



MINUTES of the Annual General Meeting April 10, 2024

Meeting: 04/10/2024 4:00 pm Mountain Time

Location: Virtual

ATTENDEES

Presiding Officer:

- Korey Hampton – **Vice-Chair**

Board Member Attendees:

- | | | |
|---|---|--|
| <input checked="" type="checkbox"/> Rohan Shahani – Vice Chair | <input checked="" type="checkbox"/> Leslie Sohl – Member | <input type="checkbox"/> Kennerly de Forest – Member |
| <input checked="" type="checkbox"/> Michael Smith – Secretary | <input checked="" type="checkbox"/> Lori Stover - Member | <input checked="" type="checkbox"/> Alicia Bourke – Member |
| <input checked="" type="checkbox"/> Erik Marter – Treasurer | <input checked="" type="checkbox"/> Jason Ong – Member | <input checked="" type="checkbox"/> Melissa Webb – Executive Director |

Professional Vendor Member Attendees:

- | | |
|---|---|
| <input checked="" type="checkbox"/> ABEE, Inc. | <input checked="" type="checkbox"/> Experiential Resources, LLC |
| <input type="checkbox"/> Adventure Designs & Training, LLC. | <input checked="" type="checkbox"/> Experiential Systems, Inc. |
| <input checked="" type="checkbox"/> Adventure Experiences | <input type="checkbox"/> Exponent Challenge Technology Asia Pte Ltd |
| <input type="checkbox"/> Adventure Systems Pte, Ltd. | <input type="checkbox"/> High 5 Adventure Learning Center |
| <input type="checkbox"/> Adventure, Inc. | <input type="checkbox"/> Leadership on the Move |
| <input type="checkbox"/> Adventureworks! Associates | <input checked="" type="checkbox"/> Leahy & Associates, Inc. |
| <input type="checkbox"/> Alpine Towers International, Inc. | <input type="checkbox"/> Outdoor Specialist Pte Ltd |
| <input checked="" type="checkbox"/> American Adventure Park Systems | <input type="checkbox"/> Project Adventure Japan |
| <input type="checkbox"/> Blackbox Outdoor Education Pte. Ltd. | <input type="checkbox"/> Project Adventure, Inc. |
| <input checked="" type="checkbox"/> Bonsai Design, LLC | <input checked="" type="checkbox"/> Rope Works, Inc. |
| <input checked="" type="checkbox"/> Challenge Design Innovations | <input checked="" type="checkbox"/> Signature Research, Inc. |
| <input checked="" type="checkbox"/> Challenge Towers, Inc | <input checked="" type="checkbox"/> Synergo, LLC |
| <input checked="" type="checkbox"/> Challenge Works, Inc. | <input type="checkbox"/> The Adventure Guild |
| <input checked="" type="checkbox"/> Challenges Unlimited, Inc. | <input type="checkbox"/> The Adventure Network |
| <input checked="" type="checkbox"/> EDGIE Designs | <input checked="" type="checkbox"/> Vestals Gap Ventures, LLC |
| <input type="checkbox"/> EdVenture Builders | <input checked="" type="checkbox"/> Visionary Adventure, Inc. |
| <input type="checkbox"/> Ecotainment Korea, Inc | <input checked="" type="checkbox"/> WingSpeed Adventures |

Quorum?

- Yes
- No



Meeting called to order at 6:03 pm Mountain Time by Korey Hampton.

Welcome Guests & Housekeeping | 4:03p (Korey Hampton)

Roll Call of the Professional Vendor Members | 4:04p (Korey Hampton)

Reading of the ACCT Mission Statement | 4:11p (Rohan Shahani)

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 | 4:12-4:13p (Erik Marter)

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

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

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

Approval of Agenda

Motion:	Review and approve the meeting agenda
Made by:	Erik Marter
Seconded by:	Michael Smith
Discussion:	None
Vote:	In Favor – All present Opposed – None Abstaining – None
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No



Approval of Minutes

Motion:	Approve minutes from the Annual General Meeting held on February 9, 2023, in conjunction with the 2023 Annual Conference in Portland, Oregon.
Made by:	Michael Smith
Seconded by:	Erik Marter
Discussion:	None
Vote:	In Favor – None Opposed – None Abstaining – Leslie, Mike, Lori
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Report from the Chair of the Board of Directors | 4:20p (Korey Hampton)

- Introduction of Board Members
 - Two new board members this year: Lori Stover, Alicia Bourke
- Recognition of Outgoing Board Members who wrapped up their term at the conference
 - Connor James
 - Billy Simpson
- Recognition of Professional Vendor Members
 - There are currently 34 members
 - Member list included above
- Recognition of Accredited Operators

There are currently 24 Accredited Operators. A meeting is being held today to vote on additional members. Current members include:

- | | |
|--|--|
| ▪ Adventure Center of Asheville | ▪ MOE Dairy Farm Outdoor Adventure Learning Centre |
| ▪ Adventure Operations, LLC dba Quarry Park Adventures | ▪ MOE Jalan Bahtera Adventure Centre |
| ▪ Boys' Brigade Girls' Brigade Campsite-Innotrek | ▪ MOE Labrador Outdoor Adventure Centre |
| ▪ Branson Zipline | ▪ NorthLight School |
| ▪ Christ Church Secondary School | ▪ Outward Bound Singapore - Camp 1 & 2 |
| ▪ Denali Park Zipline | ▪ Outward Bound Singapore - East Coast Campus |
| ▪ Forest Adventure Pte Ltd | ▪ Pumpkin Ridge Zip |
| ▪ French Broad Adventures | ▪ The Adventure Park at Nashville |
| ▪ High Gravity Adventures | ▪ The Adventure Park at Sandy Spring |
| ▪ Highlands Aerial Park | ▪ The Adventure Park at Storrs |
| ▪ Kapalua Ziplines | ▪ U.S. National Whitewater Center |
| ▪ MOE Changi Coast Adventure Centre | ▪ ZipZone Outdoor Adventures |



- 2023 Board Accomplishments

- The new Vendor Accreditation Program is being rolled out. The Board, staff, and volunteer groups are coordinating the approval of all the necessary documents and hope to finalize and approve the program in the coming month.
- There has been a lot of action in Programs; Heather will report later.
- Korey is holding monthly Open Office Hours, an opportunity to meet with leadership. April office hours will cover open questions and a presentation on wine by Kennerly de Forest.
- Forums hosted this year:
 - Accredited Operators, monthly
 - Chairs of Volunteer Groups, quarterly
- ASTM Participation. Korey and Melissa went to ASTM Meetings
- Lobbying. Korey went to Washington to meet with outdoor industry lobbyists
- ISO. ACCT was accepted as a liaison to the ISO Outdoor Tourism group; one of the next projects that the group will be taking on is adventure parks
 - Bylaws updates; we are still seeking feedback
 - Conversations about a new DBA for ACCT
 - Key Board Initiatives for 2024
 - Accredited Procedures Task Force (joint task force including staff and volunteers from the Board, Consensus Group, and TIRE) are working on updating our Accredited Procedures, the procedures that guide our ANSI Standards Development process.
 - Strategic Plan – In the Fall of 2022, the Board of Directors developed a Strategic Plan. We continue to work through it
 - Government Relationships – look for updates in the newsletter. There is a lot happening in Maine, Florida, California, and other areas, including international
 - Membership Policy was updated

- Key Board Initiatives for 2024

- Bylaws updates
- Strategic Plan
- Standards Development
- Vendor Accreditation Program Rollout



Report from the Executive Director | 4:30p (Melissa Webb)

- Key Association Accomplishments During the Last Year
 - Created the Awards Program Workgroup to recognize the contributions of our volunteers
 - Korey Hampton was awarded the first annual ACCT Volunteer of the Year Award
 - Additional awards categories were identified and will be rolled out this year
 - ACCT Academy. Academy switched from being an arm of TIRE (Member Education Panel) to the Academy Workgroup, which is charged with collecting and creating continuing education content to be delivered for members
 - We are rolling out the new Learning Management System (LMS) and will be adding more content in the future. It has taken some time to build it out. This meeting is the first event we have hosted through it.
 - Conference.
 - Event Structure Changes. We made a major overhaul based on previous feedback, including serving lunch in the Exhibit Hall rather than after-hours hors 'd oeuvres, changed up conference session lengths, added some additional events, the Harness Up OKC Event
 - The event was high energy; numbers were down slightly this year.
 - In transitioning to the ED Role, Melissa is working to restructure the staffing of events. We have made some vendor changes
 - 2025 Conference is in Cleveland. It is earlier this year. The original dates we booked were over the Lunar New Year, and our Asian members asked that we make some changes
 - We have made numerous updates to platforms and conference workflow
 - Call for presenters is open
- Recognition of ACCT Staff
 - Heather Brooks | Program Manager
 - John Voegtlin | Office Manager
 - Brittany Humphrey | Outreach and Engagement Coordinator
 - Our newest member, hired just before the 2024 Annual Conference in OKC
 - Contractors
 - Our CPA, Kathy, has retired. We have partnered with a new CPA firm
 - Our bookkeeper, Laura, has taken on additional responsibilities to help free up other staff
- Staff Updates
 - **Heather Brooks, Programs Department**
 - Program Volunteer Restructure – shift from siloed volunteer groups to a staff-led workgroup
 - Inspector Certification Program
 - International Program Development – Heather, Jason Ong, and volunteers have translated the ICE program into Spanish, Malay, Hindi, Korean, Chinese, and Japanese. Jason is working on French and German. Spanish, Malay, and Korean are currently loaded on the website. Translated contents include: program information,



eligibility, information for forms (forms are still being created), renewal information, testing resources (mostly Spanish and English at this time), inspector list, and CEU information. Some testing information is still only in English. FAQs (on the website) are still only in English.

- Changes were made to the insurance requirements for inspectors – shift from submitting a certificate of insurance (COI) to a new Affidavit that must be submitted during application and renewal
- Operation Accreditation
 - Currently at 24 operations. There is a vote today, and more operations in the funnel
- Vendor Accreditation Program
We are nearing the end of a multi-year overhaul of the Vendor Accreditation Program. The program is with the Board of Directors for final approval.
- **John Voegtlin, ACCT Office Manager**
 - Moved to a new member platform, Novi
 - Updated and launched a new website using Novi
 - Transitioned satellite website (conference, inspector certification) to the main website
 - Required some updates by members for renewing membership
 - Moved to a new office in Longmont, Colorado. Please use our PO Box when sending mail
- **Brittany Humphrey, Outreach and Engagement Coordinator**
 - New to the position as of February

Report from the Treasurer | 4:54p (Erik Marter & Jen Ottinger, Chair of the Finance Committee)

- Fiscal Year runs from July 1 to June 30
- FY 2022-23 Year-End Review
 - Budgeted for a loss coming out of Covid, and the year ended with a loss of \$90K
 - ACCT must plan the conference three years in advance. Changes in the economy and attendance have caused some challenges.
 - Membership, conference attendees, exhibitors, and sponsors were down this year. We have listened to feedback and are making changes
- FY 2023-24 Budgeting and Performance
 - The conference revenues were light. In 2023, we were shooting for 1000 attendees and came in at 841. This year, we budgeted for 900 and came in at 665 attendees.
 - We project to end 2023-24 with a loss of \$80k and savings of \$465k
 - This was a big investment year moving to new platforms for the conference, launching the LMS, and bringing on a new staff member.
 - The Association has applied for the ERC, which could lead to \$95K. This is not included in any projections as it is an unknown



Reports from Committees | (Korey Hampton)

- Recognition of Volunteers. We have as many as 100 volunteers doing the work of the Association and supporting our staff.
 - Our volunteer groups are represented on our website at <https://www.acctinfo.org/acct-committees>
- Accreditation and Certification Committee | (Bee Lacy, Chair)
 - Vendor Accreditation Program Redevelopment – handed off to the Board of Directors
 - Created the Vendor Auditor Training Task Force to develop a curriculum to train vendor auditors to improve the consistency of audits
 - QCP Content Revisions – updates were presented at the conference, and feedback was solicited
 - Program volunteer structure revision. A transition from volunteer panels and committees to a staff-led workgroup is underway
- Technical Information, Research & Education Committee | (Michelle Hepler, Chair & Leslie Sohl, Board Liaison)
 - Presented numerous conference workshops
 - Succession planning and call for volunteers – TIRE is seeking additional volunteers
 - Assisting Accreditation Procedures Task Force
 - Education collaboration project
- International Committee | (Colin Caines, Chair)
 - Conducted two international dialogue sessions
 - Collected feedback from the international community
 - The committee is seeking volunteers
- Consensus Group | (John Lazarus, Chair & Michael Smith, Current Board Liaison)
 - Members John Lazarus, Pete Sawyer, and Lynda Kelly are assisting the Accredited Procedures Task Force to redevelop our ANSI Accredited Procedures, which guide our ANSI Standards Development Process
 - Consensus Group has two open spots in the General Interest category

Reports from Committees | (Korey Hampton)

- Insurance & Risk Management Committee (Randy Smith, Chair)
 - Randy Smith has been chair; he will be rolling off the committee, as is Bob Ryan
 - Primary Members: Keith Jacobs, Becky Staley, and Carson Rivers
 - Associate Members: Robert Monaghan and Cameron Annas
- Leadership & Nominations Committee (Rachel Hailey, Chair)
 - Oversee elections and focus on recruiting future leaders and volunteers
 - The committee is seeking volunteers
- Compliance Committee | (Tim Prarie, Chair)
 - Facilitate the grievance process with the Association
 - The committee is seeking volunteers



New Business | 5:20p

- No new business was brought forth

Meeting Closing (Korey Hampton)

- Gratitude for attendance and participation
- Thank you to our conference sponsors
 - Gold: American Adventure Park Systems & Synergo
 - Silver: Challenge Towers
 - Session Sponsors: Synergo & American Adventure Parks
 - Networking: Granite Insurance
 - Registration: Ropes Park Equipment
 - Harnessing OKC Mission: X-37 Adventure & Vertical Solutions Consulting
- Next Conference: Cleveland, OH | January 22-26, 2025

<p>Motion: To adjourn the General Annual Meeting.</p> <p>Made by: Erik Marter</p> <p>Seconded by: Alicia Bourke</p> <p>Discussion: None</p> <p>Vote: In Favor – Opposed - None Abstaining - None</p> <p>Motion Carries: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>

Meeting adjourned at 5:24p Mountain Time.