informz. Our former customer rep seemed to indicate that I should hold off on building a smarter unsubscribe page (that would let users choose the information they might want to continue to receive) as an upgrade to both the YourMembership integration and a new feature-set that included smarter unsubscribes was "coming soon." Our new rep seems unsure of when the "categories" feature will actually launch, but says we could achieve better unsubscribe options with preferences and target groups. (TL;DR: we're going back to cleaning up our target groups and creating our own, better unsubscribe landing page)
- ACCT Academy has hosted two webinars presented by the TIRE's Member Education Panel. The panel has also presented me with a small list of changes in the presentation of content on the Academy pages and I've implemented some of those changes. I attend as many of their meetings as I can. The group shifted focus to conference-related tasks for the few months leading to Cleveland. The Academy Work Group (staff work group, which, in my understanding would be the group charged with helping staff) has had a volunteer step into the Chair role (Alexis Webb-Bechtold). Member Education Panel and TIRE seem confused by the continued existence of the workgroup, but I feel that groups like Member Education Panel can continue to direct content areas, provide content, and/or solicit content creators for their topic of interest or area of expertise, while the workgroup helps us choose and implement the platform and be sure that all of the relevant content areas are represented.

- We would still like to refresh and redesign the main header of the ACCT site and apply any new branding to all ACCT sites (regmap, certifications, etc.) These changes require YourMembership intervention, 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 handful of responses from volunteer groups with the help of Heather's efforts to get program-related groups submitted and Melissa's call for clarification on volunteer group rosters before Cleveland. I had a goal of getting pages for each of those groups done before the conference, but most of them actually went live just after the conference. All current pages can be found linked from acctinfo.org/committees and in the main navigation menu. There are still several groups without informational pages at this time.

3. Membership Workgroup:

- Membership Work Group's Volunteer Intake project is still running well; we had a small surge of interest after the conference. as expected.
- 2020's excellent Volunteer and Membership presentations were updated running at our booth in Cleveland and could still be added to ACCT Academy and/or used at any other conferences we decide to attend with minimal tweaking to make them more generic so they're not in need of an update every time there's a change to volunteer group structure.
- Heather 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:

- Matt has been (nearly single-handedly?) handling the conference promotional duties that Melissa needs.
- At least one member has been added since the conference and a standing monthly meeting time has been set.
- Matt made an excellent audit document of our current platforms and communications and potential new efforts
- Would like to involve them in crafting new campaigns for Informz and website/branding tweaks
- Need more group involvement so we don't burn Matt out.

5. IT Workgroup

- All owned domain names now redirect to one of our existing sites
- There's been mention of some of the domain names that we identified as "*kinda should be ours*" but are owned by other companies being transferred to our ownership. I think the details of the transfer need to be worked out before any of the technical details can be considered.
- Made an onboarding/offboarding checklist for Chairs to use when taking on new volunteers or rolling off members.

- Added link to the Volunteer Page submission form to the Chairs Responsibilities sheet
- Made a list of currently used tech services to identify overlap and any services that have newer, better, cheaper alternatives that should be considered.
- Made a list of current Google Workspace accounts with several recommendations for conversion to Google Groups with Collaborative Inbox turned on. Some of our archived Board and Staff accounts are approaching 3-4 years old and we're wondering if there is a limit to our retention policies and if an external archive of some sort might also reduce some overhead costs.
- Started looking into Bring Your Own Device policies. Some staff and all volunteers are using personal devices to at least access our Drive, Slack, and Asana services, so some sort of policy and accompanying educational material about security recommendations and minimums should be created. The Tech Use Policy was able to be generalized to apply to both staff and volunteers, but this one may require two separate versions to account for the bigger differences in permissions and access between a fully licensed Workspace user and typical volunteer use-case.

6. Miscellaneous Requests

- Accredited Vendor dues were modified so that the cost of the B2B membership is a separate line-item from the additional accreditation fees. The hope was that when we export the monthly income that we can apply the appropriate amounts to the Membership Budget and Programs Budget. This part is still being done manually by our accountant Laura because of the *type* of export we are giving her (monthly payments received - which is most useful when trying to line up the income with the bank statements). Accredited Operation modifiers and billing types have now *also* been created. These will currently be handled the same way, but we should do some experiments with other types of "batch" exports to see if the line-items for membership and the accreditation modifiers show up as separate line-items.
- Many members made inquiries into adding sub-accounts to their membership while considering conference attendance this year. Since we still offer "Additional individuals may be added to the organization's membership roster at an additional cost of \$50 per additional member." on the join page, I found a way to bill those organizations within YourMembership. This is not a standard practice/feature within the platform. Currently, I have an optional "modifier" that an organization can choose at sign-up or renewal, but no smooth way to add those additional accounts, and properly bill them, in the middle of their year of membership. Still looking into more flexible options to handle it.

Staff Board Report

Name: Melissa Webb

Date: 4/29/2022

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:

- **Cleveland 2022:**
 - Final Registration #'s:
 - Attendee: 634 registrants; **\$274,421.25** collected in attendee revenue via CVENT (this is before merchant processing fees from Stripe)
 - 107 pre-con | certification | training course registrants (including ICE Prep)
 - Cancellations: There were 36 attendee cancellations. Some have requested a refund less the cancellation fee and others have opted for a credit towards our 2023 conference.
 - All 2023 credit letters have been issued along with instructions on how to redeem the credit towards the 2023 event.
 - There were comps issued for over \$96,912.00. These include BOD, Staff, Conference Work Group, Emcees, Exhibitors, Presenters, and Sponsors.
 - Exhibitor: 47 companies registered to Exhibit securing 56 booths which was 72% of phase 1 booths available for purchase. We decided not to open phase 2 sales. **\$119,040.25** was collected in Exhibitor | Sponsor revenue via CVENT (before Stripe merchant processing fees)
 - Cancellations: There were 9 exhibitor cancellations. Some have opted for a refund less the cancellation fee and others have requested a credit towards our 2023 event.
 - All 2023 credit letters have been issued along with instructions on how to redeem the credit towards the 2023 event.
 - Digital:

- App: The Virtual Attendee Hub (VAH) was quite challenging to work with this year. We used the web-based version for 2021 virtual conference and as CVENT looked to move people away from the Crowd Compass App they pushed clients into the utilizing the VAH for mobile app. This platform was supposed to accomplish so much but ultimately importing content, manually adding content, updating content etc. was incredibly challenging as the system would change information loaded and often not load the content at all. Push notifications would go live hours after scheduled etc. This created a mess for us as we were trying to push information to attendees as the app was the primary source for folks to get current conference content. It forced us to put a lot of manual systems in place this year to disseminate information, collect evaluations, share session details etc. It wasn't flawless in Cleveland, but we now have good back-up systems in place that we can implement rather quickly, and we are also exploring other digital app options.
- Photography: We had a good crew of lead photographers this year on the work group and tapped into the PR & Marketing Workgroup for additional support with this on-site.
- Workshops: because of the timing of the Omicron variant there were a lot of last-minute changes to the workshops line-up. Thankfully folks gave us a lot of grace considering the app presented so many issues for us to publicly share these changes while on-site.
- Auction: hosting the auction online was a success. We hope to do it this way in the future as it allows for more people to donate items as well as bid regardless of if they can join us in-person or not.
- Olympics: Having the Olympics in the Exhibit Hall seemed to be a hit and draw folks back into the hall that 2nd night. Having Brenda Reed Co-Emcee was great and the CWG has requested she join the line-up for that in Portland along with Josh and Erik if they are all still willing.
- Attendee Waiver: Seemed to work well for what we needed it to do.
 - Is this something that we should just have all attendees sign during the registration process for the conference annually? It would eliminate some bottle necking on-site and would cover some of the other areas of the conference as well such as facilitated initiatives / ACCT Olympics etc.

- This was comp'd by Smartwaiver. Do we want an actual waiver platform to collect this information or just embed it into the registration process (like we currently do with the photography / cancellation blurbs) that folks must read / click to complete their registration?
 - Do we need to continue to have a health waiver moving forward? What if any of the Health Considerations that were implemented for Cleveland need to be in place moving forward as things stand currently?
- **ACCT Academy:**
 - We have received the links to all the mp4's from 2021 virtual conference and we are trying to figure out how to monetize this for non-registered attendees to access the library via ACCT Academy.
 - An agreement will need to be established to request permission from presenters to use these recordings in this capacity. We began this dialogue with Reb and need to follow-up on this if we intend to do something with this content. This will be largely dependent on the platform available for ACCT Academy as we do not currently have one.
 - There is confusion surrounding what ACCT Academy should be, who is contributing content to it, where that content will live, and what group / groups are responsible for overseeing it.
 - There are a lot of groups that have an interest in what happens with Academy (TIRE / MEP; Conference; Programs; Consensus Group; Membership etc.) However, until we have a platform to host things and house this information it makes it very challenging to move anything forward. This has potential to be an additional revenue stream for ACCT if setup correctly.
- **HPN:** We have received a scope of work for single year as well as multi-year services. Bill and I are currently reviewing this information. We will need to have this locked in by no later than mid-June to keep things on track with fire marshal approvals (June) / building out registration platforms for Portland (July) and launching reg within our normal time frame (August) to start drawing in revenue and begin promoting the 2023 conference.

This group is invaluable to me and truly an extension of my department. Maintaining this relationship will allow us to explore opportunities to diversify our events more and hopefully begin to offer other things throughout the year both in-person and virtually in the future.

- **CVENT:** Our contract with CVENT is in place until 6/30/2024. We are actively having conversations with them regarding issues we've experienced the last 2 years with the VAH portion of our license. We have been satisfied with CVENT for registration services but have not

been thrilled with the performance of their app. We have the VAH contracted through 2024 as part of our current agreement. We are exploring using those resources towards a different service and are also exploring different conference apps to know what options we might have.

- **Future Conference Locations:**

- Portland 2023:

- I have been assigned a contact at the convention center and have now begun communication with all venues. I hope to do a pre-planning visit sometime mid-summer to revisit space, the city, as well as meet with all key contacts.
 - I held a call with the folks at ACA shortly after our 2022 conference since that was the location of their 2022 event and they were using the same venues. I garnished a lot of very useful information from them that will help me coordinate logistics with my contacts.
 - **The call for proposals for 2023 is LIVE and the deadline for ALL submissions (general, pre-con, open forums, BOD/ Committee led etc.) is May 31st, 2022.**
 - I'm actively updating information on the conference website to begin promoting Portland. Some of the plug-ins for the conference website are no longer working so John and I are sorting that out currently trying to figure out if I need to select a new theme or if we can do an upgrade to the existing.
 - I'm currently working on the Food & Beverage (F&B) portion of the events budget as well as venue ancillary fees to provide those #'s to Bill. We've also got time scheduled to review attendee, exhibitor, sponsorship offerings and pricing.
 - We had space contracted to host our awards dinner on Friday evening. We were successful in securing space for that on Saturday night instead to keep the awards ceremony as our final evening event.
 - I've been re-working the conference schedule a bit to ensure that we have a nice flow, that we allow for some small breaks (if people wish to take them), to ensure there is ample unopposed time when the expo is open, that we have plenty of session blocks etc.
 - As of this moment there are not any changes to the AGM slot it will remain on Thursday between Pre-con sessions and the Opening of the Exhibit Hall.
 - There are some interesting policies / guidelines with hosting events in the Oregon Convention Center. I've made this information available to my team (CWG & HPN) so that everyone is aware.
 - I.e., specific materials can / cannot be used for signage. There are specific guidelines for discarding trash / recyclables etc. Nothing we can't adhere to but things we all need to be aware of. I have requested

that this information be shared via the exhibitor services kit so that all vendors are aware as well.

- Please remember we did not request room sharing for the hotel rooms that were applied to our Master Account this year (Cleveland) because of the pandemic. What is the policy on this moving forward?
 - Do we budget for everyone to have a separate room? Do we require people to pay for ½ of the room charges if they wish to have their own room as we have in the past?
- Site Visits for Future Events:
 - April:
 - Schaumburg, IL: Sited the Renaissance Schaumburg Convention Center
 - Milwaukee, WI: Sited the Hilton Milwaukee Convention Center, Hyatt Regency Milwaukee, as well as the Wisconsin Convention Center
 - May:
 - Will be visiting Oklahoma City, OK as well as Birmingham, AL
- Future Contracting: We cast a very wide net for where we distributed RFPs for 2024 – 2027. We received some great leads and I've begun siting some of those locations. Some I do not need to travel to as we've been recently (Cleveland & Raleigh for example). After the May site visits wrap Kristin (HPN) and I will re-group to see what makes the most sense and if there are additional cities to scout before making recommendations for future contracting. We did source most of the cities with the notion that we might sign multi-year agreements if it makes sense.
 - Please remember we are behind in securing locations for future years and once recommendations are made, we will need to move quickly.
- **ACCT International:**
 - I have had some great dialogue with Colin (AIC Chair) regarding the best approach to get into some of our global markets as well as assess where we should start serving our broader membership.
 - I would like to discuss bigger picture plans for serving our global community as well as offering translation services at the conference, for virtual events / webinars, ACCT Academy content etc.
 - There is potential for huge growth in this area if done properly. It would be great to see money budgeted, or a translation task force created to assist with this.
- **PVM Symposiums:**
 - **Fall:** It is my understanding that if there is a fall symposium it will be done virtually.

- **Winter:** I have been in communication with Brian Lisson and have also joined a few calls with the PVM Symposium planning team. I think this group has a good grasp on what timelines we're working with as well as what venue options / parameters we are dealing with.
- **Professional Development:** Nothing specific scheduled currently as I'm not sure of the budget for this for 2022 – 2023. I am always open to exploring other industry events to see how things are run as well as expanding my own skill set.

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 spent time debriefing Cleveland in small groups as well of as a full group. We will continue to meet bi-weekly and have already begun brainstorming discussions in preparation for our 2023 event.
 - There are two new members to the team Annika Truebenbach and Courtney Terilli.
- **Resources Needed** –
 - Translation Services to reach more of our global community.
 - Budget line item for AV / Tech needs to provide virtual / hybrid event options in the future. This should be vetted along with the search for an Academy platform as well as system for Programs to manage credentialing.
 - What is the BOD's vision for Virtual / Hybrid moving forward? That information will be helpful for me to start strategizing what this might look like with my team in 2023 to hopefully role something larger scale out in 2024.

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

Submitted: May 4, 2022

Committee Member	Email Address
Michelle Hepler – Chair	michelle.hepler@gmail.com
John Winter -Vice Chair	winterjohnl@icloud.com
Sarah Oosterhuis – Secretary	sarah@challengesunlimited.com
Rich Klajnscek	Rich@seafoxconsulting.com
Josh Tod	josh@ropeworksinc.com
Melanie Wills	korey@frenchbroadadventures.com
Kathy Haras	kathy@adventureworks.org
Randy Smith	vestalsgapventures@gmail.com
Board Liaison – Bahman Azarm	Bahman.azarm@acctinfo.org
Liaison from ACC- Heather Brooks	heather@acctinfo.org

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:

- Ensure that the ACCT meets the emerging needs of the industry identifying and researching relevant technical information.
- Coordinate the gathering, creation, and dissemination of information pursuant to technical research.
- Manage, coordinate, and ensure harmonization of draft standards.
- 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.
- Submit draft standards to the Consensus Group for the ANSI review and approval process.
- Submit annual meeting schedule to Board of Directors for approval including at minimum one face-to-face meeting per year.
- 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:

Project Name	Task Description	Description of Status
Administration Tasks	<ul style="list-style-type: none"> • TIRE populating Committee and Task Forces on ongoing basis as required. • Research Reference Document Folder: This is used to organize/collect/house historical research documents that have been used for standards development and for documents that could be used in the development of future standard revisions and standards. • Historical Technical Documents Folder: This is used to house historical technical documents. 	Ongoing
Education Panel	<ul style="list-style-type: none"> • Technical Advisory – Zip Line Brake Systems written and submitted to the BOD for approval. Bahman to submit to ACCT Staff for distribution. • Panel is working on writing a policy for BOD review for how questions submitted to ACCT about Standards are answered. • Responsibility for ACCT Academy. Currently ICE website page has ACCT documents for test prep (e.g. white papers, technical bulletins & other resources). Working to create a link to ACCT Academy for these documents to ensure they are using the most current version. • Development of draft process /criteria that ACCT Staff can use for release of Technical Notices/Recalls. • Development of draft process/criteria for what gets published on the website and the process for review. • Review of issue of “Hidden” documents on website. Need to access, review and organize them. 	Actively working on defined tasks.

	<ul style="list-style-type: none"> • Assessment of what the membership and ACCT Task Forces and Committees need/want published. • TIRE submitting three sessions for the upcoming conference. 	
Zip Line Brake Systems Task Force	<ul style="list-style-type: none"> • Completed version sent to the Consensus Group Dec 2020. 	Currently being reviewed by CG
Ground Anchor Task Force	<ul style="list-style-type: none"> • Completed version sent to the Consensus Group Oct 15, 2021. 	Currently being reviewed by CG
Critical Rope Task Force	<ul style="list-style-type: none"> • Completed version sent to the Consensus Group Oct 15, 2021 	Currently being reviewed by CG
Certification Standards Task Force	<ul style="list-style-type: none"> • Terms of Reference Approved by Committee. • Populating Task Force. • Re-writing Certification Standards. 	Ongoing

Future / On-Hold Projects:

- Terminology Task Force identified as future required Task Force

2022 Meeting Schedule: Committee meets the first Monday of each month 7:00 p.m .EST.

March 2022

AIC suggestions on ACCT BOD International Focus for the year 2022.

AIC suggested priorities.

- Update and make current all of our international contacts data base for organizations, members etc.
- 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
- Create or provide online or in person resources for global conferences that are in like industries.
- Move to being involved in at least one regional trade show by having a presence in that road show with information on the resources available from ACCT with a view towards achieving the following 3 goals: -
 - A. Increasing the international membership;
 - B. Getting to know regulators in that particular region; and
 - C. Finding out the needs of members in that particular region and where ACCT can assist them.

Specifics

- **Membership (updating data base)**
 - List of Associations for RC around the world with the contact details to their representatives – Colin will continue to work with John to update that particular directory
 - List of events around the world of interest for the RC Industry – information to be obtained from the international members who attend the International Dialogue Sessions on zoom
 - List of Inspection Bodies and Certifications around the world – similarly, using the resource of our own international members
 - Map of numbers (Ropes Courses, Ziplines and Vertical Fun Climbing Parks) – this is a long-term project.

- **Education and developing resources**
 - To continue with the International Dialogue session with more speakers invited to speak on different subjects. As we had presentations on the comparison of building standards, navigation of the ACCT Website and Conference information during the dialogue sessions in 2021, focus to be on training methodology as per the standards in 2022

Attendance to Events

- Creating a list of trade shows coming up around the world and as an initial project to choose the most relevant event to begin finding out if any of the international members will be attending either as a participant or exhibitor
- Discover and report of Costs for an ACCT Booth in these Events and its relevance to the ACCT Board.
- Present the ACCT at these Events. Promote the benefits of ACCT membership for stakeholders outside of the United States to increase membership and engagement.

Regulatory

- 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
- 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.

Board Report – AIC International Committee

Chair – COLIN CAINES

Members – PAVEL GAITAN (VICE-CHAIR)

KEN JACQUOT

MARK DO COSTA

WAYNE ELLIS

Board Liaison - JASON ONG

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:

1. Hosted the International Forum at the Cleveland conference – 16 in the room and 2 on zoom;
2. AIC meeting on 21st March where we met up with the new BOD liaison

Project Name	Task Description	Description of Status
International Dialogue	Continuing with the dialogue sessions with invitation to 42 international members	In preparation
Regional Trade Show	Looking for a possible regional trade show where ACCT can have a presence in	Fact finding
Updating of International Directory	Having a up-to-date directory of current members not based in USA	On-going

Future/On-Hold Projects

Regional Conference in either Asia or South America	Hosting a regional conference on a regional basis	On hold till COVID is cleared.
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Upcoming Meeting Schedule:

1. Dates and times

4/4/2022 – AIC meeting

Requests for Support– None at the present moment except for the BOD to consider the proposed involvement in a regional trade show in 2022.

Board Report – Leadership and Nominations Committee

Chair - Rachel Hailey

Members

- Gary Cwidak
- Deirdre Goodwin
- Bee LAcy

Board Liaison - Rohan Shahani

Purpose: Identify & encourage new volunteer leadership for the association. Support the Board of Directors' evaluation of the effectiveness of committees and committee leadership.

Updates:

The LNC primary foci:

- Build Committee
 - Who do we know? How can we add more folks to the roster?
- Create 5 informational deliverables for ACCT
 - These are simple informational offerings on volunteering and leadership within the organization that we can create and distribute. This could look like articles, infographics, videos etc on "How does our group work? What is a panel? What is a committee?"

Project Name	Task Description	Description of Status
Build Committee	Checking in with volunteer pipeline and active recruitment for new LNC members.	In progress (ongoing): <ul style="list-style-type: none"> ● Welcomed new member, Bee Lacy- 4/2/22 ● LNC members have reached out to new potentials and directing them to volunteer app.

Training Deliverables	Build informational offerings on volunteering and leadership with ACCT.	In progress (projected completion June 2022): <ul style="list-style-type: none"> Identified deliverable types; Beginning with restructuring of information on the ACCT website. Created template for committees to standardize information on volunteer pages
Create materials for supporting BOD candidacy	Create FAQs, Job descriptions, and ads for promoting BOD election	In progress. projected completion 11/1

Future/On-Hold Projects

Elections Panel	Create sub group to administer elections	

Upcoming Meeting Schedule:

1. Dates and times

Meetings are the second Tuesday at 2:00pm EST, with a duration of 60 minutes.
Next meeting is 6/7/22

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. Review website with John for permissions to re-order committee pages in drop down format.

Board Report – Accreditation and Certification Committee (ACC)

Submitted: May 9th, 2022

Committee Member	Email Address
Micah Henderson (2018) - Vice Chair	micahmmh@gmail.com
Kennerly DeForest (2017) - Chair	kennerlydeforest@gmail.com
Lauren Stover (2021)	lmstover@ncsu.edu
Rich Petteruti (2017) -	rich@theadventureguild.com
Niels Damman (2017) -	niels@damman.us
Mike Smith (2019) -	adventuresmith@gmail.com
Michael Misenheimer (2020)	michael.misenheimer@gmail.com
Jeffrey Chua (2022)	jejochua@me.com
Ryan Olson	Ryan@abeeinc.com

Board Liaison – Korey Hampton

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 2022 plan	2022 plan in place and on-going	2022 reviews in process - emails sent to vendors: Review teams assigned Vendor design TF comments collated. Open meeting with commenters. Next is to package for presentation to BOD
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, requires continued edit and voting by ACC. . IN PROGRESS
3. QCP Document Plan	The ACC continues to get questions about how to edit	ACC has created and approved ToR for QCPTF. Initial steps taken to garner

	the QCP document to align with program requirements and changes.	information on service areas from panels to start process. TF standing up to process
4. "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. Board Emeritus is engaged as well. IN PROGRESS – no progress to report
5. Trainer Curriculum	Received work from TF and disbanded. ACC to re-format materials for release for public comment	IN process and public comment period is open
6. Committee Members	create succession plan for members who have met term limits	Over the next 12 months, 4 current members will roll off the committee. Approved Lauren Stover 12/2021 Approve Jeffrey Chua to join 2/2022, Ryan Olson 2022. Continuing the recruitment for additional members

Upcoming ACC Meeting Schedule:

1. 3rd Thursday of each month - 3pm Mountain Time

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.

Volunteer groups managed by ACC

1. Vendor Accreditation Panel (VAP):

Panel Member	Email Address
Austin Paulson- Chair	apaulson@pa.org
Andrew Hubert - Vice Chair	andrew@challengesunlimited.com
Brenda Reed	brenda@ropeworksinc.com
Alicia Bourke- Secretary	aliciabourke86@gmail.com
Lye Yen-Kai	lyeyenkai@gmail.com
Robb Krug	RobbKrug@gmail.com
Lori Pingle	lori@adventuredevelopmentteam.com

ACCT Staff & ACC Liaison - Heather Brooks

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.

GENERAL:

- Monthly conference calls to keep accreditation processes moving forward and to remain updated on changes and issues in the industry and within ACCT that relate to the Vendor Accreditation Panel.

Project Name	Task Description	Description of Status
1. Annual Reports	Review 2021 Annual report	Annual Report format and questions were modified as necessary, agreed upon and the reports have been distributed to vendors. Deadline of submission was 1/14/22 and the process of reviewing these reports has just begun and should be completed by 1/28/22. HALTED
2. 2021 Site Audits	PVM Site Audits (Please reference Staff Report for specifics)	Site Audit reports have been submitted and reviewed. Report Priorities are being sent out to PVMs to address.
3. 2022 Site Audits	PVM Site Audits	Thanks to Heather's hard work, the process of scheduling of the upcoming audits has already begun. It is hoped that this early start to this process will provide the foundation for a more timely completion of this process. Time will tell if this is in fact the case.

- Four members of the VAP, Wayne, Andrew, Yen Kai and Alicia are also on the Design Task Force; although due to scheduling conflicts, Wayne has had VERY limited involvement in the Task Force.

Upcoming Meeting Schedule:

Meeting schedule for 2022 will be the second Friday of each month at 8:30 am MST.

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. The need more qualified and reliable auditors continues. This may require changes to the requirements to become an auditor. Finding folks who have been out of the field for the specified length of time who still have an interest and knowledge of sufficient to be an auditor may be a bit of a stretch.

This is being addressed, but needs to be better documented and refined. There have been “emergency” changes made to the requirements and these changes need to be vetted and verified as being the requirements going forward. Once this is complete, the position as an auditor needs to be promoted to the larger membership so that recruiting can be more widespread.

The Revamp Task Force is working hard and their efforts are greatly appreciated. At the same time, completing this task will be greatly appreciated. Continuing to maintain a program that has is held together with programmatic and administrative change band-aids, remains challenging.

The finalization of these changes also needs to assure that the entire ACCT is in agreement that Vendor Accreditation is a worthy and necessary program. The evaluation of this program cannot be based solely on the financial impact to the ACCT. It needs to be evaluated on the importance to the ACCT and the industry. If there is any doubt regarding the need for this program, it needs to be stated and addressed. If the program is going to continue, it needs to be supported and marketed appropriately – to the end consumer who is the beneficiary of the program. The end consumer needs to know the value and importance of the Vendor Accreditation Program.

2. Implementation of the new Accredited Vendor Program will require support from various aspects of the ACCT. Prior to the actual implementation, clear communication with the VAP as to when the roll-out will occur will be key. There are long timelines on many of the processes that the VAP implements. Being able to coordinate these processes well in advance will greatly help with a smooth transition to the new accreditation program. While members of the VAP are active with the Re-Design Task Force, it should not be their responsibility to communicate details, timelines, etc. to the rest of the VAP. This needs to be an organized and specific task of, at a minimum, the ACC, if not the BoD.

2. Operation Accreditation Panel (OAP):

Task Force Member	Email Address
Tim Prairie - Chair	timp@campshiloh.com
Andy Brash- Vice Chair	acbrash@gmail.com
Kyle Hansen – Secretary	khansen2@unl.edu
CJ Hughes	cjhughes@kualoa.com
Alex Moore	Alex@teamsynergo.com
Dick Hammond	Dickhammond2019@gmail.com
Brandon Jacobs	JayBrandonJacobs1992@gmail.com
Heather Brooks- ACCT Staff & ACC Liaison	

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. OA Clarifications	Answer questions and solve problems as they arise in the OA world.	Ongoing
2. Assist in reviewing operation applications, operation reviews & trainer portfolios.	Assist ACCT staff in reviewing the submitted documents for operations in process of becoming accredited.	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
5. Add members to the OAP	Find and recruit qualified quality people to help on the OAP	Ongoing
6. Assist in OR trainings and approvals	Assist ACCT staff in developing and implementing trainings for reviewer approval as well as portfolio review of those seeking to become approved reviewers for OA.	Ongoing

Upcoming Meeting Schedule:

The second and fourth Monday of the month at 2:00 pm MST

Requests for Support– Updating QCP’s for the industry at large and creating a better way to “vet” trainers, specifically in-house trainers would be awesome (unchanged). Help with advertising and promoting the OA program to the industry.

Notes-

- Both CJ Hughes and Alex Moore have been new additions to the OAP team and both have already proven themselves valuable and engaged in the panel.
- Kara Ridenhour stepped down from the OAP at her request. She was very quiet on most calls and had been missing most meetings.
- We completed a refresher training for Operation reviewers in March and a full training for new operation Reviewers Early April. Those trainings were conducted by Heather Brooks, Andy Brash and myself. It was very good to have Andy as a part of the training team.
- Both High Gravity Adventures and Whitewater center have been approved and accredited! Whitewater completed the requested additional information in mid-April and were approved by the Staff & Panel this past week.
- We have received 4 operation reviews from the country of Singapore! We are currently reviewing those reports and seeking clarifying information from the operations. We hope to

finish the reviews of these operations very soon provided information & communication do not become a hurdle.

- We completed our SWOT assessment and submitted that to the ACC.
- At least one of our panel members will be helping the QCP task force.
- We will be looking to add at least one more person to the OAP in the coming months. The qualifications that we will be looking for are a person who would be (or already is) qualified to be a OA Reviewer and ideally a principal or established staff of a PVM.

3. Inspector Certification Panel (ICP):

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

ACCT Staff & ACC Liaison – Heather Brooks

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	Revised ICE policy document	Completed
2. Implementation	Develop "Grandfather Clause" for new eligibility requirements	Completed

3. Budget Request	Learning Management System for educational opportunities through ACCT Academy	In progress.
4. CEU Form	Update CEU values and create a form that can be used remotely (to capture CEUs not obtained at the ACCT conference)	Completed
6. Policy	Develop a process for inspectors to attach their certification to multiple companies	Completed
7. Update Tests for upcoming certification cycle	Update and approve practice tests and evaluate options to address issues with being able to read test blueprints	Completed
8. Revise Tests	Revise tests by developing categories of questions and set a standard for how many questions from each category will be on each test.	Completed
9. Test Question	Develop an bank of questions that can be drawn from to change up the tests periodically	In Progress

Upcoming Meeting Schedule:

The ICP has a standing meeting time on the second Thursday of the Month from 9am to 11am 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. Creation of Grievance Policy

2. Request actuals/data/findings from 2021 (examples include certification #s, actual program finances, satisfaction levels related to program, an overview of any program issues)
3. Learning Management System (Finance Approval)
4. New Digital Blueprints

5. **Vendor Accreditation Program Design Task Force:**

Task Force Member	Email Address
Alicia Bourke – Chair-ish	alicia@abeeinc.com
Wayne Berger (mostly absent)	Wayne.berger5@gmail.com
Andrew Hubert (mostly absent)	andrew@challengesunlimited.com
Lye Yen-Kai	lyeyenkai@gmail.com
Morgan Wiseman (mostly absent)	mwiseman@advexp.com
Jeffrey Chua	jejochua@me.com

Committee Support

Niels Damman – ACC Liaison

niels@experientialresources.net

Micah Henderson – ACC Leadership Coach

Heather Brooks – ACCT Staff member

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. Initiative TF	Populate TF	Complete, though needs to be reevaluated due to lack of participation of some TF members
2. Review	Gather and review current program and proposed enhancements	Complete. Submitted version 6 of the draft for public comment, ending after the conference.
3. Current Service Areas	Implementation Plan *reviewers * Applicants (current and new) * Pass/Fail criteria	Currently determining qualifications for the general and inspection service areas. This should help us determine the requirements for the other service areas
4. Future work	Criteria for <ul style="list-style-type: none"> · Design service area · Operation Review service area 	

Upcoming Meeting Schedule:

We meet bi-weekly, with occasional open meetings to request feedback from the rest of the community

Requests for Support–

An in-person F2F meeting in Longmont for Micah, Niels, and Alicia to packet the final product for the Board of Directors. This packet includes Accreditation Manual, Application, Annual Report, Site Review Report. Once this is complete and approved by the BoD it will be transferred to Vendor Reviewer Training Task Force. Meeting could potentially be \$3000 but expecting the reimbursements to be less.

6. Vendor Reviewer Training Task Force (VRTTF): THIS TF IS GO ON APPROVED HIATUS WHILE VADETF CONTINUES WORK

Task Force Member	Email Address
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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.
2. Draft curriculum	Develop draft requirements for Vendor Reviewer	TF request that initial Vendor Design TF work be created to make sure there is alignment of program with review
	NOTE: ACC has approved hiatus for this TF while the VAPDETF ramps up and begins work	

Upcoming Meeting Schedule:

No Meetings scheduled as **this TF is on Approved Hiatus.**

7. Universal Portfolio Task Force (UPTF): THIS TF WILL GO ON HIATUS WHILE QCPRTF STARTS WORK

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
Tim Prairie	tprairie@humelake.org
Marissa Angellatta	m.angellatta@gmail.com

Committee Liaison - 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:

TF on hiatus

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.

8. QCP Revision TF:

Task Force Member	Email Address
Micah Henderson	micah@verticalsolutionsaz.com
Alex Moore	alex@teamsynergo.com
Dick Hammond	dick@leadershiponethemove.com
Tim Prairie	timp@campshiloh.com
Michael Misenheimer	michael.misenheimer@gmail.com
Austin Paulson	apaulson@pa.org
John Turman	jt@ascentcollab.com

Committee Liaison - 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. Stand up TF	Populate TF	Complete
2. Draft QCP updates	Develop draft QCP categories and revisions	Future

Upcoming Meeting Schedule:

1. The first meeting will be held on May 12th 2022

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.

Ethics Committee Quarterly Report 5.5.2022

Committee Chair: Jennifer Marter

Committee Members: Tim Prairie, Ken Jacquot (Emeritus) and Andrew Hubert (Emeritus)

Board Liaison: Billy Simpson

Grievance Process:

- A new Grievance has been filed with the ACCT Compliance Committee as of May 4, 2022
 - No details included here to maintain confidentiality, but will be shared upon request

Revisions to Code of Ethics - Final DRAFT version of the Code of Conduct is attached

- Basic language changes removing “ethics” and replacing with “conduct”
- Removed language about behavior and intentions and changing to standards, laws and regulations
- Removed Grievance and Mediation procedures from the document and creating a separate stand-alone document
- **We request that the board review this “working draft” of the ACCT Code of Conduct.**
- **The next step is to share this document with other ACCT Committees, ED, and credentialing programs for feedback.**
- **A final version will be created for board approval at a later date.**
- **We will proceed with the above unless we hear differently from the BOD**

Revisions to the ACCT Complaint and Mediation Process – Attached

- This is the former Grievance Resolution Process which was part of the Code of Ethics. It is now a stand-alone document which serves as reference for individuals and organizations interested in filing a complaint.
- **We request that the board review this “working draft” of the ACCT Complaint and Mediation Process.**
- **This document will continue to be edited as we develop our process.**
- **A final version of this document will be created for board approval at a later date.**

COI- all current COI’s have been reviewed and approved

Compliance Committee Next Steps:

- Share working DRAFT of COC with committees and receive feedback to incorporate into a final version
- Develop new Complaint Forms and Documentation – once the above are approved
- Use our draft process model as guidance for work on and resolution of new complaint filed 5.4.22