

August 26, 2002

Action Item Chart, LRP II				
Action Item Synopsis	Assigned to	Requires Add'l Funding?	Timetable for Completion	Status
Action Item 1 - Consider establishing a Non-Resident Member Council or other mechanism to advise the Board on topics of current interest to nonresident members.	KICA Board and Joe	No. See "electronic meetings" AI 62	March 2002. Ongoing	4/02 - Complete Board decides to create an Executive Council for this purpose.
Action Item 2 - Send out annual survey to include a series of questions for all groups - resort, commercial groups, non residents, etc (e.g., "To what extent do you feel your interests are well represented")? Measure response rates from year to year.	Gov Comm CAC	Yes Included in 2002 budget	1 st Qtr 2002	8/02 – Complete; survey sent out in July.
Action Item 3 - Hold Open Forums to attract nonresident, commercial, resort participation in issues important to those groups. Include online forums.	CSC	Yes. Online forums price included in draft budget 2002	Commence in 2001. 3 per year. Ongoing	4/02 - Complete. Plan is in place. CSC recommended not 3x per year; but, when topics are timely for members.
Action Item 4 - Seek changes to 1994 Development Agreement regarding board seats in 2004 and 2007.	Gov Comm and Board approval	No	2002	8/01- Completed Info given to town and developer
Action Item 5 - Actively teach, help, mentor existing volunteers, residents and nonresidents, about	CSC	Yes. Included as Add'l Funding	Begin in 2001. Ongoing.	4/02 - Completed; First board

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what the board is, how to run for board seats, what is expected of the board by the association, fiduciary roles. The goal is to assist interested members to be prepared to run for board positions.		Request in 2002 Budget		candidate orientation developed for Dec, >01. Seven registered for M100 leadership course, 3/02.
Action Item 6 - Provide on-site CAI courses to committee members and the board on board roles, function of committees, best practices in the industry.	Staff.	Yes. Included in 2002 budget	2002 Ongoing	4/02 - Completed. ABC's course to be held in June, 2002 at Sandcastle. M-100 Leadership course held Mar 22-24; 7 KICA members participated.
Action Item 7 - Update the New Board Member Orientation Presentation and Packet	Staff	No	2002	6/01 - Completed 2 nd orientation to be held in March after election.
Action Item 8 - Advise Committee Chairs to turn over committee members at rate of 25% per year. Committee Chairs to increase # of new members per year 25% goal. Make every attempt to include at least 2 nonresident members on	All Committee Chairs and Staff	Yes. For teleconference calls; included in 2002 budget	2002 Ongoing	4/02 - Completed. Ongoing.

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each committee. Committee Chairs to accomplish this.				
Action Item 9 - Invite all members to participate in their community via New Member Welcomes	CSC and Staff	Yes. Included in 2002 budget	2001 3 per year Ongoing	4/02 - Completed. Ongoing. First for 02 was on March 18, approximately 50 attendees.
Action Item 10 - Make personal contact with New Member attendees to track interests or refer new members to the right groups, committees.	CSC	Yes. Additional funding for postage included in 2002 Budget	2001 Ongoing	4/02- Completed. Ongoing. CSC has "WILD" process to track and encourage volunteerism.
Action Item 11 - Set up tables at annual meeting and other public forum meetings to show on-island and off-island local volunteer opportunities, charities, service organizations.	CSC	No	2001 Ongoing	6/01 - Completed at Annual Meeting 2001 first. Ongoing.
Action Item 13 - Have Wayne Hyatt draft existing covenants into plain language so discrepancies can be clearly seen.	Gov Comm	Yes; already approved in 2001 budget	4 th Qtr 2001	10/01 - Complete.
Action Item 14 - Consider change from Governance Committee to the Governance and Planning Committee.	Board and Joe	No	2001	2/02 - Completed.

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Action Item 15 - Consider recommendations for covenants clarification.	Gov Comm	Yes; Add'l funding requested for 2002 budget	1 st Qtr 2002	As of 7/02 – Complete; Gov Committee made Article VI changes to board. Board to now considering recharter for review of all other cov's.
Action Item 16 - Seek membership's consensus of general thrust of both new clarifications and "plain language" covenants.	Gov Comm and CAC	Yes; Add'l funding requested for 2002 budget	in 2002	12/01 - Completed Project on hold pending more thorough review of the covenants.
Action Item 17 - To improve service delivery, seek increase in compatibility of KICA and TOKI databases for shared work if possible.	Staff and Joe	No	1 st Qtr 2002	11/01 - Completed. MapInfo database shared with town. Commercial pass data shared weekly.
Action Item 18 - To improve membership capability, seek ways to work with Town staff on demographics study.	Staff and Joe	Yes; included in annual survey costs	2 nd Qtr 2002	4/02 - Completed. KICA is moving ahead with its own survey and will share info. Town has

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				decided not to pursue.
Action Item 19 - To improve governance, invite local governance/political action/special interest groups to board meetings (if part of the business at hand) and open forums.	Board Pres. and CAC	No	1 st Qtr 2002	5/13 – Underway – To date, Town has been very proactive to hold open meetings to discuss issues important to KICA.
Action Item 20 - Seek to integrate efforts between TOKI and KICA to avoid duplication of effort (example of Short Term Rentals and Rules Enforcement). This assumes concurrence of TOKI.	Staff Joe	No	4 th Qtr 2002	1/02 - Underway. Our web sites are linked.
Action Item 21 - Seek ways to eliminate redundancy of Kiawah's volunteers with other groups, while not curtailing volunteers' interest to serve in whatever community group they are most comfortable. Seek concurrence from other island entities and organizations.	CSC and CAC Joe	No	4 th Qtr 2002	1/02 - Underway. Community calendar for all is now in the works. Anticipated completion is 6 months.
Action Item 22 - Seek to link KICA website to other community web pages to provide data quickly without redundancy.	Staff	No	2001	8/01 - Completed
Action Item 23 - To define the	Gov	No; price	4 th Qtr	8/02 –

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membership, create a list of important member data that would be useful and determine how/when data would be collected. Separate anecdotal information from statistical info.	Comm with assistance from CAC	included in annual member survey costs	2001	Complete; survey sent out in July.
Action Item 24 - Include member defining data and member desires info in Annual Member Survey.	Gov Comm CAC	Yes; price already included in 2002 budget	1 st Qtr 2002 w/ publication afterward	8/02 – Complete; survey sent out in July. 8/02 - Focus groups completed.
AI 25 - Explain to members how governance changes (e.g., by changing covenants, by running for board seats, by serving on committee).	Board and CAC	No	2001 Ongoing	4/02 - Completed. Ongoing. (See AI 5 above.)
AI 26 - Publish "Who does What" twice per year as mailing to members.	CAC	No	2002 Ongoing	4/02- Completed. included in <i>Digest</i>
AI 27 - For items decided upon by Board mail votes between regular board meetings, explain pros and cons of the issue at the next Board Meeting, not just the vote.	GM Joe	No	2001 Ongoing	11/01 - Completed per board policy decision.
AI 28 - Encourage independence of <i>Digest</i> .	Board	No	2001 Ongoing	11/01 - Completed. See <i>Digest</i> mission statement approved by Board.

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AI 29 - In orientation of prospective and new Board members, explain the challenges of the moment. Explain the board challenges to good communication.	Staff Joe	No	2001 Ongoing	4/02 - Completed.
AI 30- Create minimum of 5 community building events per year at the three existing recreation centers at Sandcastle, Rhett's Bluff and Cinder Creek.	RAC with CAC assist	Yes; included in 2002 budget as Recreation additional funding request	2002 Ongoing	4/02 - Complete. First for the year is Annual Meeting Open House at Sandcastle March 16. Second is expanded Earth Day Festival April 13. Third is Pooch Parade May 11. Fourth is Riverdogs Game in June. Fifth is Fall Health Fair.
AI 31 - Actively solicit members, both residents and nonresidents, for community building events (AI 30 above).	RAC with CAC assist	No	2002 Ongoing	4/02 - Complete. For Earth Day, we coordinated with Conservancy weekend and benefitted from their publicity.

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AI 32 - Photograph new members and non residents having fun at any island events (group at symphony concert, July 4 fireworks, kids at pool side, needlework group at Sandcastle); and publish in KICA communication vehicles	CAC	Yes; additional funding request for camera included in 2002 G&A budget	2002 Ongoing	9/01 - Completed. Ongoing. We have run several Digests with block party photos, Riverdogs outing photos, etc.
AI 33 - Encourage neighborhood activities to increase sense of community, such as block parties.	CSC with RAC assist	Yes; funding request included in 2002 budget	2001 Ongoing	12/01 - Completed. Ongoing. 5 parties to date. Free block parties paid by Admin for all who will hold one at Cinder Creek or Rhett's Bluff and give us photos for publication.
AI 34 - Seek to create a 24/7 "800 number" for the island for members and guests. (see AI 61)	HRC	No; idea at present is to use existing MSRs and Security employees	2002 Ongoing	11/01 - Complete. 1 (866)226-1770
AI 35 - Seek funding for 24/7 "800 number" staffing.	Staff Joe	No; idea at present is to use existing MSRs and Security employees	2002 Ongoing	10/01 – Addt'l staff not needed. Complete.

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AI 36 - Determine if existing EMS/EMT service is responding in appropriate time.	SSAC	No	4 th Qtr 2002	5/13 – Underway – Item is now under consideration of the SSAC and Digest article has been printed re: EMS
AI 37 - Provide 2 security patrols per shift around the clock for permanent member services and rules enforcement capability. Include into 2002 budget.	HRC and Board	Yes; additional funding request included in 2002 budget	4 th Qtr 2001	12/01 - Complete.
AI 38 - Seek to network the staff's member database among the four departments in 6 locations. Combine all member data among four KICA departments.	Staff	Yes; will be presented as an additional funding item to be considered by Board at 9/24 meeting	2002	1./02 - Underway. Original estimate was for \$20k to do this. Staff, through Dale Anderson, has completed at all depts except maintenance department at a cost of \$22 per month total, using high speed modems at each end and dedicated phone lines in

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				between.
AI 39 - Evaluate ideas for an improved replacement area for Little Rabbit commercial pass area, security administration, break area, and changing room facilities.	SSAC Joe	Yes; included in 2002 budget as additional funding request	3 rd Qtr 2002	1/02 – Underway. Estimate to be complete in fall budget process.
AI 40 - Seek agreement on location, duties, layout, funding for Commercial Pass Center.	SSAC with assist of KIR & KRA Joe	Yes; permanent location will require significant capital expenditure.	2002	1/02 - Underway. Estimate to be completed in fall budget process.
AI 41 - Obtain onsite consulting assistance to review security operations versus its technological objectives to recommend changes for consideration.	SSAC Joe	Yes; included in board presentation 9/24/01	4 th Qtr 2001	1/02 - Underway. Estimate to be completed in fall budget process. As of 6/02, idea is for members to be able through internet to write their own passes for their guests at main gate.
AI 42 - Understand future recreation activities needs on island. Include space for kayak rental storage and other needs. Present to Board.	Gov Comm and RAC	Yes; include as professional fees cost in 2002 budget	2002	5/13 – Underway. Matter is under consideration by RAC
AI 43 - Seek to plan Down Island	Gov	Yes; include as	2002	5/13 –

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Maintenance area needs. Complete with a board presentation.	Comm and LMAC	professional fees cost in 2002 budget		Underway. Staff has letter from Resort indicating they will consider at Ocean Course.
AI 44 - Develop a "Land Reclamation to Native Area" process for all small common area parcels. Complete with a board presentation.	LMAC and staff	No; professional fees cost is included in Landsc Capit Improvements Fund	2002	5/13 – Underway. Conceptuals have been considered in LMAC. Board presentation still needed.
AI 45 - Consider a community garden and a community dog park. Presentation to Board.	Gov Comm and LMAC	No; professional fees cost is included in Landsc Capit Improvements Fund	2002	As of 8/02, completed by summer focus groups with presentation to board at September meeting.
AI 46 - Consider provision for commercial access decal station, staff check in/check out and training area for security operations.	Gov Comm and SSAC	Yes; professional fees included in 2002 budget	2 nd Qtr 2002	8/02 – Complete. Comm. Decal Operation to be at admin office + e-store or Seabrook Professional Office

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				Building + e-store. Security staff check in and training are at admin.
AI 47 - Review existing maintenance facilities and recommend appropriate changes. Results of review and recommendations to be provided Board.	Gov Comm and MRRC and LMAC	Yes; professional fees included in 2002 budget	2002	12/01 - Underway. Land Planner hired to assist us for Sora Rail site for maintenance, security, lakes and land departments office hub.
AI 48 - Encourage formation of an Andell Performing Arts Center.	Gov Comm and RAC	No	2002	4/02 - Complete. Letter sent to KRA with copy to Town.
AI 49 - Consider co-operating facilities with other island entities.	Gov Comm	No	2002	8/02 – Complete - Several community building events used Night Heron Park (largesse of resort) including Earth Day and Pooch Parade.
AI 50 - Take land and facilities plan and consider funding options	FAC with	Yes	2003	5/13 – Underway –

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in 2003.	Gov Comm assist			FAC is considering this item and is using Rec as the first priority at this time.
AI 51 - Identify long-term facility needs beyond present Sandcastle (to consider space needs for additional Sandcastle fitness areas, additional storage space for Justin Shaay, etc.).	RAC with Gov Comm assist	Yes	2002	5/13 – Underway – This is before the RAC as part of their LRP
AI 52 - Provide ideas/plans for future community building events space needs.	RAC	No	2001	5/13 – Underway – by RAC
AI 53 - Get new Boat Storage into operation.	RAC and MRRC and Staff	No; already board approved	2001	8/01 - Complete
AI 54 - Receive input about adequacy of future repair and replacements schedule for the recreation buildings, pool and parking.	RAC and MRRC and Staff	No	2001	8/02 – Complete; third party report with analysis on future repair and replacement given to RAC.
AI 55 - Take recreation facilities plan and land acquisition plan and consider funding options.	FAC with RAC & LMAC	No	2002 and 2003	5/13 – Underway – Note: this began with

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	assist			FAC considering long term funding options for Sandcastle.
AI 56 - Establish minimum requirements for MR&R Fund.	FAC	No	2001 Ongoing Annually	5/13 – Underway – Note: the MRRC recommended a \$10 million minimum requirement in 1999. Staff will recheck.
AI 57 - Review Disaster Plan.	FAC	No	2002 Ongoing Annually	5/13 – Underway – Note: anticipated completion is this Fall.
AI 58 - Review Insurance Plan.	FAC	No	2002 Ongoing Annually	7/02 - Complete; Insurance Auditor (KICA member) has completed work and competitive bids received. New broker used for period beginning 6/30/02.

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AI 59 - Review plan for financial disasters (plan would determine what happens if revenues become reduced, for example).	FAC	No	2002 Ongoing Annually	5/13 – Underway; anticipated for completion this Fall.
AI 60 - Investigate ability for reimbursement through municipal and state taxes and other money.	FAC	No	2002	4/02 - Complete; funding requests completed for ATAX for 2002 Guest Guides; 2003 Earth Day
AI 61 - Install an 800 number to facilitate long-distance member call-ins. This ties to Measurable Goal 9.	Staff	Yes; included in 2002 budget	2002	11/01 - Complete 1 (866)226- 1770
AI 62 - Create teleconference participation to nonresident members of smaller KICA meetings, such as at committee meetings. Perhaps need better teleconference machinery.	Staff	Yes; included in 2002 budget as additional funding request	2002	12/01 - Complete for this year. Because of costs (\$2k per conference) this was not included in budget, but telephone conference is included in all committee meetings for 2002.
AI 63 - Seek to improve readability	CAC	No	2002	Complete as of

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of the Digest by 1) including letters to the editor, including humorous ones, 2) recommending policy changes to reduce time to publish (at present 23 days), and 3) broadening editorial content (does Kiawah need a newspaper instead of a newsletter?) Complete with a presentation to the board about best practices.				6/02- CAC and board held a strategy session on 2/25/02 re: editorial policy and other matters. Color is now on front page. A "Clearing the Air" section was added.
AI 64 - Determine what professional staffing levels would be needed to augment existing levels. Determine if these should be contractors or employees. Determine if printing should be in-house. Research mailing services for a quicker turnaround, etc.	CAC with GM assist	Yes	Planning to be complete in July 2002 for start in 2003	As of 8/02, Complete Operations audit is complete. Also, CAC ideas are to be incorporated into budget for 2003.
AI 65 - Establish a special subcommittee of CAC to identify and implement ways to enhance internet communications. [Note: ad hoc Technology Committee is considering way to provide high speed internet access at members' homes.]	Tech Com with assist of CAC	No	1 st Qtr 2002	As of 8/02, Complete. Bell South offers DSL to all Kiawah Island properties beginning in November 2002. Staff's plans for new website were recommended

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				by FAC to board in February 02.
AI 66 - Improve Listserv (Mail List) participation.	CAC	No	2002 Ongoing	Complete. As of 8/02, participation is 306. In January, 2002, participation was at 260 listers.
AI 67 - Improve mass email communications. Increase # of email addresses in KICA member database.	Staff	No	2002 Ongoing	Complete, 8/02 with 3,395 addresses. As info, in 5/00, we had 1,750 email addr's. As of 12/01, we had 2,587 addresses.
AI 68 - Webcast special events (such as board seat elections) so that members have real time information as the news breaks. Ties into infrastructure needs for Measurable Goal 11.	Staff	Yes; costs included in additional funding request for 2002 budget	2002 Ongoing	Complete as of 8/02, last web forum was 10/01 at cost of \$3k for 13 attendees. Because of cost, it was decided not to use except for special occasion.
AI 69 - Bulk email notice that <i>Digest</i> is available electronically on the website at same time it is mailed to membership to make	Staff	No	2002 Ongoing	10/01 - Complete Ongoing

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publication more timely.				
AI 70 - Evaluate setting up an electronic meeting room format to facilitate long-distance groups/persons getting together. Mechanism may or may not be KICA's existing chat room.	Tech Comm with Staff	Yes; costs included as additional funding in 2002 budget	2001; board meeting on Sept 24	10/1 - Complete. Evaluated in Tech Comm report to board. Cost is \$2k per session. Considered too expensive at this time. Existing chat room at www.kiawah-owners.org will be used in the meantime.
AI 71 - Meet with all staff quarterly for on-site member services training.	GM.	Yes; included in 2002 budget	2001 Ongoing	11/01 - Complete Next session is January 31 with all staff.
AI 72 - Make members services delivery the #1 priority on all department heads' objectives lists.	GM	No	4 th Qtr 2001 Ongoing	4/02 - Complete. Ongoing. Included in MBO for Dept Heads for 2002
AI 73 - Survey membership annually to ask about service delivery.	CAC	No; included in Annual Member Survey costs listed	1 st Qtr 2002 Ongoing	As of 8/02, complete.

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		above		
AI 74 - Conduct annual brief survey among employees to assess morale, working conditions, resources to complete the tasks required and wages.	HRC with assist of HR Mgr	No	2002	12/01 - Complete. Ongoing annually.
AI 75 - Update existing competitive bench-marker survey every two years.	HRC with assist of HR Mgr	No	2002	Complete as of 8/02 – by HR Committee and staff.
AI 76 - Develop management by objective program for department heads. Begin full implementation.	HRC with assist of GM & HR Mgr.	No	2001 - develop program January 2002 - begin implementation Ongoing	12/01 - Complete. Ongoing. All department heads have MBO goals for completion in 2002.
AI 77 - Create a Skills Inventory Plan (HR Plan) based on GM's best guess of the company's skills needs 5 years out. Incorporate the Facilities Plan personnel needs into the Skills Inventory Plan when more information is available in 2003.	HRC with GM assist	No	2 nd quarter 2002- Operations Audit is complete. 2003- include facilities plan items Ongoing	As of 8/02 – This item is complete with 2002 Operations Audit. Info is being folded into 3 year budgets for '03, '04, and '05.