

Kumoricon / Altonimbus Entertainment
Annual Meeting of the Membership on November 17, 2018
DoubleTree by Hilton Hotel Portland
1000 NE Multnomah St, Portland, OR 97232

Call to Order

The meeting was called to order at 12:52pm by Brian Mathews.

At the opening of the meeting, 53 members were present out of 659 total, with 62 needed to reach quorum. Quorum was not met.

The meeting began without quorum, with Brian noting that we would count again to determine quorum prior to elections.

Minutes

Minutes approval was skipped due to not having quorum.

Reports

Brian Mathews, Chair

Brian prepared a written report for the slide show [below, lightly copy-edited]:

- Report
 - We survived!
 - We successfully hosted a convention with over 8000 attendees!
- Successes
 - For how many challenges we had, we handled them excellently (sudden OCC renovations, losing Matt Mercer)
 - I learned a lot about how each department works—this will help me in the future.
 - There were several situations where I got to work with different departments firsthand.
 - I got on stage without dying of fright!
- Lessons Learned
 - Running a convention is hard! There are lots of moving parts I had to learn about.
 - Because of that, initiatives I wanted to start (policies, building out HR) fell by the wayside—I was too ambitious or could have done more.
 - There were moments when I lost my composure, and I need to do better.
 - There are departments that, with more knowledge, I could have helped more.
 - Would like to focus on staff training in the coming year.

Ash “Bunny” Butler, Director of Infrastructure

Bunny prepared a written report for the slide show [below, lightly copy-edited]:

- Report
 - Our event was awesome!
 - Despite all the struggles, and even a little indoor rain, we had a good year overall with lots of successes and experiments gone right.
- Successes
 - First of all, I have the most wonderful and supportive staff who did their jobs brilliantly this year who also want to take on some projects I’d like to do next year.
 - All incidents reported to us were handled effectively and in a timely manner.
 - We made lots of useful contacts in the industries our department works with that will be really useful for future events.
 - We have lots of great plans on how to improve for the future that we have already started to work on for next year.
 - We tried a new hotel perk this year and we’re so excited to improve on it for 2019.
- Lessons Learned
 - The staff room-night coupon program needs to be reformed a bit and has room to improve, though I am very happy to have introduced it this year.
 - We need to get the word out to people better about hotel programs and to apply for staff discounts.
 - The unexpected construction threw us a lot of curveballs and really misaligned a lot of parts of the convention. We rolled with the punches and learned a lot in the process.
 - We learned more about how Travel Portland can best help us and how we work on to better improve our processes.
 - I’d like to do department meetings as well as more one-on-ones with other department heads.

Jessica Ulibarri, Director of Membership

Jessica prepared a written report for the slide show [below, lightly copy-edited]:

- List of department areas
 - Con Suite
 - Cosplay Repair
 - Member Services
 - Registration
 - Registration Software Development
 - Specialty Membership
- Report
 - Pre-Registration closed at over 5700 people (*Artist, E Press, Exhibitor, Guest, Industry, Panelist, S Press, Small Press, VIP, Weekend*)
 - Paid Attendance Unique: 7,924 (*Friday, Saturday, Sunday, VIP, Weekend*)
 - Total Paid Members Unique: 8,490 (*Artist, Exhibitor, Friday, Saturday, Sunday, VIP, Weekend*)

- Total Convention Members Unique: 9,086 (*Artist, E Press, Exhibitor, Friday, Guest, Industry, Panelist, S Press, Saturday, Small Press, Sunday, VIP, Weekend, Staff*) [*Secretary's note: For this number, only people who picked up their badge*]
- Our staff keeps growing—We had almost 600 people staff Kumoricon this year.
- Registration for 2019 should be open by early December.
- Registration pricing for 2019 will be changed.
 - Full weekend at-door memberships will be increasing.
 - Single-day memberships will be decreasing.
 - Child (5-12) memberships will be decreasing. [*Secretary's correction: Ages 6-12*]
 - VIP pricing will not be changing but we will be increasing the number.
- Successes
 - Having the Con Suite kitchen and dining area in one room was a great benefit since we were short staffed, but we need more people for next year.
 - Con Suite did a meal request/delivery service for the first year.
 - Cosplay Repair helped over 1100 people during the convention weekend.
 - Kumoricon had 2 groups take advantage of the educational group discount program this year. Thank you to Gresham High School and Liberty High School anime clubs for joining Kumoricon this year.
 - Member Services used a new system for staff check-in this year that allowed us to take electronic signatures.
 - Registration opened on time on Day 0 and had little to no technology issues.
 - Our Reg Dev Team continues to work on making easy user-friendly software that makes the registration process smoother every year.
 - The Specialty Membership team opened check-in on Wednesday night and early on Thursday which made for a smoother check-in process.
- Lessons Learned
 - When starting a new system for food ordering/delivery DO NOT send the email on Day 1 at 2:30 am. If you do, make sure to send a follow-up email to make sure that delivery locations and times are very clear to everyone.
 - Making sure that when staff check in that they are completely checked in. It's more than just get their signature and picture.
 - Having the WHOLE Registration area fully set up by Wednesday (Day -1) evening means that Registration (Attendee, Specialty, and Staff) opens on time on Day 0.
 - Signage is critical!! Make sure to triple check that enough signs have been ordered and nothing is missing—especially when there is an actual wall dividing an area. (Sorry if you couldn't find staff check-in.)
 - Don't have network switches sitting on the ground under tables where people can bump them. This is a recipe for everything breaking.
 - Credit card machines should be checked before con and if need be updated BEFORE con, NOT on Friday when we open con and start taking payment. (Thank you to our IT team for all the help with getting this fixed.)
 - Make sure EVERY department is aware of VIP benefits so there are no issues during con.

Jason Pollard, Director of Operations

- Report
 - Tried a lot of new things this year.
 - Got IT in on Wednesday. Helped with registration setup.
 - Started a new system for incident reports.
 - Signs were posted with phone number that people could text with concerns, questions, or incidents. No reply system this year. Will be able to help people find the Operations Office.
 - Thank staff for dealing with construction, and getting people into Main Events.
 - Learning that credit card machines need to be updated. They need to update by dial-up.
- Successes
 - IT staff were amazing and went above and beyond the call of duty in setting up registration Wednesday night.
 - Line control last minute went extremely well.
 - Main Events went well.
- Lessons Learned
 - Will change where we put network switches.
 - Want to expand staff tracking system.
 - Assign bar code to each badge to allow to track hours.
 - Need better visibility of peace-bonding area, so we can watch both KumoriMarket and Membership.
 - Check signs. Some signs had an incorrect phone number. We received some texts, so we know that some were correct.
 - Better publicize Accessibility staff positions that were open. Positions were listed as open, but the people interested weren't connected.

Jaki Hunt, Director of Programming

Jaki prepared a written report for the slide show [below, lightly copy-edited]:

- Report
 - We had some new panels; we had some favorites return.
 - Gaming content expanded this year, including streaming and mahjong, and we are excited to have them back next year.
 - Programming staff—you rock! Without your hard work the content doesn't happen... thank you!
- Successes
 - Main Events ran much smoother with the additional staff and renting truss and lights from the OCC.
 - Despite the last minute room changes due to the construction, panels and content ran smoothly.
 - Most important—people had fun!
- Lessons Learned

- While most things ran smoothly, there are still things that need to be streamlined and ways we can improve the process. Notes have been taken, and we hope to improve those next year.

Samantha Rushford, Director of Publicity

Sammi prepared a written report for the slide show [below, lightly copy-edited]:

- Report
 - Multimedia
 - Tried new photobooth model as well as guest photo ops with cosplay guests.
 - Website
 - Implemented new forms engine to create forms within the website rather than outside services.
 - Started creating and working with new scheduling app.
 - Merchandise
 - ARSENICxCYANIDE collaboration.
 - Inventory and process overhauls.
 - Press
 - Updated processes for how to handle press features.
 - Tried new scheduling processes.
 - Mixed Media
 - Created more signage that is versatile, reusable, and larger.
 - Tried more creative designs for merchandise, print media, and more.
 - More consistent newsletter; should be on the website soon.
 - Social Media
 - Tested out live streaming on social media.
 - Played with new features to engage with social media communities.
 - My staff is amazing, and you should join us, too. This is the time to get involved with our social media, website, and marketing teams. If you're interested, chat with me later.
- Successes
 - ARXENICxCYANIDE hat collaboration
 - Many more pin designs
 - CONSTRUCTION NEKO
 - Adapting to change with little time (construction changes)
 - Info Booth ROCKED IT with keeping people updated and informed, especially with all new construction details.
 - Social media streaming worked out well, and was a bit more consistent with more interaction than previous years.
 - The new website for 2018 was up quicker than it had ever been updated in previous years.
- Lessons Learned
 - Implementing safeguards and process steps to prevent photos from going up so late again.
 - Lots of live streaming lessons learned.
 - Testing printers more before con to prevent issues at con.

- Creating better processes for working on the print book to avoid extra delays.

Sam Taylor, Director of Relations

Sam prepared a written report for the slide show [below, lightly copy-edited]:

- Report
 - KumoriMarket
 - Had a very successful and fulfilling year, with most exhibitors and artists leaving happy.
 - Charity
 - Raised X amount for Doernbecher Children's Hospital and The International School.
 - Food drive is getting more notice.
 - Introduced the "pie-ing".
 - Maid Cafe
 - Increased number of maids/butlers!
 - Improved the hiring process.
 - Still trying out food distribution processes, but overall positive.
 - Anime Bar
 - It was a SMASH.
 - Has some kinks to work out.
 - Industry
 - Introduced the KAMS conference.
 - Sol Press and Sentai Filmworks
 - Secured quite a few sponsorships this year and started a new process for pursuing sponsorships.
 - Autographs
 - New policies are FUN.
 - Guests
 - Had 23 guests*
 - 10 DJs*
 - AMANO
 - **TeddyLoid counted as guest and DJ*
- Successes
 - AMANO; the 10 year project
 - Lots of Charity money
 - Got pied in the face.
 - Pre-filled 2019 KumoriMarket to 70% full by the end of con (just exhibitors).
 - Successfully launched new autograph process
 - The Umbrella: Late Night Lounge
 - Most well-attended raves in quite a while
 - DID YOU SEE THOSE LASERS?!
- Lessons Learned
 - Having managers in key positions is important; a director and/or assistant can't fill those roles without failing the rest of their department.
 - Relations needs a manager to coordinate the fashion show and concert(s).
 - New systems are difficult, but rewarding and in need of refinement.

- Maid Cafes are expensive.
- Need a more effective way to track projects.
- Booze is popular with attendees.
 - Need longer “open” hours, more bartenders, and staff at the door.

Jeff Tyrrell, Secretary

Jeff prepared a written report for the slide show [below, lightly copy-edited]:

- Report
 - Launched new staff application form
 - Major technology transition for Visibility Project
 - New proposed bylaws revision
 - Wording revision for convention code of conduct
 - Revival of staff survey
 - Continued work on 501(c)(3) prerequisites
- Successes
 - Visibility Project transition
 - Completed successfully—a major initiative.
 - Moved most Google Drive usage to G Suite.
 - Staff application form—partial success
 - Helped shed light on weak points in staff hiring.
 - New bylaws revision is nearly complete.
 - New code of conduct is easier to read.
 - Staff survey received 58 responses. [*Secretary’s correction: 60 responses*]
 - Decent response rate.
- Lessons Learned
 - Staff Manual
 - Didn’t get a chance to review and revise this year.
 - Need increased awareness and training for organization policies beyond “on the floor” training.
 - Preferred name policy, conflict of interest policy are examples.
 - This is a cross-department concern.
 - Need to develop training modules.
 - Future mini-events need a formal staff registration process and org chart just like the main con has.
 - An informal spreadsheet isn’t sufficient.
 - There was confusion for Kumoricon Lite regarding staff sign-up and also of the role of the committee vs. the event directors.
 - Staff Application form
 - Previous to 2018, you “applied” to staff by emailing a director/manager or talking to us at a general meeting.
 - In July 2018, we quietly launched a new guided application form on the website, without a news post or a social media announcement. It was linked within the website menus and the org chart on the “Open Positions” page.
 - Expected a quiet trickle of submissions, which the Secretary department would assist with.

- Unexpectedly blown away by a flood of submissions.
 - Due to the flood of submissions, the Secretary department was unable to give a satisfactory level of support to many of the applicants. There were some complaints as a result.
 - Some people who were ready, willing, and able to work were not hired.
 - The new form and the flood of submissions exposed a long-standing weak area of our organization structure.
 - There was pent-up demand for people wanting to staff who likely had trouble reaching the best point of entry to our organization.
 - For next year, we should develop a structured application process.
 - The app would manage every step of the communication process, not just the initial application submission.
 - Would set response expectations for hiring managers and directors. Would allow managers and directors to specify when in the year they decide on applicants on a position-by-position basis.
 - Would allow applicants to get information on which positions will make a decision first, get decisions on multiple positions they may be interested in, and then decide which one to go with.
- Staff Survey
 - It lives!
 - We overlooked running a staff survey last year.
 - Key findings
 - Average rating for “how was your experience staffing” question: 4.5 (Scale of 1 to 5)
 - Staff who did pre-con work: 45%
 - Staff whose check-in went smoothly: 88%
 - Used Con Suite at least once: 78%!
 - Used Staff Lounge: 18%
 - The majority of those who *didn't* use it still knew about it.
 - Of those who used it, 100% said “a little” rather than “frequently”.
 - Did you like your staff position?
 - 75% said “yes” or gave a free response with a very positive answer.
 - 5% typed in a free response indicating mixed feelings.
 - 20% left the question blank.
 - Have the tools needed to do your job? 62% yes
 - Have enough staff? 58% yes
 - Had an issue with another staffer: 37%
 - This is concerningly high. May lead to high-level conversations about improvements to organization and new communication paths.
 - Found Staff Manual helpful: 55% “yes” (Plus 27% “somewhat”)
 - Worked effectively with boss: 92%
 - The other three questions in this section also had very positive results.
 - Stayed in a hotel:
 - No—52%
 - DoubleTree—27%

- Courtyard Marriott—5%
- Others or unspecified—17%
- Results and individual comments will be reviewed in more detail by executives.
- We may make a more detailed results presentation to the membership later.
- Response rate: 60 out of 607 (10%)
 - Standard disclaimer: Survey results may not be representative of all staff because the staff who choose to respond to the survey are not a random sampling. Certain groups of staff may be more motivated to respond than others.

Rene Webb, Treasurer

Not present. Brian reported briefly:

- Working on final reports and numbers for the year.

Unfinished Business

There was no unfinished business.

Good of the Order

K.C. Knight, Assistant Director of Membership, reported that we sold 605 memberships for 2019, for a rough estimate of \$18,000. Brian noted that in previous years that number was around 100. Jessica reported that it was heavily advertised outside Closing Ceremonies.

A meeting participant asked who is Matt Mercer [the canceled guest]. Sam replied that he is prominent in the D&D community, part of Geek and Sundry, part of Critical Role, in Attack on Titan, in Overwatch, and in Sailor Moon.

Quorum

Brian led another count of quorum. At this point in the meeting, 59 members were present out of 659 total, with 62 needed to reach quorum. Quorum was still not met.

Brian described the option, which we nickname the “nuclear option”, permitted by a provision of Oregon law, for the board to amend the bylaws in order to reduce quorum. Thus, Brian called an immediate public board meeting to amend the bylaws, held in front of the membership. The minutes of the board meeting are attached^[1].

Having amended the bylaws, 40 members were now required to reach quorum. Quorum was now met.

New Business: Elections

Phillip Koop moderated the elections. The tellers were Jo Ayers, Leon Lewis, and Leah Teitelbaum. Robert Trotter was available as a pre-designated backup teller.

Phillip gave a summary of the elections procedure. Phillip read section 7.D the bylaws aloud as required.

President

The race for President was uncontested, with Brian Mathews as the candidate. The candidate speech, questions-and-comments, and anonymous questions-and-comments segments were held. **Brian Mathews** was elected **President** by acclamation.

Director of Infrastructure

The race for Director of Infrastructure was uncontested, with Ash “Bunny” Butler as the candidate. The candidate speech, questions-and-comments, and anonymous questions-and-comments segments were held. **Ash “Bunny” Butler** was elected **Director of Infrastructure** by acclamation.

Director of Membership

The race for Director of Membership was uncontested, with Jessica Ulibarri as the candidate. The candidate speech, questions-and-comments, and anonymous questions-and-comments segments were held. **Jessica Ulibarri** was elected **Director of Membership** by acclamation.

Director of Operations

The race for Director of Operations was uncontested, with Jason Pollard as the candidate. The candidate speech, questions-and-comments, and anonymous questions-and-comments segments were held. **Jason Pollard** was elected **Director of Operations** by acclamation.

Director of Programming

The race for Director of Programming was uncontested, with Devin Hunter as the candidate. The candidate speech, questions-and-comments, and anonymous questions-and-comments segments were held. **Devin Hunter** was elected **Director of Programming** by acclamation.

Director of Publicity

The race for Director of Publicity was uncontested, with Samantha Rushford as the candidate. The candidate speech, questions-and-comments, and anonymous questions-and-comments segments were held. **Samantha Rushford** was elected **Director of Publicity** by acclamation.

Director of Relations

The race for Director of Relations was uncontested, with Sam Taylor as the candidate. The candidate speech, questions-and-comments, and anonymous questions-and-comments segments were held. **Sam Taylor** was elected **Director of Relations** by acclamation.

Adjournment

The meeting was adjourned at 4:35 pm by Phillip Koop as election moderator.

Respectfully submitted,
Jeff Tyrill, Secretary

Attachments

[1] See file [kumoricon-minutes-member-20181117-attachment.pdf](#)