

SPAC Meeting Minutes-12//1/22 Meeting

Attendees:

- Jenny Cropper-Rines, Becky Colt-Ferguson, Helen Johnson, Rob Keesling, Bernie McGorry, Josh Davis, Stuart Lakernick.

Discussion Topics:

- Discussed strategic planning status and feedback
 - Bernie updated the Committee with regard to current status and that a Teams Meeting was scheduled for 12/2 with Doug Parks and Stuart.
 - As a result of the meeting on 12/2, Doug will work with the Board of Directors to brainstorm and develop tangible outcomes from the current strategic plan draft.
- The Committee developed Lessons Learned from our 2021/2022 strategic planning process
 - Positives were BOD and GM involvement and engagement, property owner survey including use of technology and communication process, New OPA goals that are directly linked to the survey results, new updated Vision and Mission and the creation of the 6 Core Values. Also, adoption and use of surveys to gauge customer satisfaction across several amenities and services.
 - Opportunities for improvement were better guidance from BOD/GM on what their key issues were, training for GM's staff with regard to strategic planning and providing a template for the GM and Staff to use.
- The Committee also developed initial ideas to focus on in 2023
 - Ensure that the strategic plan comes to life-develop strategies and processes
 - Develop and execute another property owner survey (or 2) to gauge current status
 - Social media policy for BOD
 - Town halls perhaps one in Spring and one in Fall prior to budgeting process
 - Increase engagement
 - Communicate amenity benefits
 - Develop a "positive" communication plan to overcome negativity that exists
 - Taking care of the non-mobile and others who need help in the community

- Focus on environmental
- Continue to benchmark on key initiatives
- Walkability/livability/healthy lifestyle
- Bernie mentioned the Exec. Committee Meeting (Committee Chairs) that was scheduled for 12/5
 - Overall, one of the best Exec. Committee meetings I have attended with 5 BOD members participating
 - Key topic was Committee application process improvements. Several volunteers including Helen Johnson have evaluated and made recommended significant improvements in the process. Bernie will include this as a discussion topic for our next meeting
 - In addition, Doug encouraged cross committee communication and not being constrained by the Committee Resolutions which define the committee's roles and functions.
 - I provided a brief update on our work and offer to help other committees with surveys, etc. In addition, I will send all Committee Chairs the current draft of the Strategic Plan for them to review, share with their committees and provide feedback.
- Next Meeting
 - We decided that there was no need for a late December meeting and that our next meeting will be the 4th Thursday in January (1/27) from 9-10:30 AM

○

Action Items:

- Mark your calendars for our next meeting on 1/27/23 from 9-10:30 AM
- Monitor OPA budgeting process for alignment with Goals established and the strategic plan draft
- Have a great Holiday season!