

2008 Ops Plan Action Items Status Report						
No.	Action item Text	Recurring Schedule	Due Date	Respons DH	Status Rept (SR)	SR date
1b	Annually review the investment policy, reserves policy & resrv levels	annual	7/1/2008	controller	Complete	6/30/2008
1c	Submit quarterly schedule of investments, transactions & comments	quarterly	1/1/2008	controller	Complete, year end included in May board packet	5/20/2008
1c	Submit quarterly schedule of investments, transactions & comments	quarterly	4/30/2008	controller	Complete, in May board packet	6/27/2008
1c	Submit quarterly schedule of investments, transactions & comments	quarterly	7/31/2008	controller	Pending	5/30/2008
1c	Submit quarterly schedule of investments, transactions & comments	quarterly	10/1/2008	controller	pending	5/30/2008
1d	Update 10-year capital forecast & MR report annually	annual	8/1/2008	controller DMR, DLM, DL	Pending	5/30/2008
1e	The financial auditor will track the quality of point of sale software providing spot-checks for validity and financial controls	annual	3/10/2008	Controller	Complete. Included in final Audit report at 3/11/08	5/25/2008
1f	Report quarterly budget variances to the board. When significant make necessary changes to stay within budget	quarterly	1/1/2008	controller	Complete, first quarter included in May board packet	5/20/2008
1f	Report quarterly budget variances to the board. When significant make necessary changes to stay within budget	quarterly	4/30/2008	controller	Complete, first quarter included in May board packet on 4/29/08	5/27/2008
1f	Report quarterly budget variances to the board. When significant make necessary changes to stay within budget	quarterly	7/31/2008	controller	Pending	5/30/2008
1f	Report quarterly budget variances to the board. When significant make necessary changes to stay within budget	quarterly	10/1/2008	controller	pending	5/30/2008
1g	Create budget using zero based techniques	annual	11/3/2008	COO	pending	5/30/2008
1h	Review financial disaster plan & include in Jan budget binder	annual	12/15/2008	controller	pending	5/30/2008
1i	Review insurance plan annually in March.	annual	4/1/2008	controller	Complete. RFP sent to Beacon Ins on 5/5/08. Renewal policies signed 6/25/08	6/27/2008
1l	Renew insurance plan annually	annual	6/30/2008	controller	Complete. Saved \$80,000	6/30/2008
1j	Investigate possibility for increased reimbursements from the municipality, grants, and other potential funding sources.	annual	4/1/2008	dir land	Complete. Land Mgmt is selling pine straw as a source of outside revenue	4/1/2008
1j	Investigate possibility for increased reimbursements from the municipality, grants, and other potential funding sources.	annual	4/1/2008	dir lakes	Complete. Town does not provide ATAX for mosq abatement, but has confirmed inclusion as line item in 09 budget	7/2/2008

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1j	Investigate possibility for increased reimbursements from the municipality, grants, and other potential funding sources.	annual	4/1/2008	Dir MR	Complete @ 3/1/08. GM now bldg initial mailboxes for members at reduced rate compared to commercial	5/26/2008
1j	Investigate possibility for increased reimbursements from the municipality, grants, and other potential funding sources.	annual	4/1/2008	dir sec	Complete. None for 2008. Considering 2009 events that may qualify	5/26/2008
1j	Investigate possibility for increased reimbursements from the municipality, grants, and other potential funding sources.	annual	4/1/2008	dir member serv	Complete	3/30/2008
1k	Provide online payment system for member and commercial use in paying assessments, other fees (decals, etc.) and commercial directory listings by March 2008	One-time	3/31/2008	controller	Complete with report to COO. Paypal has been in use for 1yr +, PNC before that for 3 years	5/20/2008
2a	Complete monitoring reports for COO who reports to board.	annual	throughout year	DHs	complete & ongoing	5/30/2008
2a10	Abide by Gov Docs	as needed	as needed	ED	complete with documents published on web	5/30/2008
2a11	401k Plan Sponsorship	annual	12/1/2008	dir HR	pending	5/30/2008
2a1	Dealings with Staff Report	annual	12/30/2008	dir HR	pending	5/30/2008
2a2	Dealings with Volunteers Report	annual	12/30/2008	dir HR	pending	5/30/2008
2a3A	Operations Plan Status Report	bi-annual 1) July mtg	6/10/2008	ED	Complete. Will be posted to web July 9	7/2/2008
2a3B	Operations Plan Status Report	bi-annual (Nov meeting)	10/23/2008	ED	pending	5/30/2008
2a4	Industry Standards Report	annual	4/1/2008	COO	Complete	6/27/2008
2a5	Actual Financial Condition Quarterly	Financial statements monthly	Quarterly	controller	complete and ongoing	7/1/2008
2a7	Asset Protection Report	annual	May	controller	complete	5/1/2008
2a8	Info/Advice to Board Weekly COO	weekly	weekly	COO	Complete & ongoing	7/1/2008
2a9	DH's Informed of Processes -- Internal report (info included in Friday reports).	weekly	weekly	COO	Complete & ongoing	7/1/2008
2b	Establish committees to advise staff on tactical matters.	annual	12/1/2008	COO	complete	3/31/2008
2c	Assess COO's performance and success with a formal review	annual	12/15/2008	board or its chair	pending	5/30/2008
2d	Whenever there are board meeting items affected by existing policy or covenants, executive director will provide copies of these, along with any other pertinent documents, history and background in the board and COO summaries for that agenda item. The COO will make every effort to anticipate the board's questions and needs in handling such agenda items.	bi-monthly	Jan Mar May Jul Sept Nov	ED	Complete for Jan, Mar, May & July to date	7/2/2008

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2e	Explain pros/cons & resultant vote for items decided upon by board mail votes between regular board meetings	bi-monthly	Jan Mar May Jul Sept Nov	ED	Complete for Jan, Mar May & July to date	7/2/2008
2f	Provide upcoming weekly calendar to board of meetings scheduled by the association and other local groups such as the town. Provide notification of all internal departmental meetings scheduled.	weekly		COO	Complete to date	7/2/2008
3a	Search for ways to involve nonresident members in volunteering. Be aware of issues affecting nonresident members.	annual	12/30/2008	dir HR	Underway	5/30/2008
3b1	Provide orientation to new directors of the board.	annual	3/20/2008	ED	Complete with orientation held April 7, 2008	4/10/2008
3c	Interact with the resort as a partner to successful operations.	bi-monthly	9/30/2008	DMS & DS for summer working group	pending	5/30/2008
3d	Interact with regimes, express their importance to the island.	annual	12/30/2008	COO	pending	5/30/2008
3e1	Seek potential volunteers to move into committee and committee chair positions.	annual	12/30/2008	dir HR	pending	5/30/2008
3e2	Provide orientation to committee members, explain the job challenges, necessity for good communication and the need to work with the staff as a team	annual	4/1/2008	dir HR	Complete.	6/30/2008
4a	COO will hold monthly forums to enhance communications to and from members. COO is an active listener.	monthly		COO	Complete Jan-June	6/30/2008
4b1	Host outreach to all regime boards once per year to update them on association issues. Focus on communication about improving or coordinating major repairs, contracting services and communication between organizations. Complete by December 2008, the date of the last meeting.	semi-annually	7/1/2008	COO - Dir MS	Complete. First session held July 3	7/3/2008
4b2	Host outreach to all regime boards once per year to update them on association issues. Focus on communication about improving or coordinating major repairs, contracting services and communication between organizations. Complete by December 2008, the date of the last meeting.	semi-annually	12/30/2008	COO	pending	5/30/2008
4c	Invite all members to learn of ways to participate in their community via new member welcomes and make personal contact with new member attendees to track interests or refer new members to the right groups/committees.	annually	12/30/2008	Dir HR - Dir MS	Pending. First welcome scheduled for July 2, 2008 canceled due to low attendance	7/1/2008
4d	Promote on- and off-island volunteer opportunities, charities and service organizations annually via placing announcements or calls for volunteers in Digest, instant news flash and mail list.	annually	10/30/2008	Dir HR	Underway, Dir MS working with HR on Resale store article	5/20/2008

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4e	Promote mass email communications, including seeking to increase the number of current email addresses in member database.	annually	6/30/2008	ED	Complete. Ran notice in Digest twice thru June issue. Staff also entering email addys from ballots. Completed two member mailings about open forums & are requesting email addys there.	7/2/2008
5a	DHs will provide news articles for Digest quarterly	quarterly	12/30/2008	All DHs	Security Complete for first qtr with articles submitted or pending incldg helicopter EMS services and walk-through security checks, as well as safety snippets. Gov dept complete with submittals on a regular monthly basis. Land Complete with several NWF items. Security complete, Member Services Complete, Rec Complete, MR 1.,Lakes 1 HR/FC pending	7/2/2008
5b	The board chairman will write an article about that year's winter board retreat for Digest.	annual	12/10/2008	ED	Pending Dec retreat	5/25/2008
5c1	Express at all available opportunities the contributions of Kiawah Island and its membership to the community-at-large.	as available		COO	complete and ongoing	6/30/2008
5c2	Communicate to membership through Digest the actions taken on matters brought to the board's attention.	bi-monthly	Jan Mar May Jul Sept Nov	ED	Complete for Jan, Mar May & June	7/2/2008
5d	Coordinate open forums on civic issues such as the meet-the-candidates (MTC) event.	annually	2/15/2008	ED	Complete 2/7/08. Two scheduled for July on bridge & landscaping	7/2/2008
5e	COO will provide committee minutes to board.	bi-monthly	Jan Mar May Jul Sept Nov	ED	Complete for Jan, Mar May & July	7/2/2008
5f	Actively teach, help, and mentor existing volunteers regarding board activities, how to run for board seats, and what is expected of the board by the association and fiduciary roles.	annually	1/10/2008	ED	Complete, provided to 4 interested members, 3 of whom ran	1/3/2008
5g	Provide annual education forum to members about association operations, board roles, function of committees, best practices in the industry.	annually	11/30/2008	dir mem serv	pending	5/30/2008

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5h	Revise and publish Maze of K's explaining who does what by posting to the Web site.	as needed	6/30/2008	ED	90% complete. Pending input from major K groups	6/26/2008
5i1	Offer electronic version of Digest for all members who request it.	semi-annually	6/30/2008	ED	Complete with 2 publications. Graph in binder w/info on plans to grow further	5/28/2008
5i2	Offer electronic version of Digest for all members who request it.	semi-annually	12/30/2008	ED	2nd wave pending	5/27/2008
6a1	Host and facilitate focus groups in person or by phone so members may discuss desired programs for recreation, education and wellness. These would either be new programs or improvements to existing programming. Goal is 20% new members participating annually.	quarterly	3/31/2008	dir rec	Pending. Will use SPAP for input; first set of questions submitted 6/27. 20% report will be run in Oct	7/1/2008
6b	Provide corporate sponsorships for member events beginning in 2008.	annual	12/31/2008	dir rec	Underway. Soliciting sponsorships, will be coordinated with preferred pricing program for late summer, early fall	7/1/2008
6c	Provide preferred pricing program for members beginning in 2008. Members will use their Sandcastle cards to receive discounts from local businesses.	one-time	10/31/2008	dir rec	Brochure submitted to communications	7/1/2008
6d1a	Actively solicit all members for community building events.	monthly	monthly	dir rec	Complete & ongoing. Events advertised in Digest, Sandcastle & admin. New events include Pet Expo, Ladies' Day, Sunset Buffet, TOKI Birthday (Sept), Arts Festival (nov)	7/1/2008
6d1b	Actively solicit all members for community building events part 1.	bi-annual	Feb & April	Dir MS	Complete. Celebrate Kiawah complete. Kiawah Reads scheduled	5/20/2008
6d2	Actively solicit all members for community building events part 2.	annual	9/30/2008	dir rec & dir mem serv	pending	5/30/2008
6e	Encourage neighborhood activities to increase sense of community. Four neighborhoods to host events	annual	12/30/2008	dir rec & dir mem serv	None occurred thru June; continue to promote	7/1/2008 (DR)
6f	Provides art gallery on Web site to provide e-location for artwork of Kiawah artists and links to their Web sites.	one-time	6/30/2008	ED	Complete. Gallery went live on 6/6	6/30/2008
6g	Provide emergency medical checklist to members.	one-time	4/30/2008	ED	Complete with Mailing in Annual Meeting Packet on Feb 1, 2008. Also including with new member pckts	7/2/2008

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7a	Achieve National Wildlife Federation certification for the whole of Kiawah Island by December 2008. Measured complete by letter of notification received by NWF to COO by December.	one-time	12/30/2008	dir land & dir lakes	3/4 complete with 54 certified by NWF w/7 others submitted	5/30/2008
7b	Achieve recognition by the Community Associations Institute for efforts in eco-friendly property management.	one-time	12/30/2008	dir land & dir lakes	pending	5/30/2008
7c1	Improve service delivery to members by increasing compatibility of KICA and TOKI databases for shared work when possible.	annual	3/31/2008	dir HR	Complete & ongoing	7/2/2008
7d	Maintain and safeguard the KICA network and database daily	annual	3/31/2008	dir HR	Complete & ongoing	7/2/2008
7e	Provide First Aid, CPR and AED certification to members and employees Provided six times in 2008.	6x per year	12/30/2008	dir Sec	50% complete. 3 courses given with 35 people trained & certified: 2/21, 4/10, 4/22.	5/5/2008
7f	Accurately track alligator population through annual spotlight surveys and nest monitoring. Locate, record activity and map locations of alligator, eagle, osprey and other wildlife nesting sites.	annual	11/30/2008	dir lakes	pending	5/30/2008
7g	Complete hydraulic modeling of the lakes system to determine how water from storm events and tidal inflow moves through the system	one-time	11/30/2008	dir lakes	pending	5/30/2008
7h	Inventory common property lake edges and assess risk to association's infrastructure.	one-time	9/30/2008	dir lakes	pending	5/30/2008
7i	Offer safety walk-throughs for member and regime properties coordinated with St. John's Fire Department and the Charleston County Sheriff's Office.	annual	12/30/2008	dir Sec	Pending. Digest article & emails to reg mgrs expected mid-late summer	5/5/2008
7j	Issue member photo ID's for access to the association facilities.	annual	11/30/2008	dir Rec	Underway & ongoing	7/2/2008
7k	Engage in a comprehensive review of gate access and video technology available and formulate recommendations into a 10-year plan.	one-time	6/30/2008	Dir Sec	Complete. Overview plan with costs provided to COO June 30.	6/30/2008
7l1	Research and report on means to streamline decal renewal process for 2009 (prelim ideas provided to Directors in 2008). Complete with recommendations report provide to COO July 2008.	one-time	7/30/2008	dir mem serv	Pending	5/30/2008
7m	Investigate alternative vehicles to reduce gasoline usage and increase fuel efficiency.	one-time	6/30/2008	Dir Land	Underway. Assigned to head mechanic as part of 09 truck replacement sched.	6/27/2008

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7n	Provide outreach to various off-island and on-island governmental agencies and entities for the benefit of the association. Examples of improvements to be sought are: increased interaction for quicker approvals on new construction from county and interactive input regarding island safety.	weekly	ongoing	COO & All DHs	Security complete: regular meetings held with EMS, police, fire officials re ongoing improvements in public safety, eg, meeting held 5/23 with D Lundy, EMS Director, re helicopter protocols. Police & fire attend monthly SSC meetings. Further outreach will be attained thru meetings of TOKI adhoc security study group. Gov complete: weekly meetings with various community groups re Johns Island roads.	5/26/2008
7o	Research and make recommendations on Sandcastle organization including Sandcastle Grille.	one-time	2/28/2008	Dir Rec	Complete w Reorganization announced early Feb 2008	3/1/2008
8a	Secure the annual Town of Kiawah Island "State of the Beach" status presentation for the membership.	annual	12/30/2008	Dir Lakes	pending	5/30/2008
8b	Complete dredging needed for pond 32 at Turtle Beach	one-time	9/30/2008	Dir Lakes	complete	7/2/2008
8c	Increase square footage of common area dedicated to areas of native vegetation by 10% in 2008. Idea is to mow less in common areas thereby allowing native areas for wildlife habitat to form.	one-time	8/30/2008	Dir Land	Underway. Limited Implementation began 6/15	6/27/2008
8d	Irrigation water options	one-time	7/30/2008	Dir Land	Underway; researching, pricing	6/27/2008
8e	Secure a reserves specialist for 2008 reserves study to assure that KICA has the appropriate funding in reserves, that its unit pricing is appropriate market rate, that infrastructure assets are correctly listed and complete, and that the assets' remaining useful lives are correct.	annual	6/30/2008	Dir MR	Complete. Draft report received 6/23; delivered to COO	6/23/2008
8f	Install a vehicular bridge decking prototype at Preserve entrance	one-time	12/30/2008	Dir MR	underway	5/30/2008
8g	Paving & drainage repairs	annual	11/25/2008	Dir MR	pending	5/30/2008
8h	Construct permanent restroom structure and new access gate at Rhett's Bluff boat launch area.	one-time	8/1/2008	Dir MR	Complete	4/15/2008
8i	Mitigate Inlet Cove erosion at the Beachwalker outfall.	one-time	6/15/2008	Dir MR	Underway. Tentative schedule: bids out July 11, in Aug 8	6/23/2008
8j3	Plan and implement landscape capital upgrades to common areas.	one-time	11/30/2008	Dir Land	Underway. Work scheduled to begin 9/2	6/27/2008

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8k	Contract with consultant to assure Sandcastle Grille HVAC in time for 2008 seasonal use.	one-time	2/28/2008	Dir Rec	Complete with implementation of orig contractor's recommendations. Since summer temps started, an additional installation was made on 6/30.	7/2/2008
8L	With town rep set up coordination meeting assure coordination of utility companies working on association and municipal rights of way. Goal is fewer tear-ups of rights of way and quicker repairs than in 2007.		3/31/2008	Dir MR	Complete after first meeting with advice from counsel regarding utility franchises. Staff is clear on operations.	6/27/2008
8m	Research and cite developer's "open space" properties which have not yet been conveyed to KICA as common properties.	one-time	8/30/2008	Dir Land & Dir Lakes	pending	5/30/2008
8n	Locate DHEC-approved burn site for post hurricane use. Costs to be shared by island entities and administration to be done by town.	one-time	4/30/2008	COO	Underway. COO in contact with town who is leading project so island can get FEMA reimbursement. No land owned by KIGR or its parent companies and no property owned by KDP qualify.	7/2/2008
8o	Seek approval of location for the association's down island maintenance site. Complete with location secured by December 2008.	one-time	7/1/2008	Dir Land	Pending. Land approval delayed. Will submit for 09 budget	6/27/2008
8p	Re-bid the emergency preparedness cleanup contract. Complete with board selection of new contractor in July 2008.	one-time	6/20/2008	Dir Land	Underway. Delayed due to legal aspects of contracts. Now cleared legal, Pending final review, expect to bid in July.	6/27/2008
9b	Meet with staffs for on-site member services training. Staff will keep customer service, core values, and service basics a top priority. Focus for 2008 is on how staff should ethically enforce the rules and policies of the association. Complete by internal report by director of human resources to COO in February 2008.	quarterly	3/31/2008	All DHs	Complete & ongoing	6/30/2008
9c	Employee survey	annual	2/28/2008	Dir HR	Complete w report submitted Feb 08	2/28/2008
9d	Update the wage benchmark survey biennially. This includes consideration of wage ranges and market adjustments for these ranges.	biennial	Last done 2007	Dir HR due July 09	Not due in 09	na
9e	All staff will use the Performance Management Plan for setting goals and coaching feedback	quarterly	1/15/2009	All DHs	complete & ongoing	6/30/2008
9f1	Provide voluntary personal improvement seminars such as personal money management, dealing with stress, house buying, etc	annual	12/31/2008	Dir HR & controller	Complete & ongoing through June 30	6/30/2008

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9g	Work with the HRC to update the employee handbook to make current with existing policies.	as needed	6/30/2008	Dir HR	Complete with approval of revisions, new handbooks distributed to all employees	5/30/2008
9h	With a goal of improved worker's comp mod rating, several large scale associations in SC are investigating if banding together to form larger pool would make a difference.	one-time	3/31/2008	Dir HR	Complete. First meeting held Jan in Hilton Head. Due to KICA receiving significant decrease in WC exp rating, may no longer be beneficial for KICA	5/22/2008