

Kumoricon / Altonimbus Entertainment
General Meeting of the Membership on October 2, 2016
DoubleTree by Hilton Hotel Portland
1000 NE Multnomah St, Portland, OR 97232

Call to Order

The meeting was called to order at 1:44pm by Phillip Koop.

At the opening of the meeting, 84 members were present out of 439 total, with 54 needed to reach quorum. Quorum was met.

Minutes

The minutes from the membership meeting of September 17, 2016, were approved without objection.

Reports

Phillip Koop, Chair

- Hotel booking deadlines are fast approaching, both for attendees and staff.

John Krall, Director of Infrastructure

- We have a lot of hotel rooms left that need to be booked in a very short period time. Please encourage anyone you know to book ASAP.
- About 20 rooms are left in the staff block, so please book your room.
- Buttoning down the last little bits for this year.
- Getting some of 2017 stuff done.
- Those who have already booked staff rooms can consider yourselves confirmed as long as you got an auto-response from the submission form.
- If sending a question, include your name and that you are staff.
- Confirmations, when they are sent, will include check-in times.
- Inn at the Convention Center has parking for folks there. Parking at the OCC is \$10/day, and at DoubleTree is \$20/day.
- MAX passes for staff will be disseminated Thursday before the convention.

Brian Mathews, Director of Membership

- 2893 pre-registrations have been received. Last year for comparison we had 2370, so nearly a 25% increase.
- Front End Con Suite needs staff.

- If we don't have enough staff, will need to limit hours to just meals instead of all hours that con is open.
- Getting a food handler card is so easy!

Jason Pollard, Director of Operations

- Keep people safe, enforce rules.

Jaki Hunt, Director of Programming

- AMV Contest is closed.
- Karaoke, Fan Fiction, Fan Art, Cosplay Chess, and Pro-Bending are all open, but closing soon. Staff can participate if doesn't conflict with duties.
- In last stages of finalizing schedule.

Samantha Feldman, Director of Publicity

Kimberly Apilado, Assistant Director of Publicity, reported:

- Social Media is doing well.
- Could use Press Office Staff.

Ally Fields, Director of Relations

- Getting guests ready.
- Last Guest of Honor: Neeko. Japanese voice actor and fashion model. Part of galaxxy, a fashion designer.
- Seeking charity auction donations. Crafts, signed merchandise. Benefits Doernbecher.
- Art Show also benefits Doernbecher. Alternative option to Artist Alley.
- Have a couple of open spaces in Exhibits Hall.
- Have staff openings in Relations, including for staff not deep in the anime fandom.

Jeff Tyrill, Secretary

- Staff registration is approaching close. Contact secretary@kumoricon.org for assistance.
- Working on policy things.
- Staff count is in staff area.

Amy Bourgo, Treasurer

- Looking for Load-In/Load-Out Staff. Work before and after con so can see more of the con.
- Looking for staff to help count money.

Unfinished Business

There was no unfinished business.

New Business

The board presented three amendments to the bylaws, as previously provided in notice to the members on the staff mailing list.

The first amendment, modifying the calculation for quorum, passed unanimously in a hand vote.

The second amendment, reducing the required delay between the convention and Annual Meeting of the Membership from 18 days to 10 days, passed overwhelmingly in a hand vote.

The third amendment, reducing the required delay between the Annual Meeting of the Membership and the Annual Meeting of the Board from 10 days to 48 hours, passed overwhelmingly in a hand vote.

Good of the Order

Nearby movies are playing in the anime or Japanese fandom. Godzilla and Rurouni Kenshin.

Devin reported that Pro-Bending is looking for staff.

Brianna reported that Photography Staff is full, but we're looking for Videography Staff. Email multimedia@kumoricon.org.

Kathryn reported that we desperately need Con Suite Staff.

Jason reported that a lactation room is available at the OCC. Contact them to arrange use.

Phillip reported that other events are sharing the OCC space with us (therefore competing for parking). The events are in separate areas, so admission privileges won't overlap.

Parking on day 0 will be terrible due to a Blazers game.

Plug for retro gaming event in October.

Ben Riker presented customer service training:

- Customer service. Everyone should know how to put on a good face for attendees. Also be good to other staff.
- Starts with being a good listener.
- Goes beyond hearing words. Also, comprehend what they're saying. Paraphrase and repeat back to them. Makes people feel like they've been heard. They already feel better about the situation.
- Be prepared. For example, if at Registration, know where peace-bonding table is. If at Info Booth, know events coming up. Have pocket guide on your person. Good idea to know what is going on in Main Events. Know where basic rooms are like Main, Live, Video Gaming, Exhibits Hall, and nearby restrooms.
- All attendees have badge on them. Use their names. Helps establish connection. Makes them feel appreciated and feel better about the situation. Helps them feel better about the con and not complain.
- Can get tired and grouchy toward the end of your shift. Be aware if attendees are following what you're saying. If having trouble reaching attendees, may need to take a break.

- Be aware of body language. Feet, chin, confidence. Can use your own body language to model what you'd like other people to do. If attendee is panicky, can use slow, deep breaths.
- If possible, adjust your level to the level of the other person. If they're sitting, sit. If standing, stand. Makes them feel like you're equal to them. Don't look at your cell phone while talking to somebody.
- Appreciate "power of yes". Can't always give people what they want, but might be able to give them something else. Can't allow you to bring folded steel katanas into convention, but can help explain why, and might find something else they can do instead. Safety. Fire code. Learn how to say I'm sorry. Costume they've been working on for last 4 months just can't be allowed in convention space. Emancipated minors that show up without government ID.
- When can, give more than expected. Might not be your department, but figure out how to help them. Can't bring that airsoft gun or hunting bow in convention, but maybe can recommend place outside of convention space where they can pose for photos.
- One of the best ways to improve your experience is to get feedback on what you're doing. When conversation comes to a close, ask if that resolved their situation, or if you were helpful. Ask peers how they felt you did. Ask your higher-ups. They have probably encountered a similar situation before. Ask if they can watch you handle the next one. Get feedback and make changes if you need to.
- Good customer service also applies to staff members. Give a help to carrying items. Go above and beyond. Offer to cover breaks. Shower once a day. Sleep bare minimum 4 hours. Really more. Eat 2 meals of real food. Con Suite makes food. There will be opportunities for soda, coffee, energy drinks, and alcohol. Enjoy, but be responsible. Drink water.

Bridget Hollander presented harassment training:

- We have some problems with this, even though we'd like to think we don't.
- Interpersonal things that we don't want to happen.
- There is more than just one type of harassment.
- Definition of harassment: Unwanted, annoying, and continued (or just one time) actions. Verbal, physical, sexual, emotional. Physically, mentally don't want around us.
- Protected classes. Religion, sexual orientation, racial, etc.
- Have agreed upon policies when signed registration. In process of expanding those policies more.
- What to do when see you see something that shouldn't have happened.
- Imagine one person gropes butt of another.
- If witness, what would you do in this circumstance.
- Report incident. Will be evaluated, investigated. Incident could be accident. Reports allow tracking patterns. One incident that appears to be an accident, could be shown to not be if there are multiple reports of the same pattern. Management staff will look at issue.
- Example: Accidental touching.
- One thing we look at is idea of "reasonable person". What a reasonable person would look at as acceptable. For example, different cultural views of acceptable amount of personal space when people having a conversation. Could be an issue with Japanese

guests, for example. Generally, want to follow what is culturally acceptable in the country that you are in.

- On issue of acceptable touching. Avoid touching whenever possible.
- Can be different levels of understanding of acceptable touching. For example, person with autism may have a different understanding, and may also react differently to being touched. Only real way to know is to personally know that individual.
- We have greater than average number of attendees with social difficulties. Remember to treat them, as with everyone, with respect.
- What about misunderstanding? When we look at incident, we are aware of such a possibility. Circumstances will be taken into account.
- Ben: Example is circumstance where we have complaints against staff member in their interactions. Appear to be rudely yelling. We work with them, follow around, to try to improve training.
- Attendee vs. attendee will be handled by Yojimbo chain.
- Staff-involved incident will go through management chain, and go through Bridget.
- Amy: Please report issues during con. Much more effective than months later. Try to get as much information as possible about the names of people who are involved.
- Ally: For situations involving Green Room or a Guest, report to Relations department. These situations are handled separately.
- We could also involve police, as necessary, for example, with threat of violence.
- If incident involves somebody who is not related to Kumoricon—neither attendee nor staff—report to convention center.
- If not sure how you are appearing to attendees, such as loudness of voice, can ask other staff around you.
- If feel harassed by somebody in your chain, can go to different director, or myself (Bridget). If me, can go to Chair.
- Ally: Chain of command is General rank → Coordinators → Managers → Assistant Directors → Directors
- Biggest issue is report in timely manner. Helps hugely. Get witnesses.
- For further questions, ask after meeting.

Phillip reported that we are adding an incentive program for hotel rooms. Booking hotel rooms directly financially benefits the convention. Sam reported that the details would be online soon. Thank-you for hotel booking: Kumori-Passes. If booked at Kumoricon-affiliated hotel (including staff hotel), get three jump-the-line passes to any of Main or Arena events. Cosplay Chess, Cosplay Contest, AMV Contest, Fashion Show, Dances (KumoriBall being the big one). Get free space in cosplay scavenger hunt. On Friday, one hour early in Exhibits Hall. Applies retroactively. One for each officially registered person in room. Working out details on how we're distributing them.

Jaki reported that we're eliminating event passes this year. Kumori-Pass is the same thing. Before an event starts, there is a designated spot for this pass, then after that, the main line enters. It is only available at the start of the event. If arrive late, use the regular line.

Adjournment

The meeting was adjourned at 3:33 pm by Phillip Koop.

Respectfully submitted,
Jeff Tyrill, Secretary