

2022/23 Work Plan: Gates, Property and Patrol

Pillar: Stakeholder Satisfaction

Strategy: Improve customer service and visual communication standards at the gates. Ensure gate personnel are properly trained to ACCCA standards and that the LEC Committee possesses key gate access and traffic control information for their new homeowner orientation brochures and visits.

Task: Entrance Signage project, which would focus on making our entrance signage more consistent, more effective, and more representative of our community's design standards.

Updates:

Completion Date:

Task: Working with ACCCA staff, review Security Services RFP and ensure improvements to all security processes.

Updates:

Completion Date:

Task: Work with LEC committee and ACCCA staff to insure resident awareness of gate, traffic, and roadwork matters through email communications, LEC resident visits, and ClubCorp orientations.

Updates:

Completion Date:

Strategy: Monitor all roadways for vehicle safety.

Task: Continue and improve reporting methodology to provide clear status updates, and to identify issues and opportunities.

Updates:

Completion Date:

Task: Work with ACCCA staff and Security Manager to enhance speed monitoring, both passive and active.

Updates:

Completion Date:

Task: Improve resident communications showing how speeding within the community impacts their safety, quality of life, and HOA fees, and improve resident communications detailing our approach and strategy regarding traffic safety.

Updates:

Completion Date:

Pillar: Financial Stewardship. Process Efficiency.

Strategy: Monitor road maintenance plan with consultant and ACCCA staff.

Task:

Updates:

Completion Date:

Strategy: Utilize the Reserve Study for future planned asset replacement.

Task: Work with the Finance Committee to evaluate actual needs, both near term and long term, and financial impact.

Updates:

Completion Date:

Strategy: With inflation and manpower issues continuing to be a challenge, find ways to be more efficient with staff time and program management, and improve volunteer effectiveness through better matching of experience and skills to required tasks.

Task:

Updates:

Completion Date:

Strategy: Insure quality of ACC and ClubCorp Communication/Cooperation. Improve resource allocation through ongoing budget improvements and resident communication.

Task:

Updates:

Completion Date:

Pillar: Organizational Resilience

Strategy: Attract and retain capable volunteers focused on overall community improvement.

Task:

Updates:

Completion Date: