

DELEGATE'S COMMUNICATION ROUNDTABLE

Oct. 1, 2025

NOTE: *The following is a transcript of an online roundtable session conducted by Area 15 delegate, Lisa D. Lisa encouraged all members of the area to attend and participate in the roundtable in a series of three emails sent August 29th, September 23rd and September 29th.*

Lisa and Area 15 alternate delegate, Donna W, will study what was shared at this session and organize it into three sections: What members said is working well in terms of delegate-member communication; what members said they would like to consider changing; and suggestions members offered for how to make improvements. Not all comments shared concern delegate-member communication; those comments will be forwarded to Area 15 officers to address in whatever way they feel will be productive.

Lisa and Donna anticipate creating a working group as a next step, comprised of members from across the area to delve deeper into how communication from the delegate to area members can be strengthened and improved.

Lisa D opened the meeting at 7 p.m. with the Serenity Prayer. There were 47 members in attendance.

Lisa gave opening comments:

Thank you all for coming tonight.

I'd like to begin with an explanation of how we got here tonight. This idea for a Delegate's Communication Roundtable started back in February when Donna and I attended the Southeast Delegates' Get-together weekend. Our guest was Scott H, chair of the General Service Board. During the What's on Your Mind session, which I had the privilege of chairing, Scott talked about a new initiative that came out of the General Service Board inventory: a cross-functional communications group to address the always-popular topic of communication, specifically, how the Board can communicate better with the fellowship.

Scott related that despite best efforts, information doesn't always get communicated in a way that works best for members. This occurs at all levels of our service structure. Sometimes there's a breakdown between sender and receiver. Maybe we're not using communication channels that work for everyone. Or maybe information isn't as easy to find as it could be. One negative consequence is that members feel information isn't being shared, when the reality is that it's been put out there, maybe just not in a way that works for everyone. Bottom line, we can always do better in how we share information.

I had the opportunity to speak with Scott directly about this new initiative and asked if he felt it could be replicated at the area level to address similar communications challenges the delegate has with members of the area. Scott suggested I speak with Carolyn W, A.A. World Services

trustee and chair of the GSB communications working group. Our alternate delegate, Donna W, and I had an online session with Carolyn in March where she spoke at length about the GSB communications working group, its mission, and its anticipated outcomes.

In regard to whether a communications working group could be replicated in an area, Carolyn suggested we refer to the duties and responsibilities of the delegate in *The A.A. Service Manual*. Here are just three bullet points from pages 32-33 of the Service Manual included in the roles and responsibilities of the delegate that have contributed to my decision to have this roundtable tonight.

The delegate:

- Communicates the actions of the Conference to area committee members and encourages them to pass on this information to groups and to intergroup/central offices.
- Helps the area generate greater interest among A.A. members in serving as GSRs and DCMs and in area positions.
- Inspires greater participation in area assemblies and other activities among GSRs and DCMs.

Carolyn further pointed out something that experience shows to be true in our area:

Inventories, audits and surveys often yield good information, but little if anything is set in motion at their conclusion to make actual improvements. My hope is that this Delegate's Communication Roundtable will open the door to continued efforts to address communication challenges that will result in opportunities for greater increased and enhanced communication between the members and the delegate.

I feel hopeful that tonight is just a beginning, where participation from all members, regardless of their service position, will contribute to ways we can communicate better with each other.

Lisa D introduced our facilitator, Carolyn W, and turns the session over to her. At this point, 71 members were in attendance.

Carolyn W

I currently serve on the General Service Board. I am involved in our communications subgroup and our cross-functional communications group. Lisa did a great job framing things up for us, so I'm just going to add a few things.

I served as a delegate for Panel 63. Since long before then through now, it's always been a question for a delegate, how to best and most effectively circulate information to those we serve up the triangle, as well as how to garner group conscience and feedback to inform participation in the General Service Conference and service to the area. I don't imagine we'll come up with anything earth-shattering here, but there are all these new tools and methods of communication in the world around us. The pace of change is fast, while A.A. moves slowly, for good reason. Having said that, we may be missing some opportunities.

We will generate some information tonight. What has happened with the General Service Board's cross-functional group, which includes delegates, directors, some trustees and staff having conversations similar to what we're having tonight, we had a couple of things that came out that were no-brainers. Some things were quickly actionable that did not require a group conscience. Other things are percolating that we will make as recommendations as time goes on. We will see what we get out of what we work on tonight. Who better to ask than you on how to do that?

To ground us before we get started, here is a bit about how general service functions according to our Service Manual. It says:

It might be helpful to think of general service as a kind of dialogue or communication between the groups, the trusted servants working on their behalf, and the General Service Office and General Service Board as they all manage the Fellowship's affairs. Questions, concerns, viewpoints and proposals travel from the groups "down the triangle"—and information and proposals head back "up the triangle" to the groups. And the communication continues.

I hope that grounds us and serves as a guide for why we're here.

We will use the area sharing session format described in the Service Manual, which suggests that everyone has a chance to use their experience, strength and hope to contribute ideas and opinions. We will hope to draw out ideas of even the shyest participant. We will encourage people not to speak again until everyone who wishes to speak has been heard. Each person can offer their perspective, and no one will be asked to defend it.

We will keep that going until we run through the topic. Since this is a starting point, we'll begin with 10 minutes about what is working well, spending time on what we want to keep doing. Then we'll talk for 10 minutes about what we may want to stop doing. We will then spend 10 minutes on things we may want to start doing, on some new ideas. This will be very flexible. We'll see where it leads us.

One thing that's important before we start, which we did at the General Service Board working group, was a brief overview of what it is we currently are doing. How can we talk about how to go forward if we don't know what we're doing now?

Donna will post something in the chat about this. There are a few buckets we identified:

- Pre-Conference, where the delegate sends out information on agenda items and background material to a distribution list, hosts online sessions, and then offers a forum at the April assembly
- Post-Conference report backs that this year were in person, hybrid and online
- Regular updates, reports and memos throughout the year from the General Service Board and the General Service Office as well as information about regional events

INFORMATION THE ALTERNATE DELEGATE PLACED IN THE CHAT TO ASSIST WITH THE ROUNDTABLE:

What we do now and how we do it:

- Pre-conference review of agenda items slated for the General Service Conference
Purpose: To provide background on agenda items
When: March
Format: Online, open to all. This year, there were six sessions that were recorded and made available on the Area 15 website.
How the delegate communicated with members: Delegate's email list including district chairs, area committee chairs, area officers, alternate delegate, past delegates; posting to Delegate's Corner; inclusion in Delegate's report at January Area 15 business meeting
- Pre-conference review of agenda items slated for the General Service Conference
Purpose: To provide additional background on agenda items and to give members the opportunity to bring group conscience to the Delegate prior to the General Service Conference
When: Area 15 assembly in April
Format: In person, open to all
How the delegate communicated with members: posting to Delegate's Corner, inclusion in Delegate's report at January Area 15 business meeting
- Pre-conference additional opportunity for members to communicate with the Delegate about agenda items slated for the General Service Conference
Purpose: To give members an additional opportunity to bring group conscience to the Delegate prior to the General Service Conference
When: March-April
Format: Fillable Google sheet that goes directly to the Delegate when submitted, available to all
How the delegate communicated with members: Delegate's email list including district chairs, area committee chairs, area officers, alternate delegate, past delegates; posting to Delegate's Corner; inclusion in Delegate's report at January and April Area 15 business meetings
- Post-conference report backs to members
Purpose: To inform members of outcomes of the General Service Conference
When: May-July
Format: In person, online, hybrid at request of districts, open to all. This year, there were 10 in-person reports, four hybrid reports, two online reports for a total of 16 reports.
How the delegate communicated with members: Through district chairs; schedule is posted to Delegate's Corner; inclusion in Delegate's report at January and April Area 15 business meetings

- Updates, reports, memos, news from the General Service Office, the General Service Board, AA World Services, AA Grapevine
Purpose: To keep members informed of all news pertaining to Alcoholics Anonymous beyond Area 15
When: As information is received by the Delegate
How the delegate communicated with members: Delegate's email list including district chairs, area committee chairs, area officers, alternate delegate, past delegates; posting to Delegate's Corner; inclusion in Delegate's reports at applicable Area 15 business meetings
- Regional events including Southeast Regional Forum (SERF), Southern States Alcoholics Anonymous Service Assembly (SSAASA)
Purpose: To keep members informed of opportunities to participate in regional events where they can meet, learn from and share with members in nearby areas
When: Throughout the year as they are received by the Delegate
How the delegate communicated with members: Delegate's email list including district chairs, area committee chairs, area officers, alternate delegate, past delegates; posting to Delegate's Corner; inclusion in Delegate's reports at applicable Area 15 business meetings

Carolyn W

So, this is what we're doing. To begin with, let's talk about what is working. We'll spend 10 minutes on that and then move on. If we have nothing to say, we'll move on sooner. We'll raise hands to indicate we want to speak.

One thing that happens when we talk about change or improving, there usually is some fear we're going to stop doing something you like. Now is a good time to emphasize if there is something that is working.

Member sharing begins with 73 in attendance.

Area 15 member

I'm very glad to be here. One thing that I think is working is that more and more of our area committees are meeting in between assemblies online and those meetings are open to all the members of Area 15. I think we're able to, for myself personally, I'm able to get more information about what some of the committees are doing when I'm not able to attend those committee meetings at the assembly. The fact that we meet between assemblies is great.

Carolyn

That would certainly provide an opportunity to get feedback from the fellowship on Conference-related topics, what is happening related to those committees. You probably will have things come up tonight that do not relate specifically to delegate communication. If any of those things come up, Donna, in your notes, please keep a parking lot. We won't explore those items today, you can just write them down and provide the comments to wherever they could be useful.

Area 15 member

I think what really worked well this year was how Lisa and Donna did pre-Conference sessions online to explain the proposed agenda items. I thought it was very informative and very useful. They put everything on the website so if you didn't catch it the first time you could review it later. I think that was definitely a success.

Area 15 member

The thing that's really been working well for me this year is that Lisa sent a lot of emails out to district chairs. I take those emails and pass them on to all the GSRs and DCMs so there's a lot of communication. What the DCMs and GSRs do with the information I don't know. In the past I've belonged to groups where the GSR did not pass on the information or the GSR inundated us with so much information that everyone went blank. The way Lisa communicates, a little bit in real language, not a whole lot but just enough, getting the gist of it, is working for me. Hopefully it's working on down the line and so far, the feedback to me is that it is. What Lisa is doing is working. That's the bottom line.

Area 15 member

What I really liked was there was this delegate question module (Google spreadsheet) after the delegate's review we were able to go on the website and ask questions. I just want to say I really liked that. I asked a lot of questions. My experience is the delegate and alternate delegate respond really well and really quickly. I really appreciate that. I feel like my questions were answered.

Carolyn

You make an important point. Our processes are only as good as the people, which is one of the challenges for all of us.

Area 15 member

I think what we're doing well is there is a lot of information available. Lisa has been great at passing it on and sharing it. The motivation is there to communicate.

Area 15 member

Also, the website improvements and the speed at which the information goes from a meeting to the website is so quick and so accurate. It's fantastic.

Carolyn

I love the supportive comments. What we move on to next is what is not working. These are not comments about people. If you need something different, if you want to know, "Why aren't they doing this," please share that. It's not personal, it's about process and effectiveness, hopefully constructive, but don't be shy. We'll do 10 minutes now on what is not working or what should we stop doing.

Area 15 member

I think everything has been improved but one thing I would like to see us do better is motions. Some are written great, and we fly right through them. Some come in, I know we're trying to correct that, and I also suggest what didn't work was having motions at the time we have elections. Or when we're doing the reports in April. There are too many motions, and the day is just too long. We're finding more people leaving early. I absolutely love Area 15. Thank you, Lisa and Donna, for all your hard work.

Carolyn

I expect that probably will end up in the parking lot because it touches other areas beyond the delegate but it's important feedback.

Area 15 member

Thank you, Carolyn, thank you, Lisa and Donna. This is a great opportunity. I just want to make a quick announcement if anyone has feedback around how the Area 15 committee communicates with the districts or groups, we will have a separate session on Nov. 19, so save the date. There is a flier, I will get it out to you. For the purpose of tonight, we're looking at the delegate's communication with the area. So, if you have ideas for Area 15 communication, write them down, save them, but definitely come on Nov. 19.

Carolyn

Thank you, we will be sure to pass on anything that lands in the parking lot in the interim.

Area 15 member

The one thing that I would like to see us work on, and I know it will not be overnight, is to streamline the pre-Conference process at the assembly. We did that a little with the online review, we have a lot more online pre-Conference review now. If we could streamline more at the assembly to get it down a little. By the end of the day, most of the GSRs have already left by the time we get to the last person presenting agenda items. We've already talked about the items before we get to the assembly. I feel like with the online sessions we get so much ahead of time. There's got to be something we can do so we're not spending so much time on every agenda item and every committee. There has to be some streamlining done.

Area 15 member

I'm new at this and I appreciate all Lisa's service and everything, but I'm finding so many emails are overwhelming. I don't know where to start with them. I don't think they really all pertain to me as a GSR. Sometimes the titles, I'm not even sure it pertains to me. I feel really overwhelmed with emails. I wonder if there is a way, I would know, is this something I really need as a GSR.

Carolyn

That voice of someone new to general service is critical to what we're doing. So, thank you for speaking up. Your feedback doesn't sound that much different from what we hear at the

General Service Board's cross-functional working group. One of the requests we had there was to include in emails some indication of what you're supposed to do with it.

Area 15 member

Thank you to our trusted servants, Lisa and Donna, and to our trustee from West Virginia. I am a member of A.A. and I have two issues. The first one being that we had sent a letter sharing our group conscience regarding the Plain Language Big Book. We sent it to the general manager, and we sent a letter to the Conference Committee on Literature. We sent it to the trustees' Committee on Literature and we sent it to our delegate. We felt our group conscience was very important even though we don't have a GSR. This was the past delegate, not Lisa. We did get a message that she received the letter. We got nothing from the office. We were very disappointed with that. I've been in A.A. a long time and I've always received a letter in return. They need to be corresponding to the people who are trying to get in touch with them.

The second thing, someone I don't know, you may be addressing this, is this AI business. Is the board addressing it? I was on the trustees' Treatment Facilities Committee in 1992-96. Every Saturday they would have a workshop meeting on issues of the day, like anonymity and self-support. They would have these nice discussions. Trustees would get up and have a sharing session. It was beautifully done, very well done. With this AI, I just go to my home group, I have rotated out of general service, but I'm interested in anything that goes on, I had one young lady, she went to an AI chat bot and did a whole series, she came in and she did the 11th Tradition from AI. We're only to have Conference-approved literature at our meetings.

Also, the other night, someone went to a live meeting and said we have over 300 slogans in A.A. The slogans are what we learned when we first came in. The issue she was bringing up was saying, not slogans. So, we're getting some misinformation. Is the General Service Board putting out any kind of service piece on what we can bring into our groups and into our meetings that is not coming from the Internet? Some of these things are very well written they're wonderful, but they are not accurate.

Carolyn

We're here to talk about the area delegate's communication to the fellowship. I don't want to hijack that by getting into a lot of other discussions. I'm going to put my email address in the chat. If anyone wants to reach out about General Service Board matters or anything else, I would be happy to hear from you. Joyce, I am sorry to hear you did not get a response. As far as AI is concerned, very briefly, I will let you know the AAWS board for its technology has a policy for AI, but that doesn't apply to areas. We don't set policy for areas. So, I think Donna has the notes, a question about what role does AI serve in delegate communication. You can discuss that further.

Area 15 member

So, I'm looking at the list, Donna, thank you so much for putting all this information in the chat that the delegate sends to certain people. For me and my district, I don't see this stuff coming through. I don't know, I guess my question is what is our district chair supposed to send? I'm a

district treasurer. I'm looking at all this information and I just don't see it coming. Is it up to the district chair what they want to send out to the groups? How does that work? Is it up to the delegate? I just kind of want to understand.

Carolyn

Generally, area delegates will send to a more limited list than to every member in the area. The delegate uses the service structure to circulate the information up the triangle. Presumably, it is getting passed on. At every level of service, we know there are breakdowns where things don't get sent or they are sent and not received. Maybe it's time to look at that distribution list. Is it the right list? Is there a more efficient way to let district chairs know what they are supposed to do with the information?

Area 15 member

This is a great format and forum. I'm happy to be part of it. I have a couple of questions and concerns about communication. The first being I don't know how we can better utilize the structure that's in place. I know as a district chair I get a bunch of information and emails. I have to suss out what do I think the GSRs want and what don't they want. I wish we had a DCM structure in place where I could send to DCMs, and they could send information to GSRs. That's a whole level of structure we don't use. So, it's just me and the GSRs from the district, which is huge. We don't utilize the structure we have so we don't communicate the way I would like. The other thing that comes up with that, if it comes back to me, I'll sign back in. My biggest concern is we don't use the structure we have.

Carolyn

We've gone a little over our time, but we did veer into other topics. Let's hear from those with hands still raised.

Area 15 member

In the response to the question, I know that the agenda items were reviewed online prior to the Conference. As much as I really enjoy seeing the delegate when they come to do the report out, our meeting is not until 7 p.m. I know sacrifice is part of service, it's on that person, but I walk away thinking, our meeting ends at 8 they have to drive back to wherever they are living. I'm wondering, why don't we host the post-Conference report online just to streamline that communication. I'm wondering if there is business in our district that does not get addressed. If this were available in an online format, it would save some of the time and business that has to be conducted at the district level.

Area 15 member

Ironically the question that was just talked about by a couple people, I was going to bring up at the beginning. Why is it that our delegate and our area cannot send, let's say announcements or anything they want to send to the body directly rather than to the chairs and then for the chairs to send to the DCMs or GSRs or whoever? We heard from a newcomer about being overwhelmed. When I became a district chair, I got advised from past district chairs to not send

so many emails that you overwhelm the body. But you have to keep the body informed. There is a fine line.

Some things sent to me by Lisa I do not share. Some of our members asked why they weren't informed. I had to make a decision. Do I pick and choose what our body is to hear from our delegate? I think that puts an onus on the district chairs to make that decision. We also have our own internal communication in our districts. If I'm communicating with my district on district matters and on top of that having to decide what to send from the delegate, what to send from GSO, I feel my people will get overwhelmed with all the emails between the area, the delegate and GSO. I'm curious to know why the delegate doesn't send communication directly to the area body.

Carolyn

That topic has come up at the General Service Conference level, why do we send things to delegates and not the whole fellowship. It's an example of how communication styles change and how we need to think about what we do going forward. We have two hands up and they we will move on to the next topic.

Area 15 member

The thing I forget to say before about what is working, Lisa has done a great job making lots of opportunities for us to understand pre-Conference. Information is shared in many different ways, which is great. Post-Conference also is done really well. In terms of what isn't working, we had a newer person in service talk about information overload, she didn't know how to sort through it. I am not new, but I feel I have information overload. Our district chair sends everything to everyone and it's a lot. The whole thing of sending things out in email does not seem to be working very well anymore. It's great that the information is there, but maybe we could find other ways to make it available, to organize it, to make it so people can go find what they're looking for. Maybe structure the distribution differently so it's not so overwhelming. It causes shutdown because it's just too much.

Area 15 member

So, I guess I just have a suggestion but also a thought. I will even go so far to say I feel email overload. I have a lot of emails I haven't gotten to yet. I speed read the content and then I look at the attachments. My thought is that is it possible to have a particular date every month where one mass email goes out? Instead of all the attachments to the email, attach key things like fliers and use hyperlinks to a Google drive or drop box. Hyperlink to the relevant information. If there were like five emails every month with hyperlinks it would be fewer emails every month but if they were hyperlinked, we could click to go to the information.

Carolyn

This is a perfect segue. We're moving on to what ideas do you have for improvement. What should we start doing? Based on conversations we had in the GSB's cross-functional group, I will throw some things out. What sorts of things might you suggest we do differently? It could be about the content, the critical information you need It could be about the clarity of the

message. We've heard some people say summarize. Others want every document in its original form.

We heard about timing, frequency, methods. If you don't love email, what are you loving, what are you using? Is there another method or tool? Is it accessible? Are linguistic and accessibility needs being met? Are there technology barriers and/or technology opportunities? Is the feedback loop working? Are you getting one way information or is this a circle of communication where the delegate is a conduit and a chain of communication up and down the triangle? Let's spend the next 10 minutes talking about your ideas for improvement and what you think we should start doing.

Area 15 member

We at my job have an online newsletter from the web committee. Lisa has a delegate's corner. It might be nice if we have the information so you have a few sentences to explain what it is and click on it and go to a link so you can decide if you want to read all of it. That will also help with the attachments. You would not have to send the attachments. They would be linked with hyperlinks. Then the frequency can be decided. If the district chair doesn't send it, you can still look at it on the website.

Area 15 member

In District 5 the first part of the year I reminded the body, and I need to keep reminding them that we have direct communication from GSO all the time in the Meeting Guide app. At the bottom, under News, it tells us, right now it's talking about needing a Grapevine publisher and literature racks are new, there's all kinds of information on there. There is a forum coming up. So, GSO is communicating with us. The body just needs to know where to find it.

Carolyn

I think that does fit into delegate communication in the sense of what is GSO communicating directly and what needs to come through the delegate.

Area 15 member

I was wondering if the emails could be titled a little better. Like, "This is for GSRs" so I'll know what I really need to look at. Sometimes looking at the titles, I know what I want to look for, I'll have several emails, and I don't know how to find it when I'm looking for something in particular. I don't know if that's possible to have a way of letting us know, "This is what a GSR needs." A title or something like that.

Carolyn

We will have time for those with hands up but probably not any more hands.

Area 15 member

One of the concerns I've heard from the beginning of this panel is the layout on the website. I think if it was more user friendly as far as the events calendar, the virtual meeting calendar, as to not stepping on each other's toes, to see from a glance a 30-day window. Our district had

that, and it worked well when scheduling meetings. Something I was looking at when I was looking at the area website. It's easier to complain than to try to get to the solution, but that's that.

Area 15 member

A couple of things. In terms of methods, we are using two databases in our district, which is problematic. One connects us to the area, and we use one for emails through MailChimp. We have to duplicate our efforts. Finding a way to use a single database to disseminate information both up the chain and out to the local fellowship would be amazing. Two, we just went from a website committee to a technology committee. I'm hoping we can incorporate these documents we get onto the website with a special page. We could say, "Here is some news from the area," "Here is some news coming from the General Service Office," and keep directing people to it.

Third, as a chairperson, it is incumbent upon me instead of just deluging people with data and information is to start out with, "Hey, I'll be going to the area and voting on such and such. I would like our feedback. Inviting our GSRs, letting them know their input is important. Let me know if their participation is important. More than just disseminating information. Would like to bring group conscience.

Area 15 member

I remember that when Lisa is prepping for the Conference had the tall order of organizing background, she did a great job putting that information on our website and the translated version. I guess like in a dream world there just wouldn't be a bunch of emails. Everyone would just go to the delegate's corner, and it would be easily organized and there would be special boxes where people could go. That would be the central location where people would go to find information. We do well with that around the conference. I wish we do that with all the transmissions Lisa receives from the Board or the office.

Area 15 member

Maybe we could create an Area 15 online profile for people to opt into emails according to committee, according to the Generals Service Board type of information, so that you could opt in to what you are most interested in, especially if you are new to general service. Maybe if we could narrow it down and have a way to opt in to just those mails and get them directly. It would be challenging technology wise.

Carolyn

That's how we brainstorm. We don't have to come up with implementation. We're just getting ideas for now.

Area 15 member

One thing I'm having a real big difficulty with is and we're being told we're communicating with the Quarterly Coordinator Committee, is use of Bluetooth so people can hear better in our speaker meetings and business meetings. It's something that's started and a process we don't have all the information yet, but that's a reason we're missing people what are leaving our

meetings because they can't hear. Fortunately or unfortunately, I have just been noted to have a hearing issue.

The thing that really needs to improve on, being area chair of a committee, communication between myself and the other chairs, the chairs of each district, I'm having communication problems getting responses from anybody I feel like I'm sending five or six requests. It's not just the Spanish linguistic that are challenging, it's just about everyone. The communication response is not coming back to the person asking questions. There is something worn with the email. My email is not liked by some of the processes like Greg was talking about. I don't get a lot of the stuff. I had to develop another email that I did not want to do in order to get responses from the area. It's the way my email is set up, it does not like a lot of correspondence from certain methods.

Carolyn

This is just like déjà vu for me. You guys are talking about mailing lists and contact management and something we're calling data integrity where we have to go and make sure we have the right contacts for the right people. Someone told me they didn't get something and meanwhile it was in their junk folder. Other times I've said, "I sent this to you four or five times, what do you mean you don't have it?" and I've been sending it to the wrong address. These are global issues that certainly do affect your delegate's communication up and down the triangle regarding Conference matters.

We did say an hour. I just want to recap what I think happened. What I think happened is more than 70 dedicated trusted servants in Area 15 came together in response to a request from the delegate to provide feedback to inform how communication continues to evolve to best meet your needs. We did not make decisions. No action plan came out of tonight. What do we do to ensure this is a good use of your service time and has some impact going forward? Lisa and Donna will distill what you talked about. Some items in the parking lot may get passed on to the area for consideration. These things will get fleshed out into buckets and then there will be further discussion. Some things may be simple that can be acted upon quickly. Other things may be more complex. Do you want to redesign your website? No surprise, that question came up in our discussion too. It's not necessarily where you start, but it may be on your list.

It's been an amazing experience for me to be involved in these discussions not only here with you but with that cross-functional group. What happens I think when you get a bunch of alcoholics talking to each other about how more effectively we can carry out the work of AA we get a little excited. We have just scratched the surface. As we walk away from here, figuratively, continue to have these conversations. Continue to think about it. Continuing to pull the ideas together. My exp is when we start these discussions the better things happen after the meeting. If something we talked about kicks off a chain of ideas for you be sure that gets shared with Lisa and Donna. Lisa mentioned we met a couple of times in preparation for tonight's session. We intentionally left this evening loosely structured. We didn't know what you would have to say. We will leave it there for formulating some plans for how to carry it forward. I just want to thank

you for letting me be a part of it. I get excited when people who love A.A. come together to talk about how to do what we do.

Lisa

Thank you, Carolyn, for your service, and thank you, Donna, for your notetaking. Thank you to all 73 people who participated tonight for sharing your communication concerns. More important, thank you for sharing ideas for solutions.

Tonight's session is by no means a "one and done" event. Donna and I will be reviewing the notes she took, and based on what was shared, we will look for opportunities for improvement that we can take action on to strengthen our area with improved delegate-member communication to help our trusted servants be of maximum service to their members.

We also will be considering next steps, including the possibility of creating a communications working group similar to the General Service Board's communications group. So, those things that ended up in buckets, as Carolyn referred to them, we will take a look at that. If anyone is interested in exploring this more, please reach out to me. As always, I am available by email at delegate@area15aa.org. Thank you all for coming. I would like to close with the Responsibility Declaration if you would like to join in.

Session closed at 8 p.m. with the Responsibility Declaration; 67 still in attendance