

**APPALOOSA HORSE CLUB
PLANNING AND REVIEW COMMITTEE MEETING MINUTES
OF May 19, 2021 4:30 p.m. PST**

Committee members present: Lori Wunderlich, Anne Kennedy, Cheryl Ogle, Debby Letham, Dee Dee Douglas, Dennis Dean, Leslie Foxvog, Ray Burchett, Kevin Griner, Kenny Greves

Also present: Lynette Thompson

Kevin presented an analysis of the transfer process to the committee. The committee directed the staff to have the objective of getting all transfers done in 2 to 3 weeks. The committee instructed Lynette to require one of the registration staff to work only on transfers for the first 3 hours per day until this goal is reached. This person is to be instructed not to answer the phone also.

Lynette will report to Lori tomorrow the number of transfers in the office that need to be completed and what is the date the oldest transfer was received.

(this number is 289 transfers in the file, and 14 along with registrations. The earliest transfer in the drawer came in April 12.2- 10-day rush transfers and 81 transfers in the office with problems that the people have been sent letters outlining the problem along with a request for the answers.)

Next Planning and Review meeting scheduled for June 8, 2021 at 4:30 p.m. Pacific daylight time.