

| LRP Goal Status as of 04-08-02 | | | | | |
|--------------------------------|--------|---|---|---|----------------------------|
| Area | Goal # | Goal | Measure | Status | Measure to date |
| Govern- ance | 1 | Increase members' sense that they are well represented. | Measurable via annual survey responses. Present status unknown since not asked before, except in 1999 Focus Groups. | Underway; Staff will create a baseline from info received from new questions asked in 2002 Member Survey. Survey complete June 2002 | 25% - complete the survey. |
| Govern- ance | 2 | Develop a plan by end of 2001 to revise Development Agreement re: board seats in 2004 and 2007. | Measurable to the extent plan is completed. | COMPLETE | 100% |
| Govern- ance | 3 2 | Increase member participation in the association's volunteer leadership positions on committees, island clubs and other local (greater Charleston) interests. | <p>Measurable through increase of new members who serve on KICA committees annually. Goal is 25% of all committees having new members (not on that committee before) each year.</p> <p>Measurable via member services survey about participation in island and greater Charleston activities. Increase donated volunteer hours 5% per year over previous year. Use 1996 data from Seabrook Island External Commission survey as baseline compared to annual</p> | <p>First measure complete.</p> <p>2nd measure is not complete; requires member survey to be done in June.</p> | 50% - complete the survey |

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| | | | survey results. | | |
| Governance | 4 3 | Send updated "plain language" covenants to membership for vote at Annual Meeting 2003. | Committee makes recommendations - 90% Board agrees to proposal and places on Annual Meeting agenda - 10% | Focus has changed from entire covenants to Article VI only. Recommendations to be forthcoming in summer. | 40% |
| Governance | 5 4 | Consider increased cooperative efforts with other island entities | Measurable by the number of existing cooperative efforts now done as baseline (zero). Increase cooperative efforts from 0 to 3 of the 8 areas of interest B Governance, Membership and Service Delivery. | Three of six action items (AI 17-22) are completed. | 50% |
| Financial Condition | 5 | Complete the five year financial plan by 2003 which includes disaster, insurance and facilities/acquisition plan components. | Requires completion of plan. | At the committee. Insurance audit has begun. | 10% |
| Membership | 6 | Have annual demographic data in place by 2002. | Measurable by increased information about membership and member interests; info is derived from member survey. Baseline is existing data now presented at Board Member | Survey is due out in June, 2002 | 0% - complete the survey |

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| | | | Orientations. | | |
| Member-ship | 7 | Make governance process more understandable to members | <p>Measure by a question in the annual member survey. Present status is unknown since not asked before.</p> <p>Measure by increase in list of information about governance that is sent to membership annually. Increase by one additional communication per year.</p> | <p>All action items for this goal are complete.</p> <p>Still, survey has not been prepared or mailed out to measure results.</p> | 50% - complete the survey |
| Member-ship | 8 | Expand social and recreational events to include more members. Create community building "centers" at neighborhood common areas. | <p>Measurable by the number of new programs offered at Recreation compared to the number initiated in the last two years.</p> <p>Increase by 100 new users per year at Recreation.</p> <p>Increase attendance at New Member Welcomes by 5%.</p> | <p>New yoga program, Neighborhood block parties, Expanded Earth Day, SC Arbor Day celebrations, Spanish classes are new community events for this year to date. More to follow.</p> <p>Increases in newcomers for fitness (25 members), Spanish classes (12). Opera Classes (15) New open house (30).</p> | 25% |

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| | | | | Newcomers at first member brunch for 2002 increased to 50 attendees from 24 at last one. See how the remainder of the year works out. | |
| Member-ship | 9 | Create one-stop phone access to clearinghouse of island information 24/7. | 800 number is available 24/7. | Number is available now during working hours at admin. Rollover to Main Gate at night has not occurred. Second shift security is receiving training now. Plan is full implementation 24/7 this summer. | 50% |
| Member-ship | 10 | Consider and evaluate emergency services response time. | Measurable by using data of member John Manning as a baseline. | Prior chair met with Mr. Manning to discuss. Not yet brought before committee. | 10% |
| Member-ship | 11 | Provide quality services to maintain or improve the quality of life on Kiawah. | Measurable by the existing data on category and numbers of rules citations handed out annually. Use 2001 season as | Measurement to date is that following violations are down: 1)after commercial hours | 25% - this is the first quarter |

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| | | | the baseline. | activity 2)bike violations 3)noise violations 4)reenter parking. Following violations are up and need our attention: 1)contractor parking 2)pass violations | only |
| Facilities | 12 | Create real-time instant data communication between four "long distance" KICA departments. | Measured by "real time" connectivity of departments. | PCanywhere available to all. All departments except maintenance are connected in real time. Plan is to connect all by wireless LAN as part of work recently approved by board. Completion by November. | 75% |
| Facilities | 13 | Improve Security Operation for ease of member access and better customer service capability | Measurable by time to create a members pass from the main gate. Baseline is 60 seconds to receive a pass. Measurable by number of service complaint calls from membership for security. Baseline at admin is number of calls regarding need for improved service or quicker | New automated system is going in with new gate. Complete in June. Plan is to cut time to 30 seconds per pass. Logging started last month, there has been only 1 call about hold-up at the gate due to construction. Logging is | 25% |

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| | | | access. | ongoing at admin. | |
| Facilities | 14 | Produce a professional plan for future land needs by 2003 including process of land acquisition and method for facilities building. | Requires completion of 9 action items regarding facilities needs, and final presentation to Board. Includes planning for Guest Pass facility, Security staff facility, Maintenance facilities, Land Reclamation process. | For Guest Pass, security has developed scheme. No land commitment. For Security and Maint facilities, plans developed; next step ARB approval. | 30% |
| Facilities | 15 | Produce a 5 year Recreation facility plan in 2002. | Requires completion of plan to identify and assess long term needs for the facility. | At the committee. | 10% |
| Financial Condition (moved up to #5) | 16 | Complete the five year financial plan by 2003 which includes disaster, insurance and facilities/acquisition plan components. | Requires completion of plan. | At the committee. Insurance audit has begun. | 10% |
| Communications | 17 16 | Improve communication coming <i>to, from and among</i> all members and the Association. | Measurable by increases in communication responses to KICA bulk emails, internet mail list (listserv) subscriptions, and hits on the website. Measurable by the responses on Annual Survey about readability, | Bulk emails - Record help for annual meeting. List serve - subscriptions are at a high of 292 today. As of 12/31/01, we had 246 subscribers. | 50% |

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| | | | interest and quality of Digest/website and other communications. | Website hits - we are averaging 1,300 hits per month (10,390 hits since 8/15/02) Survey to be complete this summer. | |
| Communica- -ications | 18 17 | Improve Communications | Measurable by the increases in Internet mail list (listserv) subscribers, and increase in email addresses in KICA database | List serve - subscriptions are at a high of 292 today. As of 12/31/01, we had 246 subscribers. Email addresses - as of December 2001 - 2,587 as of today's date - 2,766 | 50% - new website would help this. |
| HR | 19 18 | Improve and update the association as a first-rate customer service organization. Make member services training a company wide priority. | Measurable by the number of company-wide member services training sessions held per year. | Three sessions held in 2001. Four are planned in 2002. One complete. | 25% |
| HR | 20 19 | Ensure KICA is an enjoyable and productive place to work. | "Enjoyable" factor is measurable by responses to annual employee survey and rate of turnover in departments. "Productive" factor is measurable in spots awards generated for each department, analysis of rate of turnover of | "Enjoyable" rating - Survey measure of work satisfaction has remained constant since last year's survey (last one was done 12/01); turnover is up 4% over last year at | 25% - this is first quarter |

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| | | | staff compared to what is indicated on exit interview forms, and annual goals met for department heads' objectives. | this time. Worst part of the season is not upon us. "Productive" measure is not clear since we are 1/4 through the year. Department Heads goals seem to be on track at this early date. | |
| HR | 24 20 | By December, 2002, anticipate KICA's HR needs company-wide over the next 5 years and position the staff to most efficiently meet those needs. | No baseline measure at this time. Measurable by adherence to Management By Objective program to begin in 2002. Also measurable by increases in staff to accomplish increases in workload created by the Board for more/improved services. | MBO program has begun and is monitored by HRC; also Operations Audit (efficiency audit) has begun and will conclude in June 2002 | 25% - this is first quarter |