



MINUTES for Face-to-Face Board Meeting September 13th, 2022

Meeting Logistics:

09/13/2022 8:00am – 5pm Pacific Time

Location:

Oregon Convention Center | Portland, OR
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**

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

Quorum?

Yes
 No

Guests:

Melissa Webb | ACCT Events Director
Heather Brooks | ACCT Program Manager
John Voegtlin | ACCT Office Manager
Ryan Olson
Jennifer Marter | Chair of Compliance Committee
Bennett Marter

Meeting called to order at 8:02 AM Pacific 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:

- (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:	Rohan
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): see “2022-09-11_ACCT_Activity_Summary”
Reviewed and discussed items in the report, see file for more information.

Full Time Staff Reports (ACCT Staff)

Office Manager | John Voegtlin: see “2022_09_02 Board Report Office Manager”
Reviewed and discussed items in the report, see file for more information.

Program Manager | Heather Brooks: see “2022.09.02 Board Report – Programs”
Reviewed and discussed items in the report, see file for more information.

ACTION ITEM – Heather/Korey: Follow-up on question regarding whether the staff should be able to change the financial details of a program that is housed under the ACC, per the recent ACC policy update.

- Also discussed the ICE testing proctors and their current model of compensation, which is reimbursed like it's an expense, versus them being paid for their time.

ACTION ITEM – Bill: correct this payment structure to assure compliance with applicable labor/payroll laws.

- Discussed the inefficiency and current ambiguity of the process by which we remove credentials from our PVMs if necessary. Acknowledged that Bill and Heather are considering these situations as they review and re-work the governance model. In the meantime, it is the opinion of the BOD that the staff, as administrator of the programs, have the authority to make these types of decisions.
- Further discussed that the VAP is seeking confirmation from the ACC and BOD that they can proceed with the review of PVM annual reports in their current form.



ACTION ITEM – BOD: Review and consider if there are roadblocks to continuing with the Annual Report as recently revised. If so, those need to be communicated with Heather ASAP. Reviews will continue until otherwise directed differently.

Meeting called to recess at 10:01AM Pacific Time by Carson Rivers.

Meeting called back to order at 10:22 Pacific Time by Carson Rivers.

Events Director | Melissa Webb: see “2022 9 6 Event Department Staff Report - MAW”
Reviewed and discussed items in the report, see file for more information. Discussed conference site selection at length.

Motion:	Motion to confirm Cleveland as a conference site for 2025.
Made by:	Bahman
Seconded by:	Keith
Discussion:	Continuing to choose conference sites that are prohibited travel destinations for public employees in CA (due CA rules RE: those state's discriminatory laws) limits attendance for those members, and potentially others. Discussed other conference location options at length.
Vote:	In Favor – Keith, Billy Opposed – Erik, Rohan, Korey, Connor Abstaining – Bahman, Jason, Carson
Motion Carries:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Meeting called to recess at 12:15PM Pacific Time by Carson Rivers.

Meeting called back to order at 1:17PM Pacific Time by Carson Rivers.

Treasurer's Report (Erik) see “September 2022 REPORT Finance Committee to BOD”

- FY23 Budget Performance: The proposed budget is still on track, as projected.
- FY23 Post Approval Budget Requests – There have been a few additional requests from volunteer group, that were not already budgeted for. Bill will make decisions based on merit and availability.

Financial Policies (Bill, Erik, & Carson)

- ACCT Reserves Policy: see “ACCT Operating Reserves Policy”. The intention is to create stability in the plan forward, including as we transition to future boards. Reviewed the draft document. Talked about why an Association would build a reserve, how to calculate it, and what expenses should be funded through this.
- ACCT Investment Policy: see “2022-09-06_ACCT_Investments_Policy”. Reviewed the purpose of the policy, the cost, and reporting. Discussed strategies based on our tolerable level of risk. Further discussed allocation of the funds and prohibited types of investments.
- In both above policies, there is a provision that calls for revisiting these policies at certain intervals, to allow for updates as needed.

Committee Reports (Carson & Liaisons)



- Technical Information, Research, and Education (TIRE) – see “2022-09-16 REPORT TIRE to BOD” Discussed their Board report, including the upcoming publication in API and the progress of the Consensus Group’s (CG) review of their standards proposals.
- Insurance & Risk Management – Reported that they gave feedback to the Accreditation and Certification Committee (ACC) regarding the proposed PVM insurance policy.
- International Committee – Report that the membership is low, but they are meeting around once/month and have had a few international dialogue calls. Discussed plans for moving forward with this Committee, and potential revisions to their Terms of Reference (TOR).
- Leadership & Nominations - hasn’t met since the last BOD F2F, membership is still low. Singular focus right now is the management of the upcoming BOD election.
- Accreditation and Certification Committee (ACC) – see “2022_9_2 BOD_Report_From_ACC” Reviewed report, discussed updates with the Vendor Accreditation and Trainer Curriculum Task Forces, including the recent and upcoming public comment meetings. Talked about the ongoing succession plan. Asked for the BOD’s directive on the Operation Reviewer program and whether the ACC should be focusing on making it into a certification. Currently that is not a priority, according to the Board. Further discussed the concept of aligning the Operation Reviewer Program with the new Vendor Reviewer strategy.
- Consensus Group (CG) – see “2022-09-12 REPORT Consensus Group to BOD”. The CG has finished going through the draft standards submitted by TIRE. Next steps include a CG internal ballot, and accepting the revisions as made. Then they will send the full standards out for public comment. Discussed the strategy for expediting the comment process.

Standards Development and the Consensus Group (CG) (Bill, Connor, & John) see above, including the report.

- Discussed 2022 ANSI audit preparation status
- Request for Consensus Group Face to Face – The CG is requesting funds not previously allotted in the budget, to cover a one-day face-to-face meeting at the conference. To approve the extra expense, there needs to be a clear understanding of what this time would be used for. Processing of comments could take much longer than one day, and we may not even be at that stage by then.

ACTION ITEM – Connor: follow-up with CG for clarification

Motion:	Motion to go in to closed session to discuss a conference session
Made by:	Keith
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

Meeting went in to closed session at 3:37PM Pacific Time

Meeting went in to closed session at 4:11PM Pacific Time

Meeting called to recess at 4:11PM Pacific Time by Carson Rivers.



Meeting called back to order at 4:25PM Pacific Time by Carson Rivers.

Compliance Committee (Billy and Jennifer) see "2022-09-07 REPORT Compliance Committee to Board Report"

- Further discussed the proposed idea of developing a complaint resolution process within Programs, that could process minor complaints and feedback that would not rise to the level of a Compliance issue. Talked about who would be best suited to receive those, and how.
- This Compliance Committee does not have enough members right now. They are still receiving and processing compliance issues under the existing system though. Discussed overall concepts for a new model, documents they have worked on, and their questions about how and if to proceed. They still prefer the model of basing complaints on standards and reaching out to Programs when relevant but will continue as they are until they hear otherwise.

Meeting Closing (Carson)

Motion:	Motion to adjourn the meeting.
Made by:	Erik
Seconded by:	Rohan
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 5:08PM Pacific Time.

ACCT Activity Summary

Date: 9/12/2022

Finances

- There is significant work to do to prepare QuickBooks for integration including adding products and services for membership, events, programs, and products.
- Two bookkeeping/accounting team meetings with Laura & Cathy: one focused on task allocation and workflow and one focused on Novi with external consultant.
- New system in place for expense substantiation for bookkeeper (both debit transactions and check payments).
- New expense reporting system in place for staff via Jotform that posts reports and updates spreadsheet including receipts for bookkeeper.
- QuickBooks file needs a lot of attention. There are many duplicate customer records, duplicate vendor records, and 90% of customer records without any associated transactions (~9000 records). All empty records will need to be inactivated prior to integration.
- FY 23 July Financials to Finance Committee
- Current balance in Chase operating account: checking: \$106,779.30, savings: \$169,416.85

NoviAMS

- Phase 1 of onboarding is complete, phase 2 underway.
- I am working on preparing QuickBooks Online for the integration.

Legal

- Three meetings with Caplan & Earnest attorneys: one to review offer letters and policy acknowledgements for administrative reviewers, offer letters sent, all accepted. One meeting to discuss bylaws and records retention, one to debrief work so far with the firm. Follow-up call for records retention policy this week.

Out of State Payroll

- Contacted Paychex WC office to get proof of insurance and review coverage in current states of operation.
- Closed accounts in Georgia, Illinois, Indiana, Iowa, Washington, and Texas.
- Opened tax withholding account in Kansas and workers compensation account in Wyoming.
- Montana and Maryland are outstanding pending tax filings or submitting written requests for account closure.
- Will open required accounts for Arizona (UI and tax withholding accounts in states with temporary employees).

Tax Filing

- Federal form 990 submitted.
- Request for waiver of fees submitted

ANSI Audit

- Pre-audit call completed Friday, September 2, 2022

ACCT Activity Summary

- John locating and organizing records
- Audit material submission scheduled for October 4th
- Anticipate CG procedures revision based on pre-audit call

Governance Recommendations

- Transfer of Delaware corporation to Colorado
- Revision of Bylaws
- Governance review and focus on the following:
 - board code of conduct
 - confidentiality policy
 - conflict of interest policy
 - discrimination and harassment
 - records retention policy
 - whistleblower policy

To: ACCT Board

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

Date: 09/02/2022

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, still haven't settled on a regular schedule of days that would work best at each location.

Conference website theme update has been pushed back to "*after Portland*." Theme will not completely fall apart before then, and the underlying Wordpress code is able to be updated without breaking any more pieces, alleviating the fear of known wordpress vulnerabilities causing us the kind of problems we've seen in the past.

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. Some/all of this may be able to be taken on by regional 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.

Results of evaluating tech services during billing switchover to Bill accounts, from Shawn accounts:

- GoToMeeting - canceled
- Docusign - canceled
- Slack - reduced number of full member accounts and multi-channel guest accounts (currently billed or potentially billed if they log in and switch from "inactive" to "active" accounts) by 18
- reduced Consensus Group specific jotform account to non-profit pricing

Google Workspace also informed us that our current plan would be discontinued and that we would need to move to Workspace Business Plus, at an increased rate per license, to retain the features we were using. The alert stated that we'd get 30 days notice before being automatically transitioned. I had already started to analyze the accounts and make recommendations during the billing evaluation process mentioned above, but this alert put it higher on the priority list, and then a Google sales rep made us an upgrade offer at a discounted rate, which further pushed up the timeline. The results:

- Reduced full licensed users to 20 and archived licenses to 4 (down from 27 and 11)
- Moved several accounts to Groups, which don't use a license, but do offer Collaborative Inbox features and an archive path for existing emails.
- in lieu of an officially blessed retention policy, everything was backed up. Some of it is no longer backed up on Google's servers, though.

2. Work which coincides with Board Priorities

- a. Increase Membership and Value:
 - Started move from YourMembership to Novi AMS
 - This will come with a website refresh and a more modern member experience.
 - also makes for a good time to transition from Informz to Mailchimp, because Novi has a pre-built integration with Mailchimp.
- b. Transparency
 - Membership Work Group's form to collect information for public volunteer group website pages has received a few more responses and corresponding pages have been updated/launched:
 - ACC
 - BOD Emeritus
 - International Committee

3. Membership Workgroup:

- Member welcome campaign emails are currently being drafted.

4. PR & Marketing Workgroup:

- handling the conference promotional duties that Melissa needs.
- Launched Featured *Accredited* Member - per newsletter (to perhaps be followed up by less frequent featured member - interview style)
- pitched by the staff: a short video series for social media, soliciting content experts from chairs and other groups in the hopes of making a schedule of topics and launching.
- drafted a flyer for PVMs to use in recruiting new members after polling them about their current efforts. Response from those that weren't doing any member recruitment was "if it's easy, we'll do it"

5. IT Workgroup

- 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.
- Used currently used tech services spreadsheet to identify overlap and any services that have newer, better, cheaper alternatives that should be considered to reduce costs and stop using redundant services (detailed above).
- Used Google Workspace recommendations spreadsheet to reduce costs prior to mandatory account upgrade (detailed above).
- Looking into best services for Google workspace backup that allows both Cloud and On-Premises backup storage options. CubeBackup and Backblaze are top of list.
- 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. Consensus Group Secretary duties

- Got the pre-audit questionnaire filled out with Bill
- Begun preparing the necessary documentation from Jay Moskowitz's checklist for the Pre-Audit call (scheduled for September 2)
 - Will try to verify if the the 2020 procedures were submitted to ANSI and submit them if not.
 - Have an early October deadline for gathering the rest of the files in the document checklist.
 - Documentation was fairly well-kept, it's mostly getting the minutes from meetings with votes into the corresponding folders, and finding some of the older documents in this cycle

September 2nd, 2022

Heather Brooks
Program Manager

Programs:

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 relative documents and will start a draft plan. This could fundamentally change the future of Programs.

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 in moving things forward on behalf of the TIRE Committee.

The Program Department has hosted several open meetings (new Vendor Accreditation Program) for individuals to participate in the process before ACC submits it to the BOD for final review and approval. Open meeting information is sent out via PVM Listserv, Newsletters, and emails.

Overall Program Needs

Through administration of programs, there is a lack of policy surrounding complaints. These complaints are not always issues that would go to the Compliance Committee, but should be reviewed within the respective program itself. I am requesting permission to write a draft policy surrounding program related complaints, how they are processed, when the complaint gets escalated to the Compliance Committee, and when the Compliance Committee deescalates a situation to a complaint. policy system for programs.

1. Inspector Certification

- a. Finalize Eligibility and ICE Policy (COMPLETED)
- b. Looking for a Learning Management System that will fit the needs of certification AND ACCT Academy (In-Progress)
- c. Strengthening the In-House track is something that can be used to enhance d. Operation Accreditation (In-Progress) (Possible Issues)
- e. Create a universal cover sheet for ACCT Certified Professional Inspectors (Not Started)
- f. Create more ACCT Inspector Trainings (In-Progress) (Possible Issues) g. Look at the feasibility of doing mandatory trainings for ICE applicants (COMPLETED)

- h. Work with Scott Andrews to work on a plan to bring this program to AHJs. (re-planning)
- i. Look into the feasibility of a new or updated website (In-Progress)
- j. Revised Prep Course (COMPLETED, but always In Progress)
- k. Revised ICE Prep Workbook (COMPLETED, but always In Progress)

(Possible Issues= competition in the industry)

1. Left from last fiscal year:
 - a. Introduce manufactured guideline questions. (In-Progress)
2. ICE Numbers: 2022-2023
 - a. 2-Year Renewals = 86 Completed = 0
 - b. 4-Year Renewals = 17 Completed = 6
 - c. Certification Transfers = 2
3. New applicants to date for 2022/2023:
 - a. In-house = 5
 - b. Professional = 6
4. Testing Events
 - a. Summer Virtual Testing Event: This event had 23 Prep Course participants and 18 registered testers. 17 attended testing. We had a 95% success rate.
 - b. Fall Testing Event: This event normally happens in conjunction with the Pennsylvania Amusement Ride Safety Seminar. It has not been determined whether ACCT will be on-site during this seminar or if this event will be held virtually.
 - c. Conference Testing: This event will be an in-person event
5. ICP:
 - a. The Panel has added minor edits to the Inspector Certification Policy surrounding the Supervisor Endorsement. Updates have been approved with conditions for creating content for Inspector Management.
 - b. 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.
 - c. Working on reviewing the categories used to generate the exam and generating new test content.
 - d. Supervisor Endorsement has been updated and split out for In-house and Professional.
6. Moving Forward/ Resources Needed
 - a. Work with ACCT staff to confirm the procedure for past exam storage and eventual disposal. Historic procedures and actions are not aligned. We

understand that a legal review of this plan may be needed to see if we have a document limitation and if that applies to exams.

2. Vendor Accreditation:

The current Vendor Accreditation program has been quiet, with not much work needing to be done at the moment. The Panel is receiving updates and passing feedback on the new program updates as the VAPDETF works to make improvements. The future of this Panel may shift to start incorporating the new program into their program maintenance directive from their Terms of Reference.

1. New Applicants/ Inquiries:

a. One company has submitted a Pre-Application. Feedback and a growth plan were created for this company to be completed within a year.

b. PVM Audits:

i. 2020:

- 1 PVM Company has been issued an extension and has been assigned a new Review Team. This company has scheduled its virtual review for September 12th/13th, 2022

ii. 2021:

1. Virtual Site reviews: **COMPLETED**
2. On-site reviews: **COMPLETED**
3. 1 PVM company **Not complete**

iii. 2022:

1. 13 PVMs going through site reviews.
2. Reviewer assignments have been sent.
3. All companies has approved the review team
4. Scheduling has started
5. 4 have scheduled
6. 9 still in the process of scheduling

2. Vendor Accreditation Reviewer Training Task Force:

a. Reinstating to start working on the training pending the Accreditation Manual being approved to move forward.

b. Will write the Vendor Auditor Guide

c. The last task: come up with a skeleton syllabus for Reviewer Training and hold a pilot training at the 2023 conference.

3. Vendor Accreditation Program Enhancement Design Task Force: a. Niels, Micah, and Alicia have all taken charge of this Task Force. b. The TF currently has criteria for Design, Installation, Inspection, Training, and Certification. New service areas and future development will be

developed when the program is approved to move forward.

- c. This group has held multiple successful open meetings to update each category portion.
 - d. The DRAFT Vendor Accreditation Category Requirements were out for final public commenting, and a finalization meeting happened with commenters.
 - e. F2F occurred July 11-13th and Accreditation Manual, Application, Annual Report, Site Review Report.
 - f. The Task Force has sent the DRAFT Manual for public feedback. Feedback is closing on Sept. 2, and an open meeting to discuss feedback will be held on Sept. 6, 2022, at 4:00 PM MST.
4. VAP:
- a. Austin Paulson newly approved VAP Chair
 - b. Looking for at least 2 new members
 - c. Site Reports are review as they are received
 - d. Maintenance of current program
5. Moving Forward/ Resources Needed:
- a. This panel needs a plan or direction for to 2022 Annual Reports, as well as what to expect in the future of Annual Report compliance reviews. It does not seem that the panel is involved with this decision or process at this time and is requesting a formal update from the BOD and ACC.

3. Operation Accreditation:

As you know, our biggest project has been with the Ministry of Education in Singapore. Since my last Board Report, the MOE has been approved for all four operations. I have also shifted membership and accreditation fees for all Accredited operations to July 31st. My presentation has been approved to present at the conference on September 22nd and 23rd in Singapore. I have been working on travel arrangements.

- 1. Operation Reviewer:
 - a. OR Refresher Training will be conducted through Google Classroom and will host two refresher calls on September 9th and September 19th.
- 2. Operation Accreditation Application Numbers:
 - a. Applications received to date (In Total): 11
 - b. Accredited Operations to date: 8
- 3. OAP:
 - a. The Panel has been assisting with the application review of 3 different applications. We are using situations we see as training opportunities for both conference workshops and OR Refresher Training.

- b. We have been reviewing the Accreditation Operation Reaccreditation process to ensure overall success with those companies who will be going through the process next year.
- c. Waiting for feedback as to whether or not OR will still need to transition to a certification or stay as an approval.
- d. Will be creating marketing content for API.

4. Moving Forward/ Resources Needed:

Other Related Task Forces

1. Universal Portfolio Task Force:

- a. This TF will be on hiatus until the QCP task force has updated QCPs.
- b. Definitions- Completed. Definitions are reviewed by TIRE.
- c. Formats, including pricing- In-Progress
- d. Functionality- In-Progress

2. QCP TF:

- a. This Task Force has been meeting twice a month, every 2nd and 4th Thursday, and has been working on developing the information on what constitutes being a qualified individual and will then create the framework to justify it.
- b. They have also looked at adding QCP- for a Maintenance person and an Operator as well as splitting out Trainer and Tester, as well as potentially adding curriculum designer as a QCP designer option. This group is working to have a draft for review ready for the conference

3. Trainer Credentialing:

- a. The ACC formatted this document edits, which were sent out for public commenting in the April 21st ACCT newsletter. Commenting closed June 17th, 2022.
- b. The ACC reviewed all comments that were submitted and made adjustments
- c. The ACC will invite all commenters, as well as the community, to an open meeting October 11th, at 4:00 pm MST

Staff Board Report

Name: Melissa Webb

Date: 9/6/2022

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:

- **HPN:** Our contract was renewed post Cleveland conference.
- **CVENT:** Our contract with CVENT is in place until 6/30/2024. Because of the issues we've experienced the last 2 years with the virtual attendee hub (VAH) portion of our license, CVENT is going to be assisting us in building out our event app this year. The Digital Coordinators and I will be working directly with their tech team assisting in the build. They would not allow us to drop this portion of our agreement with them.
- **Portland 2023:**
 - I will be doing some pre-planning after this upcoming Board meeting to revisit space, the city, as well as meet with all key contacts.
 - I'm actively updating information on the conference website as logistics come together to continue to promote Portland.
 - Show Decorator: we went to bid for this for 2023 as we received feedback from vendors that the fees associated with the decorator in 2022 were quite high. We vetted five different companies and landed with a Fern Expo. They are a nationwide company but do have local offices in Portland.
 - Attendee Registration: The attendee registration portal is near completion. HPN started this build first since they had all the content needed. They pivoted to the Exhibitor / Sponsor site as soon as booth #'s were established via the draft floor plan as we intend to launch tier sponsor registration first. HPN is hopeful to have registration links for me to test all portals this week.
 - Exhibitor / Sponsor Registration: It took a lot of time to go through the decorator bid process as well as get the draft floor plans approved by the Oregon Convention Center (OCC), and ultimately approved by the Fire Marshal (pending) which has delayed launching Sponsor registration early as planned via a separate portal from CVENT. Due to timing of where we were in the process at the end of August, we've opted to launch all Exhibitor / Sponsor registration via CVENT as we have previously to avoid duplication of processes. I have tested the tier sponsor links and provided feedback to HPN for edits

that need to be made. We are hopeful to be launching Tier Sponsorships within the next week.

- We intend to launch tier sponsorship first, then Exhibitor | Sponsor registration to PVM's for a brief period before opening publicly, followed by launch of attendee registration.
 - The only change to this vs. previous years is launching Tier Sponsorship exclusively 1st.
 - Workshop Sessions have gone through a vetting process with the Workshop Review Task Force, myself, as well as the Workshop Coordinators. Pre-cons, Certifications, 90 min. Sessions, and Post-con sessions have all been selected and the first round of the draft was sent to presenters this week. That grid will be loaded onto the website soon and session details will be loaded within the next few weeks.
 - Trainer Track – based upon an abundance of feedback we have added a Trainer Track (TR) to the conference. The TR track is meant for individuals, trainers, operations, and vendors that focus on conducting training for practitioners in the aerial adventure, canopy, and challenge course industry.
 - General Conference Continuing Education Units (CEUs) will be offered through CSU Pueblo. That is all being sorted out currently and details will be shared publicly once that system is in place.
 - This is separate from Inspector Certification or Operation Reviewer CEU's.
- **Future Event Contracting:**
 - I conducted site visits in the following cities for 2024 – 2026 after narrowing our search from the 34 cities initially sources.
 - Schaumburg, IL; Milwaukee, WI; Oklahoma City, OK; Birmingham, AL; Philadelphia, PA; Pittsburgh, PA; and Hartford, CT
 - Search was narrowed based upon the following criteria:
 - Availability of preferred dates across all venues needed (i.e. Host Hotel & Convention Center)
 - Group Rate
 - Food and Beverage Minimum
 - Meeting Room Rentals
 - Concession Package
 - Including subsidies to offset ACCT overall event expenses
 - Convenience of Airlift
 - Walkability of City
 - Overall Quality of Venue(s)
 - Union Status

- We do not eliminate a site based upon this. We will / have gone to sites that are “Union Light” however we do tend to avoid sites that are “Union Heavy” as that tends to come with a lot of restrictions for Exhibitors and additional expenses for ACCT and vendors alike.
 - For example, in the past we’ve been in locations where Exhibitors were not allowed to carry in their own items and had to pay for those services. Additionally, they also were not allowed to use power tools to build booths and had to pay union labor to do so.
- Multi-year contract signed with Oklahoma City for 2024 & 2026
- 2025 – The locations that made the short list for 2025 were: Cleveland, OH; Hartford, CT; Philadelphia, PA; Pittsburgh, PA; and Raleigh, NC.
 - I didn’t site Cleveland or Raleigh as we’d been to both recently, so we were familiar with the venues and locations.
 - My recommendation is that we contract Cleveland, OH for 2025. After conducting multiple site visits to other venues, it is the best option financially for both attendees as well as the association.
 - They have essentially given us the same package as we received when we were there in 2022. The flow of space works and the venue(s) were great to work with. The other locations sited unfortunately did not meet as much of the criteria listed above.
 - Happy to share details during the in-person Board Meeting in Portland regarding the specifics of my recommendation. Please note this information was shared directly with the Conference Work Group and they are also in support of a return to Cleveland.
 - Raleigh, NC would be my alternative option should the Board not be in favor of the Cleveland recommendation. Details would need to be carefully discussed before proceeding with this option.
- **ACCT Awards:**
 - Staff as well as the PR& Marketing Work Group have had some discussion over the last 2-3 years about how we’d like to bring back the ACCT Awards, give it some fresh perspective and ensure it touches on all sectors of our industry. This is separate from the Critical Link / Community Service Awards that have historically been a part of our awards ceremony. It is my understanding that the BOD approved the creation of a Staff Work Group for Awards after this coming to you through the BOD Emeritus.

- What is the status of this group? I'd like to request time to discuss this, bring Bill up to speed on this one and formulate a plan so that we have time to bring this to life for Portland.
- **ACCT International:**
 - I had some dialogue with the International Committee 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 still 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 in the future.
- **PVM Symposiums:**
 - **Fall:** It is my understanding that there will not be a fall symposium.
 - **Winter:** I have been in communication with Brian Lisson and have also joined a few calls with the PVM Symposium planning team. There is still some work that needs to be done here to get the details pulled together but the group is actively working to get the budget / agenda together. They are aware that the budget for this will need to be run by Bill and ultimately approved by the BOD as it was not finalized during our annual budgeting process. The group has inquired about a budget template for them to work with. Is that something the Finance Committee could assist with? We have budgeted for known expenses event related expenses such as AV, Food and Beverage, etc.
 - We are hoping to launch the registration for the symposium via NOVI to test running events through that platform when it is ready.
- **Professional Development:** Nothing specific scheduled currently as I've been very focused on finding us locations for future events and getting registration launched for 2023. I am always open to exploring other industry events to see how things are run as well as expand 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 have meet bi-weekly since Cleveland and have hosted many brainstorming discussions in preparation for our 2023 event.
 - The Service Crew Application is now live.
 - We are actively accepting Scholarship Applications for Portland. The work group will vet scholarship applications immediately after the October 7th deadline.
 - We are assessing the feasibility of hosting a Challenge Course Tour in conjunction with the conference based upon the poll results received this summer gauging interest.
 - We're in the process of updating our digital media kits which will be shared with Exhibitors, Sponsors, and Presenters to encourage them to help us promote the Portland event.
 - We'll be doing an overhaul of all events related surveys to ensure we're capturing all we can to continue to improve our events.
 - Each area (Service Crew, Special Projects, Exhibits, Registration, Workshops, and Digital) have been asked to pull together (or update) documentation detailing the work they do throughout the year, the resources used, as well as what would make someone an ideal candidate to serve in each specific role etc. This has been incredibly helpful with succession planning for this group as well as provide interested applicants more details about what it would be like to support a specific area on the conference work group.
 - **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.

ACCT Operating Reserves Policy

PURPOSE

The purpose of the Operating Reserves policy for the Association for Challenge Course Technology (ACCT) is to ensure the stability of the mission, programs, and ongoing operations of the organization. The Operating Reserve is intended to provide an internal source of funds for situations such as a sudden increase in expenses, one-time unbudgeted expenses, an unanticipated loss in funding, or uninsured losses.

The Reserve may also be used for one-time, nonrecurring expenses that will build long-term capacity, such as hiring part-time temporary staff to support expansion, staff development, research and development, program development, or investment in equipment or infrastructure. Operating Reserves are not intended to replace a permanent loss of funds or eliminate an ongoing budget deficit.

It is the intention of the ACCT for Operating Reserves to be used and replenished within a reasonable period – generally within 24 to 36 months. The Operating Reserve policy will be implemented in concert with the other governance and financial policies of the ACCT and is intended to support the goals and strategies contained in these related policies and in strategic and annual operational plans.

DEFINITIONS AND GOALS

The Operating Reserve Fund is defined as the designated funds set aside by action of the Board of Directors. The minimum amount to be designated as Operating Reserve will be established in an amount sufficient to maintain ongoing operations and programs for a set period, measured in months. The Operating Reserve amount is dynamic and will be reviewed and adjusted in response to internal and external changes periodically.

The target minimum Operating Reserve Fund amount is equal to six months of average operating costs. The Operating Reserve Fund maximum amount is equal to eighteen months of average operating costs. The calculation of average monthly operating costs includes all recurring, predictable expenses such as salaries and benefits, occupancy, office, travel, program, and ongoing professional services. Depreciation, in-kind, and other non-cash expenses are not included in the calculation. The calculation of average monthly expenses also excludes certain expenses such as one-time, unusual capital expenditures.

The amount of the Operating Reserve Fund target minimum will be calculated each year after approval of the annual budget and will be reported to the Board of Directors.

ACCOUNTING FOR RESERVES

The Operating Reserve Fund will be recorded in the financial records as Operating Reserve Fund. The Fund will be funded and available in cash, cash equivalents, equities, and fixed income securities. Operating Reserves will be maintained in a segregated bank account(s) and/or investment fund(s), in accordance with ACCT investment policies.

ACCT Operating Reserves Policy

FUNDING OF RESERVES

The Operating Reserve Fund will be funded with surplus unrestricted operating funds. If the target minimum Operating Reserve Fund amount has not been met, the annual budget shall include a contribution to reserves of between one and twenty-five percent of total revenue if possible. The Board of Directors may from time to time direct that a specific source of revenue be set aside for Operating Reserves. Examples may include unrestricted one-time gifts or bequests, unrestricted grants, or revenue from special appeals that are not restricted by the donor.

USE OF RESERVES - Use of the Operating Reserves requires three steps:

1. Identification of an appropriate use of reserve funds.

The Executive Director will identify the need for access to reserve funds and confirm that the use is consistent with the purpose of the reserves as described in this Policy. This step requires a case for the use of the funds, the availability of any other sources of funds, and evaluation of the time period that the funds will be required and replenished.

2. Authority to use operating reserves

Authority for use of up to \$20,000 of Operating Reserves is delegated to the Executive Director in consultation with the Finance Committee. The Executive Committee must approve of the request and authorize the transfer from the Operating Reserves. The use of Operating Reserves will be reported to the Board of Directors at their next scheduled meeting, accompanied by a description of the use of funds and plans for replenishment to restore the Operating Reserve fund balance. The ED must receive prior approval from the Board of Directors if the Operating Reserves will take longer than 12 months to replenish or the amount exceeds \$20,000.

3. Reporting and monitoring

The ED is responsible for ensuring that the Operating Reserve Fund is maintained and used only as described in this Policy. Upon approval for the use of Operating Reserve funds, the ED will maintain records of the use of funds and plan for replenishment. He/she will provide regular reports to the Finance Committee/Board of Directors regarding progress to restore the fund balance.

RELATIONSHIP TO OTHER POLICIES

ACCT shall maintain the following board-approved policy, which may contain provisions that affect the creation, sufficiency, and management of the Operating Reserve Fund:

- 1) Investment Policy

REVIEW OF POLICY

This Policy will be reviewed at least every three years, at a minimum, by the Board of Directors, or sooner if warranted by internal or external events or circumstances.

APPROVED: 09/14/2022

REVISED: mm/dd/yyyy

LAST REVIEWED: mm/dd/yyyy

Association for Challenge Course Technology Investment Policy

Purpose

The purpose of the Investment Policy for the Association for Challenge Course Technology (ACCT) is to maintain the financial stability of the Association, manage investment risks, and optimize the investment returns of Association funds. The policy also provides guidance for the investment of funds held by the Association.

- 1) **Independent Investment Advisor** - An independent investment advisor shall be appointed to manage the investments of the association.
 - a. The Executive Director (ED) working with the Finance Committee will recommend the hiring or replacement of an independent investment advisor to the Board of Directors.
 - b. The independent investment advisor shall be a Registered Investment Advisor acting in a fiduciary capacity.
 - c. The Board of Directors will approve of the appointment.
 - d. The fees paid to the Independent Investment advisor shall not exceed 2% of the funds under management.
- 2) **Independent Investment Advisor Reporting** - The independent investment advisor will make recommendations annually to the Board of Directors outlining the recommended investment strategies for the next fiscal year or period.
 - a. The ED in consultation with the Finance Committee will review and approve the investment strategy recommended by the independent investment advisor.
- 3) **Management Authority of Independent Investment Advisor** - The independent investment advisor will have responsibility to manage and invest funds consistent with this Policy as appropriate. Any restrictions on the independent investment advisor will be incorporated into this policy to minimize interference with efforts to achieve overall performance goals and minimize the likelihood of excluding appropriate investment opportunities.
- 4) **Reserve Funds Asset Allocation** - A percentage of reserves shall be maintained in cash and cash equivalent accounts which may or may not be managed by the independent investment advisor. The remaining funds may be invested according to a balanced formula in mutual funds, stocks, and bonds according to the advice of the independent investment advisor.
 - a. Percentage of total reserve funds in cash and cash equivalents: no less than 10%.
- 5) **Investment Objectives** - The primary objective is the preservation of capital to ensure that sufficient funds are available to meet Association needs. A secondary objective is to maximize return through prudent management of funds to maintain and build reserves. To achieve these objectives, the reserve accounts will incorporate two tiers of safety, liquidity, and yield in two distinct types of accounts.
 - a. **Operating Accounts** – Operating accounts are for funds needed within one year for operations; funds from operating accounts should be available without penalty. Investments should be safe, liquid, and in cash or cash equivalents. Amounts should not exceed federally insured amounts. Maturities should be matched to annual operations with staggered maturities not to exceed one year. Authorized for operating accounts:
 - i. Checking, savings, and money market accounts, with federally insured banks, credit unions, and savings and loan institutions.
 - ii. Money market funds with major brokerage firms that are backed by substantial private insurance.

Association for Challenge Course Technology Investment Policy

- iii. Federally insured bank, credit union, and savings and loan institution certificates of deposit.
 - iv. Direct obligations of the U.S. Government and its Agencies.
- b. Growth Investments and Accounts** – The growth portion of the portfolio is designed to maximize yield, consistent with the safety of principal. Funds in this category will be used to grow reserves, so liquidity is a secondary objective and higher levels of appropriate risk are acceptable. Authorized for growth investments and accounts:
- i. Money market accounts with federally insured banks, credit unions, and savings and loan institutions.
 - ii. Mutual Funds and Exchange Traded Funds with major brokerage firms that are backed by substantial private insurance.
 - iii. Federally insured bank, credit union, and savings and loan institution certificates of deposit.
 - iv. Direct obligations of the U.S. Government and its Agencies.
 - v. Equities (stocks).
 - vi. Fixed Income (bonds).
- 6) Growth Investment Performance Guidelines** – The goal is to invest in instruments that provide long-term appreciation of the assets and consistency of total return on the portfolio. The portfolio should be invested to minimize the probability of negative total returns of 10% or more per year. The finance committee in consultation with the investment advisor shall agree upon appropriate benchmarks given the investment strategy.
- 7) Growth Investment Diversification and Rebalancing** – Growth investments will be diversified with long term goals of maximizing returns without exposure to undue risk and consistent returns on the investments. It shall be the responsibility of the Independent Investment Advisor to maintain a diversified portfolio among the various asset classes according to the approved investment strategy and to rebalance the portfolio, as necessary.
- a. Equities.** The equity asset classes should be maintained at risk levels roughly equivalent to the sectors of the market represented, with the objective of exceeding a nationally recognized index measuring the performance of the designated sector over a three-year moving period net of fees.
- i. Mutual funds or Exchange Traded Funds conforming to the policy guidelines may be used to implement the investment program.
 - ii. No more than 5% at cost of the investment fund may be in equities of any one issuer.
- b. Fixed Income Securities.** Investments in fixed income securities will be managed or indexed across a diverse allocation of fixed income investments. Actively managed portions of this space will be selected to pursue opportunities presented by changes in interest rates, credit ratings, and maturity premiums.
- i. Mutual funds or Exchange Traded Funds conforming to the policy guidelines may be used to implement the investment program.
 - ii. No more than 5% at cost of the investment fund may be in the fixed income securities of any one issuer with the exception of:

Association for Challenge Course Technology Investment Policy

1. Obligations of the U.S. Government and its agencies.
2. Money market mutual funds.
3. Federally insured certificates of deposit.

8) Reporting – The ED shall provide the following information on a periodic basis to the Board of Directors

- a. Statement of fees,
- b. Schedule of investments,
- c. Interest income year to date, and
- d. Current yield.

9) Prohibited Investments. The following investments and investment activities are prohibited:

- a. Funds with fees and sales loads greater than 1%
- b. Private Placements
- c. Letter stock
- d. Derivatives
- e. Securities whose issuers have filed a petition for bankruptcy
- f. Commodities or commodity contracts
- g. Short sales
- h. Margin transactions
- i. Any speculative investment activities (not meant to include investments managed by Registered Investment advisors or managers, open end mutual funds, and separate managed accounts with audited track records.)

However, to the extent that mutual funds, exchange traded funds, or other managed platforms are used by the ACCT these funds and platforms may buy or sell prohibited investments for the purposes of managing portfolio risk.

10) Relationship to Other Policies - ACCT shall maintain the following board-approved policy, which may contain provisions that affect the creation, sufficiency, and management of the Investment Policy

- a. Reserve Policy

11) Review of Policy - This Policy will be reviewed at least every three years, at a minimum, by the Board of Directors, or sooner if warranted by internal or external events or circumstances.

APPROVED: 09/14/2022

REVISED: mm/dd/yyyy

LAST REVIEWED: mm/dd/yyyy

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

Submitted: September 16, 2022

Committee Member	Email Address
Michelle Hepler – Chair	michelle.hepler@gmail.com
John Winter -Vice Chair	winterjohnl@icloud.com
Sarah Oosterhuis – Secretary	sarahaoosterhuis@gmail.com
Rich Klajnscek	Rich@seafoxconsulting.com
Josh Tod	josh@ropeworksinc.com
Melanie Wills	melaniewills4@gmail.com
Kathy Haras	kathy@adventureworks.org
Randy Smith	randy@vestalsgapventures.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
<p>Administrative Tasks</p>	<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. • Committee presenting 3 workshops at upcoming conference. 	<p>Ongoing</p>

<p>Membership Education Panel</p>	<ul style="list-style-type: none"> • Working on policy statement for perimeters for adding content to ACCT Academy. • Alignment of the ACCT Academy page with the ICE prep page. • Panel is working on writing a policy for BOD review for how questions submitted to ACCT about Standards are answered • Development of draft process /criteria that ACCT Staff can use for release of Technical Notices/Recalls. • Developing an entry level, easy to understand document for how standards become standards. 30 minute webinar based on this information. 	<p>Actively working on defined tasks.</p>
<p>Zip Line Brake Systems Task Force</p>	<ul style="list-style-type: none"> • Completed version sent to the Consensus Group Dec 2020. 	<p>Currently being reviewed by CG</p>
<p>Ground Anchor Task Force</p>	<ul style="list-style-type: none"> • Completed version sent to the Consensus Group Oct 15, 2021. 	<p>Currently being reviewed by CG</p>
<p>Critical Rope Task Force</p>	<ul style="list-style-type: none"> • Completed version sent to the Consensus Group Oct 15, 2021 	<p>Currently being reviewed by CG</p>
<p>Certification Standards Task Force</p>	<ul style="list-style-type: none"> • Populating Task Force. • Re-writing Certification Standards 	<p>Ongoing</p>

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.

Board Report – Accreditation and Certification Committee (ACC)

Submitted: September 2, 2022

Committee Member	Email Address
Kennerly DeForest (2017) - Chair	kennerlydeforest@gmail.com
Ryan Olson (2022) - Vice Chair	ryan@abbeinc.com
Lauren Stover (2021) - Secretary	lmstover@ncsu.edu
Micah Henderson (2018)	micah@verticalsolutionsaz.com
Niels Damman (2017)	niels@damman.us
Mike Smith (2019)	adventuresmith@gmail.com
Michael Misenheimer (2020)	michael.misenheimer@gmail.com
Bee Lacy (2022)	bee@theforgeparks.com
Jeffrey Chua (2022)	jejochua@me.com
Heather Brooks- ACCT Staff	heather@acctinfo.org

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: - 13 due this year - 12 review teams assigned and approved - 3 scheduled prior to the conference - 10 pending scheduling 2021 reviews are complete and ACC has approved VAP recommendations for all but one company. 2020 one outstanding company with extension has been scheduled for a virtual review on Sept 12-13, 2022.
2. New Vendor Accreditation Program Development	Managing VAPD task force progress with a goal of implementation in 2023	VAPDTF has submitted a DRAFT Vendor Accreditation Manual for public comment. Plan to host an open meeting September

		6, 2022 at 4pm MST in preparation for BOD submittal.
3. 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 - VAPDTF is currently working with the draft plan documents for submission to the BOD. We are hoping to discover if/how it is helpful and what additional resources are needed to improve the plan.
4. QCP Document Plan	Re-format existing QCP sections into an updated document to be considered by TIRE for public use.	QCP Task Force has an established group of volunteer members and has been meeting regularly. Formatting parameters and draft criteria has been created for several types of professional designations. Hoping to have a draft document for consideration by the 2023 conference.
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.	Micah reached out to Jen Marter to restart this conversation now that the Compliance committee has had a name change and has all new members. Jen plans to speak to the BOD at the upcoming F2F about some strategy. At this time we think the complaints process may live within the programs themselves in order to create a direct feedback loop on possible program clarifications or enhancements. This complaints process would be intended to be more informal similar to a Google review and would be "investigated" in an informal way with the person submitting feedback. If this happens, the panels would need an avenue to escalate the feedback to the

		Compliance committee to dive into further investigation and potential non-compliance response. This internal process does not have much clarity around it at this time.
5. Trainer Curriculum	Received work from TF and disbanded. ACC to re-format materials for release for public comment	Done. Public comment has ended and an open meeting to discuss themes and next steps has been scheduled for October 11th, 2022 at 4:00 PM MST
6. Committee Members	Create succession plan for members who have met term limits	Done. Rich Petteruti rolled off the committee in July. Niels will roll off in October and Kennerly will roll off at the 2023 conference. The plan is for Micah Henderson to train Bee Lacy as Chair and Ryan Olson as Vice Chair by the conference and into 2023 as long as requested. BOD will be asked to vote for a new chair at the 2023 conference. We would request some time to introduce the proposed new chair prior to the conference so the BOD can learn about her and her training.

Upcoming ACC Meeting Schedule:

1. 3rd Thursday of each month
2. Face to Face meeting on Tuesday February 7th at the 2023 Conference in Portland

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

1. The ACC asks that BOD members attend open meetings for the new Vendor Accreditation Program document review and be involved in the process before ACC submits it to the BOD for final review and approval.
2. Schedule a meet and greet style virtual interview prior to the conference with Bee Lacy who has volunteered to be trained into the new chair role for the ACC.
3. Please provide an update on the annual report situation for Accredited Operators and PVMs. Our sub-groups need to begin their processes if it is going to happen this year.

4. Please provide guidance related to the complaints process strategy after discussing with Jen Marter.

Volunteer groups managed by ACC

1. Vendor Accreditation Panel (VAP):

Panel Member	Email Address
Austin Paulson - Chair	apaulson@pa.org
Robb Krug - Vice Chair	RobbKrug@gmail.com
Alicia Bourke- Secretary	alicia@abeeinc.com
Brenda Reed	brenda@ropeworksinc.com
Lye Yen-Kai	lyeyenkai@gmail.com
Lori Pingle	lori@zipzonetours.com
Heather Brooks - ACCT Staff & ACC Liaison	heather@acctinfo.org

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.Current work status	General Chair update	The current Vendor Accreditation Program has met regularly but involvement and work product has been limited. This is due to the emergence of an unusually busy work season, halt of work on annual reports, and anticipation of new program updates and subsequent need for implementation plans. The panel is receiving updates and passing

		feedback to the appropriate task forces. Some VAP members also participate directly in these groups. Once complete, the future of the panel will shift to start incorporating the new program into their maintenance directive from the group's Terms of Reference.
2. Annual Reports	Remake Annual report	Annual Report format and questions were modified as necessary, we are waiting to receive feedback from the board.
3. 2020 PVM Reviews	Complete PVM review process from 2020	2020 one outstanding company with extension has been scheduled for a virtual review on Sept 12-13, 2022.
4. 2021 Site Audits	Complete PVM review process from 2021	All virtual and onsite reviews have been completed. 2021 reviews are complete and ACC has approved VAP recommendations for all but one company.
5. 2022 Site Audits	PVM Site Audits	2022 reviews in process: - 13 due this year - 12 review teams assigned and approved - 3 scheduled prior to the conference - 10 pending scheduling
6. New Applicants	Inquiries from companies interested in joining the existing program	One company has submitted a Pre-Application. Feedback and a growth plan were suggested for this company to complete within one year to strengthen their application.
7. VAP Leadership / Membership	Recruiting new members for role of Chair and Secretary	Starting in June of 2021, then panel chair Wayne Berger (with consultation from the AAC) began to transition Austin

		<p>Paulson into the chair position. Over a series of months attending monthly VAP meetings and meeting behind the scenes with Wayne, Heather, Micah Henderson and Korey Hampton, Austin became acquainted with the charge and operations of VAP. The onboarding process was successful primarily due to the immediate proximity of Wayne (live close together) and ready availability/access to Heather as staff liaison. The composition of the existing panel also greatly contributed to the handover. Despite the 2022 rollover of longtime panelists, Wayne and Chris Ortiz, an appropriate level of institutional knowledge was supported by other members of the group. While Chris's position on the panel was not replaced, his Secretary responsibilities were transferred to Alicia Bourke who has proven quite capable. One additional long standing member of VAP has graciously delayed departure from the panel until membership can be boosted. At this stage, VAP has determined a need for 2-3 new members.</p>
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Upcoming Meeting Schedule:

The VAP has a standing meeting time on the second Friday of the Month at 8:30 AM MST. The next meeting will be held on September 9th.

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. VAP needs a plan and/or direction for completing the 2022 annual reports as well as what to expect in the future of Annual Report compliance reviews. There has been very little proactive updating or outreach from the BOD and ACC and has, instead, relied heavily on Heather, as our liaison. This uncertainty, along with usual busy season attendance challenges, has contributed to a decline in overall productivity and waning motivation of VAP members. The VAP has been able to maintain its efforts with a small dedicated membership. VAP is anxious to understand changes to the annual reporting status and program design and looks forward to reinvesting energy into VAP responsibilities.

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	heather@acctinfo.org

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 OAP has a standing meeting time on the second and fourth Monday of the Month at 2pm MST. The next meeting will be held on September 12th.

Requests for Support– None at this time

Notes-

- Professionals from all areas of the industry are involved in the current OAP and it is a great team. We would like to add one more person ideally with a heavy building & PVM background.
- Reviews of the re-accreditation process have been ongoing. We want to ensure the process is through, but not overbearing. Some good work has been done on this and we are aiming in the correct direction.
- To date; 11 operations have submitted applications and we have approved 8 of them. There has been a “learning curve” for sure especially with operations outside of North America.
- There are 3 operations in review right now.
- We will be helping with an Operational Reviewer refresher training in September. Heather has done an awesome job using google classroom to help professionalize and streamline that training.
- 2 of our panel members are currently working with the QCP task force as well.
- Heather will be traveling to Singapore to present on the Operation Accreditation process this fall.
- The Operation Accreditation Panel will be presenting a workshop at the conference this year.

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
Adam Wood	awood@lajitasgolfresort.com
Heather Brooks - ACCT Staff & ACC Liaison	heather@acctinfo.org

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. Test Bank	Test Bank and Test categories	In progress
2. Document Updates	Revise Supervisor Endorsement requirements	In progress
3. Implementation	Develop Inspector Management Training	In progress
4. Budget Request	Learning Management System for educational opportunities through ACCT Academy	Approved- Sits with ACCT Staff
5. CEU Form	Update CEU values and create a form that can be used remotely (to capture CEUs not obtained at the ACCT conference)	Complete

6. Tests	Update and approve practice tests and evaluate options to address issues with being able to read test blueprints	Ongoing
7. Supervisor Endorsement Exam	Updated exam questions and split out for an In-house and and Professional exam	Complete

Upcoming Meeting Schedule:

The ICP has a standing meeting time on the second Thursday of the month at 9:00 AM 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.

- Work with ACCT staff to confirm the procedure for past exam storage and eventual disposal. Historic procedures and actions are not aligned. We understand that legal review of this plan may be needed.

4. Vendor Reviewer Training Task Force (VRTTF): THIS TF IS ON APPROVED HIATUS

Task Force Member	Email Address
Alicia Bourke- Chair	alicia@abeeinc.com
Corey Wall- Vice Chair	corey@cdiinfo.com
Kathy Haras	kathy@adventureworks.org
Morgan Wiseman	mwiseman@advexp.com
Heather Brooks - ACCT Staff	heather@acctinfo.org

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	Complete
2. Draft curriculum	Develop draft requirements for Vendor Reviewer	Task Force will re-start work on this when Vendor Accreditation program documents are approved by the ACC and BOD

Upcoming Meeting Schedule:

1. No Meetings scheduled as this TF is on Approved 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.

5. Universal Portfolio Task Force (UPTF): THIS TF IS ON APPROVED HIATUS

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
Paul Hancock	paul@challengeworks.com
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- Sent to TIRE
5. Format	Identifying a digital platform and Identify a format.	In Progress
6. Content	Deciding how content will be categorized and sorted.	In Progress

7. Presentation	Develop the content and delivery plan for the presentation	Future
8. Implementation	Coordinate an effort to streamline all programs to use the final terms and updated portfolio in their program.	Future

Upcoming Meeting Schedule:

1. It is proposed that this TF take a Hiatus while the QCP Revision TF begins work and submits draft revisions

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.

6. Vendor Accreditation Design Enhancement Task Force (VAPDEF):

Task Force Member	Email Address
Alicia Bourke – Chair	alicia@abeeinc.com
Morgan Wiseman	mwiseman@advexp.com
Jeffrey Chua	jejochua@me.com
Heather Brooks - ACCT Staff	heather@acctinfo.org

Committee Support

Niels Damman – ACC Liaison

Micah Henderson – ACC Leadership Coach

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. Several task force members were removed due to non-participation
2. Review	Gather and review current program and proposed enhancements	Complete
3. Current Service Areas	Implementation Plan *reviewers * Applicants (current and new) * Pass/Fail criteria	Ongoing. TF has sent the DRAFT Manual for public feedback. Application and Annual Report DRAFTS are complete and will be submitted along with an Audit Report after the public meeting once the manual is complete. Feedback is closing Sept. 2 and an open meeting to discuss feedback will be held on Sept. 6, 2022 at 4:00 PM MST.
4. Future work	Criteria for <ul style="list-style-type: none"> ● Design service area 	Ongoing. The TF currently has criteria for Design, Installation, Inspection, Training and Certification. New service areas and future

	<ul style="list-style-type: none"> • Operation Review service area 	development will be developed when the program is approved.
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Upcoming Meeting Schedule:

Standing bi-monthly meeting, first and second Monday of the month at 4pm MST.

Requests for Support–

- Higher attendance at the open meetings
- We would like to see a timeline for approval steps when the final package of documents is submitted to the ACC and BOD in September. We would still like to start this new version of the program in 2023.

7. QCP Revision TF:

Task Force Member	Email Address
Dick Hammond - Chair	dick@leadershiponthemove.com
Kathy Haras	kathy@adventureworks.org
John Turman	jt@ascentcollab.com
Alex Moore	alex@teamsynergo.com
Austin Paulson	apaulson@pa.org
Don Nagy	don@experientialsystems.com
Micheal Mizenheimer (Mizey)	michael.misenheimer@gmail.com
Tim Prairie	timp@campshiloh.com

Committee Liaison - Michael Smith

ACC Leadership Development - 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. Stand up TF	Populate TF	Complete
2. Explore existing categories of QCP	Determine what each type of person is expected to do and what problems they are expected to solve.	In Progress - Drafted information for Designer, Installer, Inspector and Trainer. Still working toward Reviewer, Tester, Maintenance person, Operator.

3. Draft QCP for Review	Create an updated format for the new QCP document and integrate the work product into the updated format.	In Progress - Our findings are leading us to consider a general section for QCP that all other sections must meet in addition to job specific criteria.
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Upcoming Meeting Schedule:

Second and fourth Thursday of each month at 5:00pm MST.

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

1. None at this time

Secretariat/Board Report – Consensus Group

- Chair – John Lazarus
- Vice Chair – Pete Sawyer

Members – John L Lazarus, Pete Sawyer, Keith Jacobs, Etienne Leblanc, Sean Fisher, Mitchel McWilliams, Shawn Moriarty, Loui McCurley, Lynda Kelly, Paul Chapman, Richard Bourlon, Curtis Britcher, Bill Weaver, Mike Lane, Vendor Category position – Vacant.

Recording Secretary – John Voegtlin

Board liaison- Connor James

Terms of Reference from Accredited ANSI Procedures (Latest Revision 2020.02.20)

2.3 Consensus Group

The Consensus Group shall be established by the Secretariat and will be responsible for:

- a) reviewing standards or changes to standards proposed through the published comment portal and making any changes to the proposed standards.
- b) voting on approval of American National Standards within its scope.
- c) maintaining the standards developed by the Consensus Group.
- d) complying with policy and procedures for interpretations as defined in Section 10 of these Procedures.
- e) responding to requests for interpretations of the standard(s) developed by the Consensus Group.
- f) other matters requiring committee action as provided in these procedures.

Summary:

Please reference past Meeting Minutes for specific information on tasks completed.

Since the previous BOD Report, the CG has assembled a task force that is reviewing the procedures of the Consensus group including items like additional user group that was addressed in previous ANSI Audit.

The recent meetings have been focusing on a potential draft standard that was submitted from TIRE to the CG before the public comment period begins to address any concerns or clarifications that needed to be made



Association for Challenge Course Technology
PO Box 19797 Boulder, CO 80308, USA
Phone: (303) 827-2432
www.acctinfo.org

Membership:

Lynda Kelly has joined - User

Bill Weaver Has Joined - General

Dave Merrell has resigned

The process of speed vs need has been discussed but the ultimate goal has been to standardize the full process of CG elections. Although outreach from 2018 has been attempted some members seem to be unsatisfied

Standards Development:

Recent meetings have focused on a draft submitted to the Consensus Group through the Standards Portal and members have been meeting with TIRE leadership to tweak the draft before it is sent for public comment. The reasoning is because the draft is essentially a complete rewrite/movement of the old standard.

Requests for Support:

Filling seats

Helping John with ANSI Audit

Ethics Committee Quarterly Report 9.7.2022

Committee Chair: Jennifer Marter

Committee Members: Tim Prairie, Ken Jacquot (Emeritus)

Board Liaison: Billy Simpson

Grievance Process:

- A new Grievance was filed with the ACCT Compliance Committee on May 4, 2022
 - Committee has met with and received response to the grievance and evaluated information from both parties
 - The Compliance committee did not feel the complaint demonstrated non-compliance to the ACCT Standards, Code of Ethics or credentialing program
 - Both parties were notified of our decision
 - The group who filed the complete responded with dissatisfaction with our decision and felt more investigation should be done.
 - This committee does not find basis for continuing to review additional supporting documents on this complaint
 - 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 has been received by the board. Committee awaiting decision if this is the direction the association would like to pursue. See previous reports from July, May and December.

Revisions to the ACCT Complaint and Mediation Process - Final DRAFT version of the Code of Conduct has been received by the board. Committee awaiting decision if this is the direction the association would like to pursue. See previous reports from July, May and December.

Complaint Process Development:

- Jennifer met with Micah to discuss the certification and accreditation policies requirement for a complaint process. This process differs from the formal Grievance/Complaint process currently in place for the association.
- The complaint process we discussed is intended to be more of a feedback model so that the association may receive information similar to a google or yelp review and informally investigate without repercussion for the individual or company being referenced.
- The intention for this model would be for the association to understand from our end users what is working and what isn't and for the programs to learn and adjust as needed based on the information gleaned. For this reason, we feel this review/feedback model should stay in the hands of the programs and only escalate to the Compliance Committee if a non-compliance issue comes up.

Compliance Committee Next Steps:

- The documents noted in my last 3 board reports need to be rewritten and a new grievance/complaint process for the association needs to be designed. It is my opinion that this should not be done by this committee (or at least not this committee chair) I'm happy to discuss the work our committee has done over the last year to inform the next steps in developing a formal complaint process and model for resolving complaints within our association.

- I (Jennifer) have decided to step down from this committee after our December meeting. The work that I see needs to happen for the Compliance Committee to become a successful component of the association is not the work I feel prepared to take on. Please let me know how I can advise the board or staff so that the transition to the next chair is successful. Once the new complaint process and association documents are created I'd be interested in re-joining the committee.