



# Memorandum

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**To:** ACL Board

**Date:** September 6, 2016

**From:** Megan Shamp

**Memo #:** 2016-66

**Topic:** September committee changes

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**Recommendation:** To appoint John Killeen to the Golf Committee.

*Plan on a Page: High Performing Operations and Management -  
LRG – Build capacity in volunteerism, board membership,  
committee work, and association activities by December, 2018.*



# Memorandum

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**To:** Board of Directors

**Date:** September 6, 2016

**From:** Megan Shamp & Carrie Miller

**Memo:** 2016-67

**Topic:** Designated Signers for ACLPOA accounts

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**Issue & Analysis:** Apple River State Bank requires that all designated signers be listed on the same motion card.

**Recommendation:** To designate Shaun Nordlie, General Manager; and Board of Directors members Jody Ware, President; Bob Ballenger, Vice President; Rich Krasula, Treasurer; Gary Hannon, Corporate Secretary; John Asta, Jim Craig, Barb Hendren; Jon Sonntag, and Gordon Williams as designated signers for ACLPOA accounts at Apple River State Bank.

*Plan on a Page: High Performing Operations and Management  
Vision – To operate at full efficiency and effectiveness for the  
benefit of the Association.*



# Memorandum

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**To:** ACL Board

**Date:** September 9, 2016

**From:** Shaun Nordlie

**Memo #:** 2016-69

**Topic:** Clubhouse Area Master Planning Ad Hoc Committee

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**Issue & Analysis:** The comprehensive Master Plan of 2005 and past and present strategic plans included a long range vision of master planning the administrative/clubhouse/recreation areas from the old firehouse through the lookout tower. The current Apple Canyon Lake Plan on a Page lists a long range goal and two one-year action plans.

- Long Range Goal - Masterplan the administration/clubhouse/recreation areas by May, 2018
- One Year Action plans –
  - Conceptualize the use and needs of the administration, clubhouse, and recreation areas by May, 2017
  - Create a committee/consultant to develop Masterplan concept of administration building/clubhouse/recreation areas

It is timely to begin the process of an Ad Hoc Committee to oversee the plan. I will start advertising for interested parties to apply for the committee in the October Apple Core. I would like to hold the first committee meeting by mid-November. This committee will meet during the week due to the involvement of architects, consultants and contractors. The 2017 budget has \$35,000 budgeted for this committee to use on conceptual plans of this area.

**Recommendation:** To approve the creation of the Clubhouse Area Master Planning Ad Hoc Committee and its charge. Charge: The Clubhouse Area Master Planning Ad Hoc Committee will conceptualize the use and needs of the administration clubhouse and recreation areas and design the architectural renovation to the clubhouse and area in order to enhance the utilization and purposes of the spaces.

***Plan on a Page: - Improvement to Infrastructure –***

**LRG** - Masterplan the administration/clubhouse/recreation areas by May, 2018

**1YAP** – Conceptualize the use of and needs of the administration, clubhouse, and recreation areas by May, 2017

**1YAP** – Create a committee/consultant to develop Masterplan concept of administration building/clubhouse/recreation areas



# Memorandum

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**To:** ACL Board

**Date:** August 15, 2016

**From:** Megan Shamp

**Memo #:** 2016-64

**Topic:** amendment to the payment plan

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**Issue & Analysis:** Each year we have several property owners who habitually take advantage of the payment plan. Approximately three to five owners will make the first payment March 1, pick up their amenity tags, decals, golf pass, etc., and then default on the May and/or July payments, enabling them to use ACL amenities without paying for them.

Staff recommends that the following amendment be made to the ACLPOA Payment Plan: "If a property owner has had one or more payments returned NSF (non-sufficient funds) or otherwise been removed from the payment plan in past years, the General Manager may, at his/her discretion, prohibit a property owner from receiving amenity tags, auto decals, etc. until the final payment has been completed successfully."

The General Manager can examine these situations on a case by case basis if the property owners apply for the payment plan again in 2017 and future years. We hope that this amendment will allow property owners who need financial assistance to continue with the payment plan, however those that take advantage of the program will not be able to use the amenities without first paying their fees in full.

**Recommendation:** To approve the amendment to the ACLPOA Payment Plan as recommended by staff.

*Plan on a Page: High Performing Operations and Management – To operate at full efficiency and effectiveness for the benefit of the Association.*

*Plan on a Page: High Performing Operations and Management - Long Range Goals and Measures – Fund and manage the operational budget with fiscal responsibility.*



# Memorandum

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**To:** ACL Board

**Date:** August 16, 2016

**From:** Megan Shamp

**Memo #:** 2016-65

**Topic:** Seasonal Campsite assignment procedures

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**Issue & Analysis:** The current Seasonal Campsite Waiting List assignment & notification procedure is inefficient, requiring many manhours and forms of communication. There is no written and approved process or procedure for Campsite Change Requests, as a result, they have not been maintained or administered in a uniform manner from year to year.

Staff recommends amending the current procedure so that Seasonal Campsites are assigned in the same manner as Seasonal Boat Slips. By doing so:

- significant staff time will be saved
- communication between office staff and members will be enhanced
- all campsite trades and seasonal campsite assignments will be completed the same day
- staff will be able to take reservations at the start of the season for campsites other than 80, 81, and 82 (the only sites the Association does not make available for trade or assignment)

The proposed language below will replace the "Campsite Waiting List" section of the Operational Procedures. All property owners currently on the Campsite Change Request Waiting List and Seasonal Campsite Waiting List will be notified of the new procedure via Certified Letter.

The proposed language is as follows:

## **Campsite Waiting Lists**

The Association Office maintains and manages two Campsite Waiting Lists. They include:

1. Campsite to Trade Waiting List: Available campsites are assigned to property owners on this list prior to any assignments to the Campsite Waiting List.

## 2. Seasonal Campsite Waiting List

Both waiting lists are perpetual and are in order of first come/first served basis. Application forms are available at the Association Office or online.

### **Procedures for Campsite to Trade Waiting List Assignments**

Seasonal campsites will be assigned after all registrations are paid on March 1. The Campsite to Trade Waiting List will close at the end of business on the Friday preceding the annual Campsite Assignment Day. Assignments on the Campsite to Trade Waiting List will be completed first. The first property owner on the Campsite to Trade Waiting List will be offered first choice of available sites; the second property owner on the list will have a choice of the remaining sites, etc. proceeding down the list. After the first round of assignments has been completed, the same process will be repeated with the newly available campsites until all desired trades have taken place. A copy of the current Campsite to Trade Waiting List and all available sites will be posted in the ACL lobby and on the ACL website one week prior to the Campsite Assignment Day. All campsite trades made at the Campsite Assignment Day are final and cannot be rescinded.

In order to receive a Campsite to Trade Assignment:

- All accounts must be current.
- The camper registered to the current Seasonal Campsite must be up to date.
- The property owner must be on the Campsite to Trade Waiting List.

If a property owner is unable to attend, but would still like the opportunity to trade Seasonal Campsites, they must submit a Representative Request Form. These forms will be available in the ACL Office and on the ACL website. The form enables the property owner to pre-register an individual to select a campsite on their behalf. The form must be received in the Association Office by the end of business on the Friday preceding the Campsite Assignment Day. The proxy must also present a copy of the Representative Request Form at the Campsite Assignment Day in order to participate.

Upon accepting a campsite trade, the property owner is removed from the Campsite to Trade Waiting List. A property owner may re-add his/her name to the Campsite to Trade Waiting List for future trade opportunities by completing a new waiting list application and submitting it to the ACL Office. If a trade is not accepted, the property owner maintains their position on the Campsite to Trade Waiting List.

### **Procedures for Seasonal Campsite Waiting List Assignments**

Seasonal campsites will be assigned after all registrations are paid on March 1. Both the Campsite to Trade Waiting List and Seasonal Campsite Waiting List will close at the end of business on the Friday preceding the annual Campsite Assignment Day. At the Campsite Assignment Day, the first property owner on the list will be offered first choice

of available campsites; the second property owner on the list will have a choice of the remaining campsites, etc. proceeding down the list until all Seasonal Campsites are assigned. A copy of the current Seasonal Campsite Waiting List and all available campsites will be posted in the ACL lobby and on the ACL website one week prior to the Campsite Assignment Day. All campsite assignments made at the Campsite Assignment Day are final and cannot be rescinded.

In order to receive a Seasonal Campsite Assignment:

- All accounts must be current.
- The property owner must be on the Seasonal Campsite Waiting List.

If a property owner is unable to attend, but would still like the opportunity to receive a Seasonal Campsite assignment, they must submit a Representative Request Form. These forms will be available in the ACL Office and on the ACL website. The form enables the property owner to pre-register an individual to select a campsite on their behalf. The form must be received in the Association Office by the end of business on the Friday preceding the Campsite Assignment Day. The proxy must also present a copy of the Representative Request Form at the Campsite Assignment Day in order to participate.

To complete an assignment, property owner(s) must:

a. Make Seasonal Campsite fee payment in full.

A camper must be registered to a newly assigned Seasonal Campsite by March 1 of the following year. Proof of insurance and state registration as defined in the Rules & Regs, are needed to complete registration.

Upon accepting a campsite assignment, the property owner is removed from the Seasonal Campsite Waiting List. A license holder may add his/her name to the Campsite to Trade Waiting List for future campsite opportunities by completing a Campsite to Trade Waiting List Application and submitting it to the ACL Office. If an assignment is not accepted, the property owner maintains their position on the Seasonal Campsite Waiting List.

**Recommendation:** To approve the amended Campsite Waiting List procedures, which will be effective immediately and will replace the current Campsite Waiting List procedures outlined in the Operational Procedures section of the Governing Documents.

*Plan on a Page: High Performing Operations and Management – To operate at full efficiency and effectiveness for the benefit of the Association.*

*Plan on a Page: High Performing Operations and Management – Long Range Goals and Measures – Update and align all Governing Documents by June, 2018.*





# Memorandum

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**To:** ACL Board

**Date:** September 9, 2016

**From:** Shaun Nordlie

**Memo #:** 2016-70

**Topic:** Software Purchase

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**Issue & Analysis:** The 2016 R&R budget has \$100,000 allocated for the project of new software for the Association offices and point of sale systems. This amount was approximated without a firm bid based on the fact that it was not known at the time what areas the new software would cover. The staff is now in the final stages of selecting a software for the Association and has narrowed the search to two companies. A decision will be made in the next few weeks in order to stay within our set timeframe.

The quotes that we received from the two remaining companies are over the budgeted \$100,000. I am still in the process of negotiating with the companies and I think that during training there could be further changes to the quote as we get into different elements of the software. The budgeted number for software right now is \$128,000 for Abacus21. We will also need to order a new server for the software and Point of Sale equipment (scanners, touch screen monitors, credit card swipes etc.)

I would like to have some latitude in the amount that can be spent on software. This will allow us to add items that we feel are necessary that might not have been discussed in our demo sessions or possibly add more training hours. I am asking for approval to spend up to \$50,000 for the software purchase.

**Recommendation:** To approve the additional expenditures of up to \$50,000 for the Software Package to come out of the 2016 R&R budget.

***Plan on a Page: - High Performing Operations and Management***

**1YAP** – Participate in financial/membership directory software study with Honkamp

**Improvement of Infrastructure -**

**1YAP** – Work with Honkamp completing a financial software study, selection, implementation and training