

2017 Inform the Delegate Assembly Delegate's Report

Aloha kakou. Thank you so much for allowing me to serve as your Panel 67 Delegate. As you can imagine, things are really heating up and given how much we've done and still have to do this weekend, I'll keep this as brief as I can.

Delegate Activities

I've been busy preparing to the 67th General Service Conference. That means I've been reading over all 1200+ pages of the background material and becoming as familiar as I can with it all. Of course I've been concentrating on my own committee assignment, Policy and Admissions.

I've also been selected to present on the topic of "Linking Remote Communities through Technology" as the Remote Communities Meeting which happens on the Saturday just prior to the start of the Conference. I have about 7 minutes to try to make sense of what we've done here in Hawaii and what my research about other areas has found. I'll be making my presentation available once I've presented it. As a side note, my PRAASA presentation on the topic, "Are All Members, Groups, and Areas, Treated Equally in the Conference Process" has been printed in the current Mynah Bird.

AAWS Highlights – From the March 10, 2017 Board Meeting

Manager's Report

General Manager Greg T. – who you may have met either at the PRF or PRAASA, there are two new G.S.O. staff members will be starting shortly, it was not reported what they'll be doing. There is on-going recruitment for the position of the assistant director of finance. If you're interested, let me know and I can find out more. Further, managers, directors, and supervisors recently met for training and work session as part of the 2017 G.S.O. focus on training, education, and process improvement.

Staff Report

In case you wondered about the volume of communications at G.S.O., it was reported that in 2016 the staff responded to 99,216 different communications received by email, fax, mail, and phone. They try hard to respond within 10 days.

This year's Conference committees have a combined 92 items on their agendas this year – the highest ever. Having seen the background you can imagine just how busy the staff was putting it all together.

Technology / Communication / Services

The board approved a committee recommendation that two new items be posted on the website, an anonymity-protected version of the Quarterly Report from G.S.O., and after some revision, the letter to the Mental Health Professional written by a former Class A trustee.

Publishing

Gross sales: January gross sales are above budget with actual gross sales at \$1,366,565, which is a \$202,662 or 17.41% positive variance against budget of \$1,163,903.

Web sales: Total web sales (A.A.W.S. Online Bookstores) for January 2017 stand at \$860,364, which accounts for about 64% of total sales for the company. Bulk sales to Intergroup/Central Offices and other bulk orders for January are \$616,333 and sales to individual customers stand at \$244,030

Digital books: Total eBook gross sales for January 2017 stand at \$22,169 with 5,676 units distributed.

Finance

The committee received a presentation from the Talley Management Group (TMG) about improvements available for reporting and budgeting for the 2020 International Convention, with TMG taking on additional functions. TMG presented templates for financial reporting that compare previous International Convention budgets to projected budgets of the 2020 International Convention. It was also stated by TMG that any changes or additional information can be provided upon request.

The G.S.O. January unaudited financial report revealed that net sales were \$190,610 over budget. Contributions were \$227,289 over budget and expenses were \$58,641 less than budgeted. This resulted in a profit for the month of \$387,371 compared with a one-month budgeted loss of \$122,799.

Preliminary results through February showed net sales approximately \$210,000 greater than budgeted, and contributions \$290,000 more than budget. Total expenses were on budget and a preliminary net profit of approximately \$643,000 was reported compared with a budgeted net profit of \$4,610 for the two months, which is \$499,400 higher than the same period last.

The board approved the committee recommendations that a transfer be made to the General Service Board General Fund in the amount of \$2,306,920 to cover the GSB deficit as follows:

GSB General Fund loss ...	\$1,971,669
La Viña funding	152,082
Cap Projects transfer	183,169
Donation required....	\$2,306,920

and that A.A.W.S. transfer \$1.2 million of excess cash to the G.S.B. Reserve Fund, with a strong recommendation to move \$1 million to the Pension Plan in July 2017.

Additional Topics

Regarding the Greater Toronto Area Intergroup, the legal matter has been resolved, and the board approved that A.A.W.S., Inc. shall not remove any data-base directory listings of the Greater Toronto Area Intergroup, based on the recent communication of their group conscience, which states that they are not and never have been a religious organization.

Negotiations with the two primary hotels hosting General Service Board events are ongoing: with the Crowne Plaza for two General Service Conferences in 2018 and 2019 and two Board Weekends each of those years; and with the Rye Hilton for October 2018 Board Weekend and potentially October 2019 Board Weekend and 2020 General Service Conference. The aim is, in part, to negotiate the most advantageous rates and concessions to mitigate the \$106,000 penalty paid to the Hilton in 2016 – and to take a hard look at the basic Conference cost base in both properties. A Request for Information (RFI) will be issued to major hotel companies in the United States and Canada for future General Service Conferences, Board Weekends and other organization-wide events such as Regional Forums.

Conclusion

There's always a lot to talk about and if you want more details I'll do my best to get them for you. Feel free to contact me anytime. But, in all honesty, during the conference I may not be quite so available.

One of the fun things we do at the Conference is exchange mementos. Joel C., the current Pacific Regional Trustee, let us know that some folks simply leave them out for everyone and anyone, and some are more personal. He suggests the latter and that's how I'll be doing it. I want to thank the Annual Hawaii Convention for again providing our delegate with leftover convention pins. I'll also be adding another special item. You may know that Kerry from Maui created a great postcard, several actually, for our recent Pacific Regional Forum. Well I was so impressed, I appointed her as the Panel 67 Delegate's Artist in Residence, completely unofficial position which comes with no pay, but with a huge mahalo. She's created a new postcard which I printed and will be using to attach the pin.

And finally, I want to thank Scott C. for all his hard work in helping put this assembly together in conjunction with our chair and for all his hard work this week. At our Regional Luncheon on April 26th, I and the other Pacific Region Delegates will be caucusing and narrowing down the candidates that were selected by each of our Areas in the Pacific Region for the position of US Trustee at Large. Trustees at Large serve for 4 years and have huge time commitments. They attend Regional Forums in the U.S. and Canada, attend World Service Meetings, and may attend the Western Hemisphere zonal meeting – the Redela (Meeting of the Americas) – as delegates from the U.S. and Canada. It's a big job.

That's more than enough from me today, except to say once again, I'm grateful for the opportunity to serve you. I will do my best to report as often as possible from the Conference and I look forward to visiting each of your islands and districts in order to give my report-back upon my return. Currently I've agreed to attend the Founder's Day Events on Hawaii Island on Saturday and Sunday, June 10th and 11th. I'd appreciate your kokua in letting me know when you'd like me to visit as soon as you can so I can plan the rest of my year.

Yours in grateful service and fellowship,

Bob H. – Hawaii Area 17, Panel 67 Delegate