

Goal Number	Goal Text	Success Is Measured by:	Is Goal Achieved?
<b>Goal 1</b>	Financial Condition of the Association will be excellent	1. Measured by unqualified opinion by the Financial Auditing firm 2. Measured by successful implementation of zero based budgeting in operations budget. 3. Measured by the reserves staying within the min and max as specified in reserves policy. 4. Measured in comparison to the reserves on hand and operating fund balances of other similar associations.	1. Yes 2. Yes, approval of second year of ZBB occurred December 6. 3. Yes 4. Yes.
<b>Goal 2</b>	Restate the association's governance function by assigning clear responsibilities to the Board, the President, the General Manager/staff and the advisory volunteers	Measurable by completion of the action items	Yes
<b>Goal 3</b>	Provide representation to all member types (note: more is indicated about inclusiveness in next section)	Measurable by completion of the action items listed.	Yes
<b>Goal 4</b>	Seek ways to encourage member communication to the Board's	Measurable by improvement in score on 2004 Member Survey compared to 2002 Member Survey	Yes

	directors from the membership. Directors are active listeners.		
<b>Goal 5</b>	Establish forums for interaction where the board can tell the KICA story and members can share their ideas and comments.	Measurable by completion of the action items listed.	Yes
<b>Goal 6</b>	Increase education, fitness and wellness, and social outreach	Measurable for education, fitness/wellness, and social programs by 20% new members participating.	Yes
<b>Goal 7</b>	Deliver recreation, property management, security and other services with excellence to positively impact quality of life for all members.	Measurable by the rise in satisfaction level from the biennial member survey for property management, recreation, security, general maintenance and MRR.	Yes
<b>Goal 8</b>	Determine member needs and track the completion of projects.	Measurable by inclusion of member needs questions into biennial member survey and tracking of capital projects via RDA.	Yes
<b>Goal 9</b>	Provide personnel who can deliver excellent	1. Measurable by improvement of score by members in biennial survey about service provided.	1. Yes 2. Not measurable – 2004 is first

customer  
service (be  
productive)  
and who  
believe KICA  
is an enjoyable  
place to work.

2. Measurable by  
improvement of score from  
secret shoppers.  
3. Measurable by increase  
in employee satisfaction  
scores in annual employee  
survey.

year for secret  
shoppers  
3. Underway,  
survey occurs  
in December.