

Kumoricon / Altonimbus Entertainment
General Meeting of the Membership on March 3, 2019
DoubleTree by Hilton Hotel Portland
1000 NE Multnomah St, Portland, OR 97232

Call to Order

The meeting was called to order at 1:26pm by Brian Mathews.

At the opening of the meeting, 46 members were present out of 663 total, with 52 needed to reach quorum. Quorum was not met.

Minutes

Minutes approval was skipped due to not having quorum.

Reports

Brian Mathews, Chair

- Been working with people on getting projects and tasks done.
- Rolled out an hr@ inbox that is completely confidential. It goes to the Vice Chair, Fox.
- More projects are in the pipeline, but not ready to announce.

Ash “Bunny” Butler, Director of Infrastructure

- We are meeting with the OCC and the hotels, and making sure everything is ready for this year.
- Starting talks with the decorator for the year.
- Working on information for Infrastructure staff, and restructuring delegation plans.
- Look for information on hotels coming soon.

Jessica Ulibarri, Director of Membership

- Registration numbers have increased from last year. At the last convention, there were over 600 pre-registrations at the door. There are now 1,010 total. Last year at this time, there were 309. Even not including the 600, we are 100 ahead of last year.
- There are 19 pre-registered VIPs. This year, we increased the total available from 48 to 92. We are adjusting the number to target a percentage of attendees.
 - Many VIP merch items are already purchased. We are working with Publicity and Relations on several exclusive items.
 - Photos of some exclusive VIP merch items will be posted to social media soon.
 - VIPs will receive exclusive guest autograph sessions. These may be broken up into more than one session.

- Seeking lots of staff:
 - Attendee Registration—Check attendees in. Talk to Assistant Director Charmaine.
 - General staff positions are available.
 - New “Coordinator in Training” positions are available if you have been general staff for at least 1 year. Can lead to a Coordinator position the year after.
 - Con Suite—Feed staff of Kumoricon. Requires food handler card, and hospitality experience, kitchen experience, or serving experience. Can work around your con schedules. Located in the DoubleTree.
 - Seeking Coordinators with Con Suite experience.
 - Shoppers and general positions are available.
 - Cosplay Repair—Good if you have sewing or crafting experience; good if you like helping people feel better about their cosplay breakage experience. Talk to Assistant Director Charly.
 - Registration Software Development—Experience required, resume required.
 - Looking for general-level staff.
 - Specialty Registration—Like attendee registration, but for industry, artists, panelists, exhibitors, etc. Sunday is completely free except helping with tear-down.
 - Seeking general staff.
 - VIP
 - Seeking two people for the VIP Coordinator position. Requires registration experience or 1 year as a coordinator.
 - Staff Check-In—Small team; check in staff and give out T-shirt, lanyard, badge, etc. Talk to Chelsea.
- We have an educational group discount for K-12 youth groups such as high school anime clubs. The discount is 30% off, plus a free chaperone for every 5 youth.

Jason Pollard, Director of Operations

- All contracts for security and Internet have been signed.
- All manager positions except one have been hired. The Accessibility Manager is still pending. This position is tasked with working with us and the convention center to promote accessibility options at the convention center and in our con.
- Hiring many staff:
 - Yojimbo—At-con customer service and policy enforcement. Guide crowds, help with general policies, and provide help with finding events. Must be age 18 or older.
 - Maid Squad—Dress as maids and butlers, and do line management. Not to be confused with the Maid Cafe.
 - Dispatch—Inter-department communication and radios. Record incidents as they occur.
 - IT—Requires networking and computer help desk experience. Set up network equipment at the convention, including at Registration. Facilitate IT needs of other departments as required.

- The Accessibility department is new. We will open hiring in that department soon, once the manager position is filled.

Devin Hunter, Director of Programming

- AMV Contest submissions are up.
- We are working to fill all the coordinator-and-up positions. We need to have conversations and talk to lots of returning people. Once that is done, we will do more general-level sign-ups, so that coordinators are involved with general-level hiring.
- We have some new positions: The Programming Office Coordinator and Programming Booth Coordinator (existing position, but is moving into the central area that reports to the Director).
 - The Programming Office Coordinator will help run the office, do awards, make sure people get access to prize support, and make sure that staff are checking in and out for shifts. Office or administrative assistant experience is helpful. There is lots of interaction with other Programming staff.
- We are working on getting panel forms open sooner rather than later, but we don't know the exact timing yet. Please reach out to people who may be interested in bringing content to Kumoricon. We do consider topic focus among other factors.

Samantha Rushford, Director of Publicity

- We have a lot of amazing merchandise planned this year. The only one we're teasing right now is the LED wristband. It will be awesome for late night dances.
- We are working behind the scenes on a lot of really big design projects. Most won't be revealed until later in the year.
- Seeking staff for a pre-con position:
 - Marketing Manager—Experience in marketing, press releases, or email newsletters; skilled at marketing and advertising.

Sam Taylor, Director of Relations

- Exhibits Hall is doing really well, with payment received from most exhibitors.
- Artist Alley and Small Press applications should be open by the end of March.
- We are still calculating the exact charity total from last year, but it's around double 2017, which was around \$4,000.
- Working on the Maid Cafe menu. We are still hiring Maids and Butlers, especially Butlers, with 19 out of 30 positions filled. We are hoping to have an all-butler session. Anyone can be a butler or a maid; we don't discriminate.
- We have hired an Industry Manager and a Guest Manager. Hopefully by the next meeting, will have exciting news regarding guests.
- Seeking staff:
 - KumoriMarket Staff—Patrol the Market for people who need assistance, and help exhibitors, artists, and Small Press members. Talk to Riley or Shaun.
 - Charity Staff—Each year, we do a food drive, silent auction, and a live auction. Talk to Heather.

- Autograph Staff—This is a very well-trafficked area. We need more people to assist with line control, answering questions, etc. Talk to Heather or myself.

Jeff Tyrrell, Secretary

- Open positions:
 - Staff Education Manager—Help revise Staff Manual, create additional training content or training quizzes, maybe interview other managers, and record con knowledge that is not written down.
 - Staff Registration Coordinator—Help people with incomplete staff applications, and help people find positions.
- Working on internal policy revisions.
- Made minor improvements to the staff application form.

Jo Ayers, Treasurer

Jo sent a written report, below [lightly copy-edited]:

- Money!
 - Money is coming in from things like pre-registration on the website and sales of merchandise and pre-registration at outreach events.
 - Money is going out for things like venue deposits, equipment purchases, and gifts for our highly anticipated guests of honor.
- Mail Bag!
 - Happy Thanksgiving from Billy Kametz
 - Sweet Wishes and Happy Holidays from Becky at Lamar Transit Advertising NW
 - Season's Greetings from Oregon Convention Center
- Open Positions in Treasury! This department is a support department—if the thing that brings you joy in life is making other people's jobs easier (or, in many cases **possible**) then this is the place for you.
 - If you like moving stuff from Where It Is to Where It Ought To Be or pointing where a thing ought to be so that someone else can do the heavy lifting, then you're a great fit for the Quartermaster team, which handles Load-In/Load-Out. The awesome thing about being on this team is that your work is done before and after the content of con is going on. Talk to the guy with the hat and the shirt that's hard to describe in three words or less.
 - If you like perfect record-keeping, consider asking one of your former directors to recommend you for Treasury Staff. The awesome thing about being on this team is being Away From The Noise of con (for the most part), but still being able to interact with other con staff.
 - If you like interrupt-driven work, where you wait for someone to say "I need a thing!" and then you say "I'll get you the thing!", then consider applying to be a Supply Coordinator. See kumoricon.org/open-positions for additional requirements.
 - I'm also in the market for a trusted lieutenant, so if you have accounting experience and a recommendation from a prior director, let me know.

Outreach

Brian reported:

- At Wizard World, they asked us to take charge of their anime, video gaming, and manga library section. We sold pre-registrations and merch. It was very successful.
- We attended MiyakoCon in Salem. It was also very successful.
- Upcoming events:
 - GameStorm, at the end of March.
 - Chibi Chibi Con the weekend after, a one-day event in Olympia.
 - Sakura-Con. We have a really busy booth, and it is one of the booths that we staff the most.
- If you are interested in helping with events, fill out the outreach volunteer form in the website staff area.

Unfinished Business

There was no unfinished business (and no quorum).

New Business

There was no new business (and no quorum).

Good of the Order

A meeting participant announced old lolita fashion clothes to give away.

Transpose PDX's sister choir, Acchord, is having a bake sale going on right now until 3pm at the Q Center.

A meeting participant shared a list of questions and concerns they wanted the board to address:

- A suggestion that it be part of mandatory staff training to train staff on how to handle assault accusations.
- A suggestion to spread the word to attendees on what attendees can do if they experience or learn about such a situation.
- Following up from a report that the convention center kicked out a trans person from one of their restrooms, is there an officially designated restroom that is available for anyone to use, such as the gender-neutral restrooms at the Vancouver location?
- Do we still do Code Adam?

Executives responded with the following points:

- Brian reported that there is a gender-neutral restroom. After the convention, we received a report that there was an OCC staffer hassling people in the restroom over gender choice. We worked with the OCC to try to identify shifts, but could not identify who it was.
- Brian added that we are trying to emphasize in staff training that staff can report incidents immediately when they occur in the Operations Office.

- Brian reported that during the convention, we got three OCC contractor staff fired due to conduct at the convention. We take these issues really seriously, but we cannot do as much if we only hear about the incident later.
- Jason reported that coverage at the convention is a combination of Yojimbo (Kumoricon staff) and also, paid professional security on site. Options for reported incidents are much more limited after con than during.
- Jason reported that there is increased work on easing communication at the convention. Options include:
 - Repeating last year's use of a text-based phone number where issues could be reported to the Operations Office, and provide assistance to attendees or tell them how to find the Operations Office, or send a staff member to a location to assist. For next year, our reporting phone number will be publicized more, and is expected to also support voice calls.
 - Incidents can be reported to operations@kumoricon.org during the con.
 - Incidents can also be reported to hr@kumoricon.org.
- Jason explained the Operations Office:
 - The office is open the entire time the convention is open. They are the first to the building and the last to leave when it closes.
 - The office is tentatively located in the C hallway, the same location as in 2018. It is near most content and close to the main stairwell. It is co-located with Lost and Found and Dispatch.
- Jason reported that staff training is provided regarding radio codes, including how to act on them and report them.
- Jason reported that staff training and scheduling can be a challenge with an all-volunteer organization, and that we are working on improving options. Many issues are addressed in the Staff Manual, staff policies, and the attendee code of conduct. We offer interactive training in person in addition to written content.
- Brian emphasized that many of us do monitor reports on Facebook.

Brian reminded people to sign up for staff.

Devin emphasized that we need help with GameStorm in a month. He reported that Kumoricon is running the Console and LAN room. The room is pretty self sufficient so staff do not have too much work to do, and can often play board games while working. The event is accessible through mass transit, via TriMet route 6, or C-TRAN route 60. It is located at the Jantzen Beach Red Lion, where Kumoricon was so very long ago.

Brian reported that he was reminded that we had two gender-neutral restrooms for the last convention, and that we expect to have two additional ones in the main exhibit halls area next year.

Phillip reported that per local law, every government building is required to have a gender-neutral restroom, and the OCC complies with it. Phillip added that the reported incident happened in a normal restroom that was relabeled as gender-neutral for our con, though noting it still shouldn't have happened.

Bunny reported that for next year, we are expecting really big banner signs to be added above the restrooms in the exhibit halls, rather than just a small paper overlay by the entrance.

Sammi added that the gender-neutral restrooms are listed on the maps, in purple. The Info Booth will also know the current locations, and on the chance that the locations change, they will have the latest information.

Adjournment

The meeting was adjourned at 2:08 pm by Brian Mathews.

Respectfully submitted,
Jeff Tyrill, Secretary