

MINUTES
OF
THE ADVISORY TASK FORCE
OF
MAGFest, Inc.

A regular brainstorming session of the Advisory Task Force of MAGFest, Inc., a Maryland corporation (the "**Company**"), was held telephonically on February 2nd at 5:07pm EST.

The following members were present telephonically at the meeting: Bunny Smith, Carrie Snyder, Allison Ruby, and Jason Williams.

Also present telephonically at the meeting were Eli Courtwright, Joel Attanasio, Debra Lenik, and Josiah Tillett, who were present as guests. Jason Spriggs also briefly joined as a guest to answer some questions (see below) about the election process.

1. Eli presents the minutes from the previous meeting.
 - a. Joel points out that he and Jack should be listed as Guests rather than Members.
 - b. Eli makes that edit.
 - c. Note for readers: we forgot to actually nominate the previous minutes for publication, which is why you're not seeing a "moves to publish the minutes" and whatnot in these notes. By the time anyone from the public is reading this, the minutes will have been published.
2. Bunny notes that in addition to Corona virus, China is also having a Bird Flu outbreak.
 - a. Eli says his first thought was to be worried about Otto! (Note: Otto wasn't present at this meeting, but only because Ruby was driving and thus not at home.)
3. Bunny says she's not 100% sure what will be on the agenda for this meeting.
 - a. Debra says that she and Jack left some suggestions in Slack.
 - b. Eli says that BoD Election will probably be the highest priority topic.
 - c. Debra says she should probably just add her stuff to the running agenda.
 - d. Bunny does a quick readthrough of the outstanding items currently on the Advisory Task Force Running Agenda. She notes that a couple of them would be quick to get through at today's meeting.
4. Bunny suggests that we start with the Election Committee. She asks whether anyone has heard anything from the Election Committee.
 - a. Josiah says that Spriggs is currently in the middle of signing up recruits and he's reaching out to them and will have some more information later this week. He's also begun reviewing the policy and procedure documents to see if they need any changes, but he doesn't know if they have a timeline.
 - b. Bunny asks whether we have someone on Advisory as the point of contact for the Election Committee.
 - c. Joel says that we do indeed, and it's Mark.

- d. Mark says that the last he heard from the Election folks, they wanted to know what Advisory thought the timeline should be.
 - e. Bunny says we should decide when we want the elected members added and work backwards from there.
 - f. Eli asks when Spring MAGCon is happening.
 - g. Debra says probably late May, but we haven't signed anything yet. She wonders whether there are any big decisions we want to make sure to have someone on, e.g. it's probably not realistic to have an elected member in time for the ED hire, but that kind of thing.
 - h. Joel says that this question came up during one of the volunteer meetings about the ED hire, but at this point it wouldn't be feasible even if we held the election tomorrow.
 - i. Debra agrees but says that being able to announce and formally add the new members at Spring MAGCon would be ideal.
 - j. Eli agrees.
5. A wild Spriggs appears! He says that he's currently putting together a timeline which will support that.
- a. Josiah asks whether we're still planning on adding 2 elected members.
 - b. Eli says yes, the plan for this year (which was also the plan for last year) is to run the election with ranked choice voting, then take the top 2 winners. The top winner will serve a 2 year term, and the second place winner will serve a 1 year term. Starting next year we'll have an election every year for 1 of the 2 elected seats, each of which will have an overlapping 2 year term.
 - c. Bunny asks Spriggs whether there's anything Advisory can do to help.
 - d. Spriggs says no, but he'll need a few things from STOPS.
 - e. Josiah says he can help.
 - f. Eli was busy typing notes and so didn't say this during the meeting, but he can also help with database queries and such.
6. Bunny brings up the Reggie Privacy Policy. She describes having meetings with each department to determine what access they actually needed. We locked down access significantly compared to last year, which was a hassle for a lot of people but did bring us into compliance with new regulations. They also worked on security / privacy standards with some front-line reg workers, e.g. "don't write your password on a sticky note". We can roll out this kind of training to some other departments if that would be helpful, but the ED/Office should weigh in since it does require spending money on legal fees.
- a. Debra says that sounds like a good idea in general.
 - b. Bunny notes that Washington State is working on new privacy legislation which she's keeping an eye on to see what passes. They likely won't have exemptions for nonprofits.
 - c. Eli asks what exemptions we're currently taking advantage of.
 - d. Bunny lists some examples, including "A literal button on our website for unsubscribing, documentation about how we share data with third party vendors."
 - e. Mark asks whether there are any areas where we're not in compliance.

- f. Bunny says that while we are generally in compliance, our documentation and historic data deletion should be more fleshed out, e.g. “delete all data we haven’t used in more than 3 years”. Which also requires documenting what we mean by “using” data, e.g. the music department maintains an active mailing list of past performers so that we can send them invitations with comped badges every year, so we would need to document this usage in order to justify keeping historic records of past performers.
 - g. Eli notes that we do plan on conducting a review and scrubbing of past years’ data at some point in 2020.
 - h. Bunny says that there are also people like LAN and a camera guy in Arcade who have their own databases.
 - i. Carrie confirms that this is true, though notes that it’s not a full copy of the Reggie database or anything close to that extensive.
 - j. Mark notes that Tech Ops and Twober also have their own databases, which tend to have names and emails.
 - k. Bunny asks whether 3 years makes sense as a cutoff. That’s somewhat arbitrary and was based on some anecdotal reports from different departments.
 - l. Jason says we should do at least 2 years, and agrees that we need no more than 3 years.
 - m. Mark says that he thinks that 3 years seems like a good default.
 - n. Ruby asks whether there’s any data we need to keep for 7 years, e.g. tax information.
 - o. Bunny says yes, but that will be financial information rather than personal information.
 - p. Carrie asks about badge-for-cab people; we keep their personal information e.g. a phone number, but we don’t call their phone number every single year. But we maintain an active list of people so that we have their information, e.g. knowing whether someone who expressed an interest in coming back really was a former collector.
 - q. Joel asks whether we can have different cutoffs for people we have a business relationship with vs an attendee.
 - r. Bunny says that’s actually not considered a best practice; instead people tend to keep all records for the same period. She asks whether people want to make a recommendation to the Board for a 3 year cutoff.
 - s. Bunny takes a straw poll; there is unanimous aye for this. (But not “honk” since the BoD rather than Advisory did that.)
7. Allison notes that there’s a vendor with the name “Grandma Thunderpants”. Eli did not manage to write down the context for this, but he wanted to list it here for the benefit of everyone reading this.
8. The task force entered executive session to discuss some security incidents which occurred on-site during Super 2020.
9. Members of the Safe Committee in the room (Mark, Jack, and Debra) reported to the committee about the current status of the Safe Committee. At the last meeting they

noted that if they had 3 more members, then that would help stabilize things. Safe Committee members also described their current discussions around codifying an appeals process and invited feedback from this body.

- a. Bunny asks whether they have a plan to recruit more members.
- b. Debra says that they have a form for those expressing an interest to join and the current plan is to publicize that form.
- c. Bunny asks whether we should make an announcement before the candidate Firesides.
- d. Debra says yes, and we can also announce election things at that time if we have a timeline before then. However, Debra also has a Fireside this coming week where she can announce those things, which probably makes more sense.
- e. Carrie says she's interested in joining SAFE.
- f. Debra says that one thing which has come up is that SAFE doesn't have a formal, documented appeals process for someone who disagrees with a decision to dispute the finding. The SAFE committee can and does respond to this kind of appeal, but there's no documented process for how it's handled. For example, depending on the circumstances the result may be "we reopen the entire process from the first step" or "we consider any new information and after that point the next decision is final", etc. Advisory probably doesn't need to be involved in the process to formalize that, but she wanted to keep Advisory in the loop on this. It's a tough issue because everyone agrees that some kind of appeals process is necessary, but there's also a diminishing returns on spending extra time on a case unless there's new information.
- g. Tom notes that generally an "appeal" is a review of whether a case was handled with proper procedure, rather than about relitigating the case from square one. So the question is what basis someone has to appeal in the first place when the process is not transparent by design.
- h. Joel asks whether the accused is questioned before a ruling happens.
- i. Debra says, it depends on the circumstances. Currently the process is to conduct an investigation and sometimes (depending on the case) the person being banned only finds out that they have been accused of something at the time that they are told that (unless they dispute the finding) they are banned. Thus, what we're talking about is probably more of a "dispute" process than an "appeals" process, i.e. a way for someone who has been told that they are slated to be banned for X reason to say that they are innocent and present any exonerating evidence/testimony.
- j. Bunny notes that we can ban people for any reasonable reason. People sometimes feel uncomfortable making these kinds of decisions without things like video tapes or DNA evidence that provide 100% certainty. However, as long as we properly run through our process for the reports we receive, then legally speaking it is our right to make that kind of judgment call about safety questions for our events.

- k. Tom asks whether there's a time (not now) where he can spend some time with someone educating itself about the SAFE committee and its procedures and how it works.
 - l. Debra says that we do have documentation of the SAFE committee process, e.g. how we escalate issues from a Security or STOPS report up to the SAFE committee.
 - m. **Action item for Debra:** share SAFE committee documentation with Advisory.
10. Bunny asks for impressions of what MAGFest was like. What challenges did you face, what went well, what went poorly, etc.
- a. Tom says that this is a minor thing, but the Gaylord seems to have removed a lot of its water fountains and corridor water coolers. This isn't an emergency, but Tom tries to be super alert about dehydration, both for attendees and staffers, and if there's something we can do about this then that would probably be good.
 - b. Joel says he heard that from some other departments as well.
 - c. Debra asks whether anything was removed.
 - d. Tom says yes, the water fountains next to the bathrooms were actually removed.
 - e. Ruby says that there were also fewer trash cans, and she had a bunch of people ask about this in the Marketplace.
 - f. Debra says she had the idea of having some centralized water distribution place. Not that we'd remove water from other places, but if we had a well-marked place at e.g. the top of the escalators then people would at least know about it.
 - g. Mark says that makes sense to him - we can even put it on our maps and have the Gaylord do the same thing.
 - h. Bunny says we could also communicate about this in the newsletter.
 - i. Joel asks about the water cooler installation he saw mentioned in Slack.
 - j. Mark says that Tech Ops actually installed piped water coolers in Consoles and Marketplace.
 - k. Bunny says they got a LOT of compliments about the piped water coolers in Consoles.
11. Mark says the Fest generally went really well for him. Tech Ops had some new people who were great and who really stepped up. From the Attendees' perspective this was a pretty great MAGFest. We probably need to work on the A/V contract for next year, but the department is already working on a form to collect the info they need.
12. Carrie says that things went well in Arcade within their department, but from a hotel perspective it was much more of a challenge. Debra was basically their hero, because when the Gaylord said, "We don't have staff" it was Debra who laid down the law and said, "Not acceptable" as well as staying up until 3am to help mop up water herself. However, next year we're not up against a NYE party, so at least this part should be smoother.
- a. Carrie notes that there were also a lot of complaints about people not knowing about classic cabs being moved to the new arcade museum.
 - b. Debra says she's not sure how they could have any MORE signage about this, since as well as normal signs there was a giant projector explaining this.

- c. Carrie says it's probably because there wasn't a lot of communication before the event. However, she believes this move was still the best decision, since time lapse videos have shown that the classic games don't get played in the main arcade nearly as much as other cabinets.
 - d. Eli suggests that we consider "'Don't get played in the main arcade'" to be the opening line of Carrie's rap battle.
 - e. Editor's note: At one point in the meeting around this point, Carrie casually said, "Arcade people are weird to begin with." (I didn't manage to write down the context, but I wanted to include it here.)
- 13. The task force entered an executive session to discuss a sensitive issue relating to arcade contracts.
- 14. Eli says that things seemed smooth this year from an Attendee perspective.
 - a. Josiah suggests that some of that smoothness probably came at the expense of staffer enjoyment. Specifically, load-in was abbreviated and that caused a lot of hardship on the volunteer force. He hopes that this won't be an issue next year because we're not up against New Year's Eve.
- 15. Bunny said that she hasn't done a Console port-mortem, but individually her staffers got a lot of compliments but felt like they were a lot more run ragged. There were a lot of challenges with external coordination like trash can placement or A/V arrangements. This has been frustrating, and Bunny is working on figuring out how to make this smoother. She also plans on continuing to recruit more managers which should also help.
 - a. Carrie asks how theft was this year.
 - b. Bunny said that theft was much better this year once they got the cages on. However, they had 4 controllers, 2 games, and 1 system stolen in the first 2 hours. After that they went through and zip-tied everything in places where they didn't have locks.
 - c. Jason says that his impressions were the same as Bunny's overall. His anecdotal sense from attendee compliments is that things were indeed smooth from an attendee perspective. However, he is sensitive to burnout concerns of the type raised by Josiah. For example, Jason didn't even realize how many extra hours he'd worked above his 30 weighted requirement until he got the email afterwards. Also, people donated a LOT of games, e.g. we got an entire husky box full of donations from various random attendees, including things like in-box complete NES games.
 - d. Bunny says that there was some confusion over contractor badges since those were new this year, e.g. contractors not knowing whether they get a tshirt or food.
 - e. Debra says that's good to know, since we can look into that and make sure things are clarified and communicated better. And now that we've done it a year, we can even talk about new policies like, "Contractors can pick up swag on Sunday if there are leftovers." Though obviously she'd run all of that by STOPS.
- 16. Ruby says Marketplace went well, they got compliments about how it was run, the vendors were happy, and there were no reports of theft. There were a few disputes

between vendors, but in most of those cases the involved parties didn't even want Marketplace to get involved. They did get a few complaints that people didn't know which table was the marketplace head table, so they're going to get a big sign made next year. Load-out had a new spreadsheet-based system this year, which worked well.

- a. Carrie noted that coordinating between Arcade and Marketplace went really well this year. In the past "crossed lanes" have sometimes been a challenge because all of the vendors are trying to load in at the same time as arcade, but everyone did a great job this year at directing that traffic so that they didn't step on each other's toes.
 - b. Ruby says there were zero vomit incidents in Marketplace this year, which she noted definitely makes this "a banner year for lack of vomit".
17. Joel says that the only thing from the Regdesk post-mortem that would be relevant to Advisory is that some Reg department heads have discussed possibly closing Registration overnight. Joel pointed out in that meeting that it's probably not appropriate for Reg to decide that all on their own, and that Advisory would weigh in on it if that's an idea that the Reg department wants to pursue.
 - a. **Action item:** Eli to add this to the running agenda.
 - b. Tom says that he'd like representatives from each "side" of that issue to weigh in if and when that time comes.
18. Tom says that things ran smoothly on-site for Demoparty, but he had some issues with planning pre-event, which he feels were a byproduct of weird circumstances rather than things which need to be fixed, so he's optimistic about next year. He notes that he'd like to get a jump on planning stuff next year, ideally before Spring MAGCon.
19. Debra brings up the list of topics posted in Slack which she'd like Advisory to consider in the coming months:
 - a. Talking about burnout would be a good thing for this committee, and it even came up organically a few times in this meeting.
 - b. Taking a look at Advisory one year out, looking back at what went well and how people feel about the committee.
 - c. Future committee probably needs more process, since they're the only BoD committee with a budget, and thus they should probably have a process around it. It's not clear whether that's something that Advisory needs to jump in on, but if Future needs help getting this done then it might be appropriate.
 - d. MAGFest doesn't currently have a formal Strategic Plan, which is something which is something that other nonprofits often find helpful. Advisory would probably be a big part of formulating that.
 - e. A volunteer in a leadership position asked the question, "Should we require volunteers in certain positions to be held to higher standards than regular front-line volunteers." For example (this is hypothetical and not drawn from any actual example), if there's an unproven allegation of harassment against a volunteer which the SAFE committee has declined to move forward with, should that automatically disqualify someone from serving in a Security role?

- f. A possible conflict of interest policy which would encompass things like business connections or remote relationships.
 - g. Defining what perks are given to members of the BoD.
 - h. Two sensitive issues which would require executive session to discuss.
20. The next meeting is set for February 17th at 7pm EST. The topic of that meeting is a SAFE committee appeals/dispute process. If the SAFE committee isn't ready for Advisory to weigh in at that point, then Strategic Planning is the backup topic.
21. There being no other new business to consider, the meeting was adjourned at 7:35pm.