

Tuesday, January 30, 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	2/18 - Underway on BOD agenda.
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	1/02 - Underway. Project is at Gov Comm.
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	12/01- Underway. 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 what the board is, how to run for board	CSC	Yes. Included as Add'l Funding Request in 2002 Budget	Begin in 2001. Ongoing.	12/01 - Underway. First board candidate orientation developed/scheduled

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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.				for Dec, 01. Thirteen signed up for M100 leadership course; CSC following up.
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	1/02 - Underway. ABC's course to be held in August, 2002 at Sandcastle. M-100 Leadership course held Mar 22-24; 13 participants from KICA membership
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 each committee. Committee Chairs to accomplish this.	All Committee Chairs and Staff	Yes. For teleconference calls; included in 2002 budget	2002 Ongoing	1/02 - Underway. CSC chair working with all other chairs to move members from one committee to another.

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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	1/02 - Underway. First for 02 is on March 18, the day after Annual Mtg. 183 possible 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	12/02- Underway. CSC has "WILD" process to track and encourage.
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 - Underway. to be considered by Board at 2/18/02 mtg.
Action Item 15 - Consider recommendations for	Gov Comm	Yes; Addt'l funding requested for	1 st Qtr 2002	12/01 - Underway; Gov Committee working on Article

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covenants clarification.		2002 budget		VI.
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	1/02- Underway. KICA is moving ahead with its own survey and will share info. Town has 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 President and CAC	No	1 st Qtr 2002	Pending.
Action Item 20 - Seek to integrate efforts between TOKI and KICA to avoid duplication of effort. This assumes concurrence of TOKI.	Staff Joe	No	4 th Qtr 2002	1/02 - Underway. Our web sites are linked.

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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 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.	Gov Comm with assistance from CAC	No; price included in annual member survey costs	4 th Qtr 2001	1/02 - Underway; this will be part of the annual member survey data.
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	1/02- Underway. Gov Comm believes that some "member desires" items are better answered in focus groups.
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	12/01 - Underway. (See AI 5 above.)

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AI 26 - Publish "Who does What" twice per year as mailing to members.	CAC	No	2002 Ongoing	9/01- Underway. 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.
AI 29 - In orientation of new Board members, explain the challenges of the moment. Explain the board challenges to good communication.	Staff Joe	No	2001 Ongoing	Pending.
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	1/02 - Underway. First for the year is Annual Meeting Open House at Sandcastle March 16. Second is expanded Earth Day Festival April 18.
AI 31 - Actively solicit members, both residents and nonresidents, for community building events (AI 30 above).	RAC with CAC assist	No	2002 Ongoing	1/02 - Underway. For Earth Day, we are coordinating with Conservancy weekend and can benefit 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	12/02 - Completed. 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.
AI 36 - Determine if existing EMS/EMT service is responding in appropriate time.	SSAC	No	4 th Qtr 2002	Pending.
AI 37 - Provide 2 security	HRC	Yes; additional	4 th Qtr	12/01 - Complete.

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patrols per shift around the clock for permanent member services and rules enforcement capability. Include into 2002 budget.	and Board	funding request included in 2002 budget	2001	
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 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.
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.
AI 41 - Obtain onsite consulting assistance to	SSAC Joe	Yes; included in board	4 th Qtr 2001	1/02 - Underway. "Fast Pass" operation

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review security operations versus its technological objectives to recommend changes for consideration.		presentation 9/24/01		has been priced. Requires database upgrade and online web improvement. This is included in the information system upgrades presented to board on September, 2001 and February, 2002.
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	Pending
AI 43 - Seek to plan Down Island Maintenance area needs. Complete with a board presentation.	Gov Comm and LMAC	Yes; include as professional fees cost in 2002 budget	2002	Pending
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	Pending
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	2002	Pending

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		Improvements Fund		
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	12/01 - Underway
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	Pending
AI 49 - Consider co-operating facilities with other island entities.	Gov Comm	No	2002	Pending
AI 50 - Take land and facilities plan and consider funding options in 2003.	FAC with Gov Comm assist	Yes	2003	Pending
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	Pending
AI 52 - Provide ideas/plans for	RAC	No	2001	Pending

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future community building events space needs.				
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	Pending
AI 55 - Take recreation facilities plan and land acquisition plan and consider funding options.	FAC with RAC & LMAC assist	No	2002 and 2003	Pending
AI 56 - Establish minimum requirements for MR&R Fund.	FAC	No	2001 Ongoing Annually	Pending
AI 57 - Review Disaster Plan.	FAC	No	2002 Ongoing Annually	Pending
AI 58 - Review Insurance Plan.	FAC	No	2002 Ongoing Annually	Pending Insurance Auditor (KICA member) to begin March 23, 02
AI 59 - Review plan for financial disasters (plan would determine what happens if revenues become reduced, for	FAC	No	2002 Ongoing Annually	Pending

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example).				
AI 60 - Investigate ability for reimbursement through municipal and state taxes and other money.	FAC	No	2002	Pending
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 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.	CAC	No	2002	Pending

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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	Pending.
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	10/01 - Complete. Technology Committee gave its report to board. \$800,000 over four years. Staff has gone back to the drawing board on this and is presenting on 2/18 for systems information
AI 66 - Improve Listserv (Mail List) participation.	CAC	No	2002 Ongoing	Pending. Participation is at 260 as of 1/02
AI 67 - Improve mass email communications. Increase # of email addresses in KICA member database.	Staff	No	2002 Ongoing	1/02 - Underway
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	Staff	Yes; costs included in additional funding request for 2002 budget	2002 Ongoing	Pending

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Measurable Goal 11.				
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 publication more timely.	Staff	No	2002 Ongoing	10/01 - Complete Ongoing
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	12/01 Underway. Included in MBO for Dept Heads for 2002

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AI 73 - Survey membership annually to ask about service delivery.	CAC	No; included in Annual Member Survey costs listed above	1 st Qtr 2002 Ongoing	1/02 - Underway
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 marking survey every two years.	HRC with assist of HR Mgr	No	2002	Pending
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	1 st Qtr 2002 - plan developed 2003- include facilities plan items Ongoing	Pending. 1/02 - Operations Audit will assist in developing information.