



74th General Service Conference Report Back Confidential information for A.A members Only



Area 09 Delegate 74th General Service Conference Report

It is 8:15amET on Sunday April 14, 2024 and I am about ready to head down to a set of Conference Rooms at the Marriott in Brooklyn, New York to register for the 74th General Service Conference. I say to myself: Hair Check,. Tissues check. Background information check. Area 09 informed group conscience check. Snacks check. Computer check. God check. Hair check. Outfit CheckI am ready to go. This is the 74th General Service Conference (GSC). I am so excited and nervous. My best friend is here. Upon arriving on Thursday I was greeted with flowers, one bouquet for myself and another for my plus one. It was from the MSCA 09 board. I arrived with Kade and Penny. Idaho and Oregon's delegates are also my dear friends. I proceeded to my room and knew I must stay up. So I got changed, looked around the room and met up with Kade and Nichoals. Thursday night consisted of a meeting called ' Never had a legal drink" It was a moment for me to take in. In 2014 I was at FCYPAA where the main speaker Gemm B spoke about getting sober at that meeting 20 years prior. So here I was at a meeting with 120 young peeps all who got sober under 20. I knew this was going to be a week beyond my wildest dreams. Friday morning I was surprised with a box from the MSCA 09 board. MAN was I surprised. It was a box I didn't know I was going to need. Filled with my favorites but most importantly filled with letters that I would later open up every morning to get me going. The rest of the day was with my new and old friends. We started at a meeting at GSO. I got to hug friends, and meet the staff. More importantly I got to see where the magic happens. If you ever get the opportunity to go to the GSO office go !!! Saturday was a chill day as the anticipation for the upcoming week started setting in. Kade Meg and I hung out and enjoyed each other's company. At night we were joined by the other conference members with Dinner. We had Dinner at joeys, a famous diner in the city. What I loved more than anything was breaking bread, meeting the plus 1st, having a meal and it being so simple. I think the importance of this was vital for what was going to come in the next few days. We got to have a moment where we were all human, members of A.A and just doing what we all do best. Enjoying the fact that for some odd reason in this world we all were chosen to be here.Participation in the General Service Conference is a right that all Members of Alcoholics Anonymous have. A.A. Members get to participate at the GSC by attending Pre-Conference Activities and sharing with their local Delegate what they think about the future of Alcoholics Anonymous. It is up to the individual member though, to tell their Area Delegate how they feel about upcoming agenda items. In Area 09 we offered opportunities for members to participate. Some members shared their opinions with me one on one while some groups and districts invited me to attend their meetings and share. It all counts and I want to thank you for your participation. We encourage all of you to attend Pre-Conference events and participate so that we may have harmony and unity. If you attend a meeting or group that does not have a GSR – General Service Representative – then perhaps that meeting or group is not aware of the annual General Service Conference and these Pre-Conference Activities. Perhaps suggest to that meeting or group the idea of a GSR and the opportunity to have your voice heard. In "Your Third Legacy Will You Accept It?" by Dr. Bob S. and Bill W. written in November 1950, under the section "Keeping Politics Out Of It" there are seven points listed as A-G and answer the question ..."What will our General Service Conference do?" In response to these seven points, I witnessed at the 74th General Service Conference the following: We did hear Annual Reports. We did discuss these reports. The Trustees did bring forward serious problems of policy and finance. The conference published suitable resolutions. The Delegates did exchange views on every conceivable problem. We did become more acquainted with The General Service Office, The General Service Board, Alcoholics Anonymous World Services Board, and Grapevine Board. We did hear from the Delegates. We did have Committees submit reports and we were provided with these reports. The work of the Annual Business Meeting of Alcoholics Anonymous was completed and we had a successful and fruitful Conference. All Conference Members held in their hearts and their minds the Alcoholic that is still suffering whether that individual has made it into the rooms yet or is still stumbling in the dark. Many Conference Members arrive early to enjoy the sites and tourism in New York City because once the Conference begins there is no time to do anything else. We are not at the Conference to go on vacation, we are at the Conference to do the

work of Alcoholics Anonymous. The Conference was at the Marriott Brooklyn Bridge Hotel and located just at the base of the Brooklyn Bridge.

The following is a full report of what I saw, heard, felt, and the highlights and outcomes of the 74th General Service Conference.

Your Panel 74 Area 09 MSCA 09 Delegate

Alex Wheatley

A note on Anonymity

All of the reports that you will see from the Conference are anonymity protected and thus we request that the fellowship follow the guidance of our Traditions. If background information was sent out and was not anonymity protected, that is an error and will be or should be corrected immediately. At the Conference we use full names, so at the Delegate Report backs in the pictures I displayed during my verbal reports, things were blacked out to protect a members anonymity. I also received full permission to use these pictures in my power point slides; however the power point slides posted in my final report and on the Delegate's Webpage will show no faces and no pictures of Conference Members. Thus, following our Traditions. This document is anonymity protected as well as the digital version of the final conference report published by A.A.W.S will be. The inside cover of the digital version will have something similar to this.

However, the print version of the final conference report will be Confidential and full names used. This document is for A.A. Members only and is published by Alcoholics Anonymous World Services. This usage was approved by the 1975 Conference. The inside cover of the physical version will have something similar to this.

Please, do not circulate any materials that are NOT anonymity protected and do not come Alcoholics Anonymous. As Members of A.A. we all need to do our part and follow the Twelve Traditions. Thank you for following our Twelve Traditions. We may not understand our Traditions, but we do try to follow them.

Service Sponsorship

For those of you that are interested in learning more about Traditions and Concepts or who are interested in service work outside of the group level and at the Area level and the General Service level, we recommend getting a Service Sponsor. Area 09 is filled with experienced trusted servants' who are willing to give their time and be Service Sponsors. Our Service Manual explains what a Service Sponsor is on page 9 and page 10.

Our General Service Conference

In Bernard B. Smith's essay on "Why Do We Need a Conference?" There are specific details that state why we have an annual Conference and the most common theme is to ensure that the doors of A.A. always stay open and not locked and that Alcoholics Anonymous and Alcoholics Anonymous alone make the decisions for the future of Alcoholics Anonymous.

Pre-Conference Activities

Our first meeting as a conference was held on Jan 4th, the Pacific Regional Delegates, then again on Feb 1st. We attended an onboarding session on Jan 3rd and 4th to understand the Onboard APP we would be using to communicate and get information as conference members. As a conference we had our delegates only meeting 4 times. On Feb 22nd, the CPC (Cooperation with the professional community) Conference Committee met as a committee and took care of housekeeping. On Feb 27th, we had our conference committee sharing session. All 135 conference members attended. Concerns, comments and questions were welcomed. On March 18th we had our joint meeting with

the trustees. We reviewed the items they had been working on, asked questions and prepared for the conference. On March 20th, there was a GSC Virtual Co-Founders writings session. Delegates shared for about 2 minutes on the consciousness of their area. I did not share since I didn't feel I had the voice of Area 9 at that time. The next day at 9:00am PST I attended the 1728 virtual meeting ahead of conference. We talked about Tradition 3, Step 3 and Concept 3. I enjoyed listening and learning from Class As their view of the program. March 30th, we had our remote communities meeting. On April 3rd I attended my last virtual meeting ahead of the conference with just the Delegates followed by the Pacific regional delegates only meeting. We are voting in the final members of the conference on April 9th, 2024 so they may attend the conference in lieu of their delegate. I leave for the Conference on April 11th, so I can have an extra day to get ready for things to commence on Saturday April 13th, 2024. .

General Service Conference Opening Session

Up first, Role Call. Every Conference Member's name is called and they identify themselves. It is the first time the entire Conference is in attendance together in person. I was surrounded by my friends when I said "here" and I felt God at that moment. At the General Service Conference we are all here to do the work of Alcoholics Anonymous. The voting that takes place is for the benefit of all Alcoholics Anonymous. Total Voting Body & Count for 74th General Service Conference 134 members. 69.4%: 92 Delegates and 1 Alternate Delegate 19.4%: 25 Trustees, AAWS Directors, and Grapevine Directors 11.2%: 15 Staff Members from GSO and Grapevine

From our Service Manual Page 39 Chapter Six - The Annual General Service Conference.

In a document called "How The Conference Operates" it states a conference quorum is for 2/3's of all registered members and is required to conduct Conference Business. The 74th GSC had a quorum at all times. Voting is done anonymously via clickers that each conference member receives. A 3rd party company is hired to manage the devices.

Votes for people to observe/attend the conference:

Our very first piece of business was to vote on two replacement Delegates to be seated for the 74th General Service Conference. Both recommendations passed unanimously. In addition, and for consultation purposes only three General Service Board Trustees Emeriti, two observers from the UKI, additional General Service Office support staff, translators for language interpretation, and photographer for final report. All of these observers passed unanimously. Technical staff and conference committee staff were also available and passed unanimously to be present. Conference Meals and Sessions are limited to those that are in conference. And the SHOW BEGINS "

1. Immediate motion: change the rules of the Conference for PLBB, to make it 3/4, not 2/3, tabled
2. Immediate motion: suspend area highlights, discuss workloads, communication, conference responsibility, vote to recommit to the Conference Agenda committee, will hear back soon
3. Agenda committee suggests suspending highlights for sharing on general sharing and questions, motion fails

These are things like agreeing to the 2-minute rule of discussion or questions for English speaking members and 3 mins for Non-English speaking members. Conference Procedures do have some similarities to Roberts Rules of Order except we also bring in Concept V Minority Opinion and Substantial Unanimity. Motions are addressed to the Chair. Mike L the current Chairperson of GSB and Bob W our current General Manager and they rotated off and on and did a phenomenal job. The Conference Uses Substantial Unanimity and any agenda item brought to the floor must receive substantial unanimity of 2/3's in order to pass.

From the Service Manual in the section under Chapter Five - The Delegate.

From our Service Manual Page 39 and Page 40 : After the Conference closes the GSB meets to ratify the agenda items that passed and the result is what we call Advisory Actions. A.A.W.S publishes a final report a few months after the Conference closes which will contain all of the reports, advisory actions, and committee considerations. This is essentially the minutes of the Conference. Every AA member has access to this report in physical or digital copy and we will post this to the Delegates web page. See the section above on Anonymity for questions about confidentiality. We are not anonymous amongst ourselves, but we do not publish full names on any public sites or any forms of digital / social media. That is not following our Traditions of Alcoholics Anonymous.

From my calculations we were in conference for: 74th GSC was 7 days 79.5 hours.

Us on the CPC Committee had a lot of work to accomplish so we started early one morning and worked through lunch. Daily schedules varied a bit and many times we had to amend and start early and go late. Mostly 8:30am or 9am till 9pm / 10pm. There was a group of Conference Members that walked the Brooklyn Bridge every morning at 6am and there was a 7:30am A.A. meeting every day and Al-Anon meeting in the evening.

Workshops, Presentations, Reports

Before debate begins on the General Conference Floor, we participate in workshops, presentations, and reports. This next section will provide details on the workshops, presentations and reports from the 74th GSC. Workshops are opportunities for all Conference Members to participate as well as there are presentations. The Workshop topics are voted on at the GSC and become advisory actions. See the final report for the 74th GSC workshop topics.

There are many opportunities for Conference Members to participate. Some positions are elected such as Committee Chair and Alternate Committee Chair, others are drawn from the hat like the Delegate Chair and Alternate Delegate Chair, while others are invited into a workshop, panel, and morning or evening reading.

The opening Presentation began with our Delegate Chair Mary A and Our Keynote speaker Irma V. May A - Area 14 Delegate Panel 73 shared a beautiful message that can be summed up in a couple of sentences: As we begin this week-long journey together be always mindful of why we are here. We are here for our Homegroup members, our districts, and our areas. We are here to ensure the program of Alcoholics Anonymous stays strong and true to the sobriety that we all enjoy. And that the healing life we have found be made available to all who seek it for many meetings to come. That the hand of A.A. be available to anyone, anywhere who reaches out for help, and for that we are all responsible.”

The Keynote Address by Irma V -Western Canada Regional Trustee was heartfelt and warm. I took a snippet of her speech and have it shared here “ As we gather together this week, let us recommit to a renewal of each of our individual spirits, set aside our personal agendas, and focus on what is best for Alcoholics Anonymous as a whole. As we lovingly discuss each topic let us always be sensitive to each other’s viewpoints, let us listen carefully to each other. Let us be willing to question and review our own thoughts and ideas, always being willing to set aside our viewpoint for a clearer vision. We are here to do the work of the Fellowship. But of real importance and far more lasting is the manner in which we express our love for one another, the way we encourage each other to share spiritually.”

The conference continued with our fellow Pacific Regional Delegates. The theme was “Responsibility in Service: When and How to Give”

Doug S, Area 05 shared on “Safety Throughout the Structure in our Fellowship”

“When I came into A.A. I wasn’t thinking about safety in the rooms and knew nothing about our structure. Another beautifully written service piece is the “Safety Card for A.A. Groups” (F-211)..... In conclusion, let it begin with me.”

Thomas G, Area 17 shared on “1728 Sponsorship”

“Now, whenever I get to lead a meeting or speak at one, I share about the 36 principles of A.A.: the 12 Steps, the 12 Traditions and the 12 Concepts. I share the message of hope and love in all 36 principles and how by god’s grace I connect with Love, Unity and Service.

Céline L, Area 88, shared on “Overcoming the Barriers to Participation”

“I’m sharing with you today, despite being a unilingual French speaker. I need to overcome the difficulties that this represents to fulfill a promise: to lose my sense of uselessness and my fear of people, to experience a new freedom and happiness because God has done for me what I couldn’t do on my own, namely, to meet you and participate in the destiny of the Fellowship.”

Workshop – Workshop: “Connecting Home Groups to the Conference Throughout the Year to Better Inform the Group’s Conscience.”

Presentation/Discussion: **A.A. International** - Marita Rhinehart Trustee at Large/US

“23rd Meeting of the Americas” Robert Lalonde, Trustee at Large/Canada

- “Finally, it’s important to point out that we used the REDELA fund to enable Bolivia, Costa Rica, Ecuador, Peru, and Venezuela to take part. In addition to that, our structure sponsored Uruguay to take part. Daniel, their international delegate, expressed his gratitude to us, and his participation helped enrich the group conscience expressed throughout the week. All the countries expressed the idea that it is important to ensure that as many countries as possible with a structure take part in this bi-annual meeting. This year, with this in mind, REDELA has decided to do outreach to all Spanish- and English-speaking countries to invite them to our virtual meeting to help them grow their structure through country-to-country sponsorship and learning through the sharing at our monthly virtual meetings. So far, Trinidad and Tobago, and Barbados, two younger countries in terms of participation, are joining us. Finally, we also discussed the cases of Nicaragua and Cuba, with a view to giving them special attention so that they can take part in the 24th REDELA, to be held in Bolivia in 2025. “

“A.A. around the World” Irene Donoso, GSO Staff

- Today, A.A. is present in approximately 181 countries, with about 66 GSOs around the world. Most recently, virtual platforms have offered additional accessible avenues to potentially connect with alcoholics.... There are still countries where there is no A.A., and others where there are vast distances between meetings and members. In many countries women are still finding difficulties ranging from attending meetings to serving at the structure level.

General Sharing Sessions

General Sharing Sessions are opportunities for Conference Members to ask questions, provide shared experiences, and bring up topics, issues, and challenges that are on their mind. All support staff and GSB Members are present. I brought forward the following topics. Revolutionizing pamphlets and using more relevant means of communication. I also shared on “What are we doing to have a greater presence online - the 2022 survey shows 1% are coming in from the internet”. Ask

the conference committees to consider creating/setting policies in place to do more online. Mirroring “The everything AA app” with the “Meeting guide app”. Using DeepL for translation. Having a better understanding of where we make the most profit with literature. The “meeting guide app” was given to A.A then the creator came on as a consultant. Why don't we use or poll our membership to advance our cause? We are speaking about workload, technology and stagnation or decrease in membership. Why don't we use the fellowship to help us. Create a better structure for the LA vina RSG to bulk purchase. I heard from the other delegates in relation to minutes, grapevine and la vina issues. The board inventory report. The main theme was delegates' concern over PAIS and why many were left off. I enjoyed going to the mic and did not share in the nerves that many have expressed in regards to the mic.

BREAKING NEWS!!! AlcoholicsAnonymous.com

Under the direction of the General Manager, AA legal counsel approached the owners of AlcoholicsAnonymous.com Past conversations, tried to buy it, etc. Sought legal counsel, got different opinions, and signed settlement agreement –AA will take ownership effective July 31 at NO COST

Will redirect to aa.org (currently redirecting to an app, rather than the fake meeting list). We discussed this last year at Conference ... and it's now done

Reports

General Service Board Report Inventory - Report was given by Class B Trustee Mike Lewis, interim Chair.

“Last year, the 73rd General Service Conference asked the Board to undertake an inventory. This was a result of conversation stemming from the resignation of the previous chair of the Board. A group of Conference members started developing questions for the inventory, and an outside facilitator was selected. The inventory questions were distributed to Board members, who held their inventory on January 26, 2024.

The inventory consisted of 23 questions, split into five breakout groups, who were asked to report back, followed by feedback and discussion before prioritizing the action items identified. Question: Is the collective conscience of AA at work within the General Service Board? Varied answered, but overwhelmingly affirmative; some outside pressures affecting discussion and decisions on the Board. Question: How does this experience strengthen me? Has it shown me anything that I might work on myself personally or in the GSB as a whole? 2023 saw unprecedented attacks on individuals and on the Board; humility, trust, courage, and perseverance were mentioned repeatedly. Question: In an effort to appear unified, do trustees have a tendency to “Circle the Wagons” in defense of board members when controversy occurs? We make decisions as a Board, not as individuals. We support all of our Board when controversy arises from those decisions. Some felt pressure from lobbying meant the Board was ineffective in defending those targeted. Question: What role did social media play in the resignation? None. With limited information coming from the Board, social media platforms filled the void. Question: Is there still work to do to communicate within the Fellowship why the Board communicated the way it did? The board did not demonstrate an understanding of the urgency for more detailed information, did not communicate with one voice, and there was mistrust.

Question: What are three ways we can improve to better serve AA? Improve communication (standard, consistent messaging); manage workflow to match the time available; focus on oversight rather than operations; leadership training for board servants; include all perspectives in discussion.

Question: When a controversial ‘right of board decision’ item is presented for action, how can we seek improvements in full communication of the decision to the fellowship? There should only be ONE VOICE that reflects the group conscience; the minority opinion was provided an opportunity to be heard. Promptly and clearly communicate.

Explain why some information may not be communicated (responsibility, legal matters, privacy) Question: How can we create better best board practices in non-engagement vs engagement on private social media groups? Social media creates haves and have nots. These groups are not the full fellowship. It does not help with consistent messaging. Need

to move faster, perhaps regionals could work together to give one report and perhaps add a narrative. Faster and more consistent reporting. Reporting should go through the structure, not social media. Question: How will we fully utilize the principles of AA to address leadership problems? We fail in our responsibility by accepting unacceptable conduct, either by participating in it or saying nothing. Question: Without focusing on personalities, what factors contributed to creating an environment that resulted in a change of leadership being necessary? Virtual board meetings stunted relationships and trust, there was an unenforced Code of Conduct, and the conduct of more than one trustee was harmful (bullying), accepted silently by the Board.

The General Service Board offers sincere apology for the damage the poor communication (regarding the resignation of the former Chair of the Board) has caused. The Board is now committed to changing how they communicate. Some already-made changes: Virtual sharing sessions, quarterly financial reporting, updating Code of Conduct, Whistleblower Policy, and Confidentiality policy Upcoming: Board retreat, workload management, and a cross-functional group of Conference members to identify improvements in our communication and reporting between the Board and the Conference members The next day, during a general conference sharing session there was a deviation from the agenda where many of the Board members spoke about the culture shift within the GSB. Many acknowledged that there was some pain – notably for some Board members – in what had happened, and the gossip/innuendo within the Fellowship. The Board was very positive about the incoming Chair.

General Service Broad Report Summary - Report was given by Class B Trustee Mike Lewis, interim Chair.

Finance Report: Kevin Prior, General Service Board Treasurer

AAWS 2023 highlights: *All our bills are now paid (and on time)*

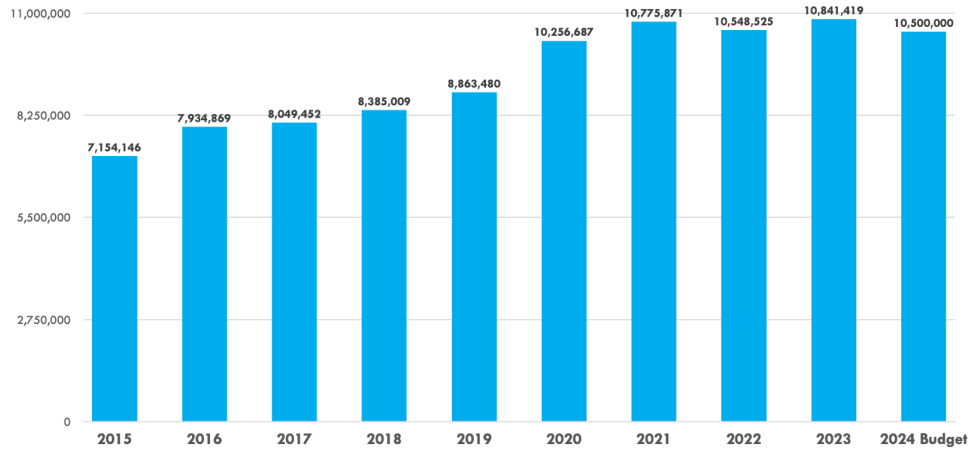
- 7th Tradition: \$10.84 million (up 2.8% from 2022 – new record!)
- AAWS publishing profits: \$6.76 million (up 38.2% from 2022)
- Operating Expenses: \$17.47 million (up 9.9% from 2022)
- Self-support covered 62% of operating expenses
- Individual challenge number: \$6.43
- Group challenge number: \$157.28

Finances: Grapevine 2023 Highlights

- GV/LV App launched: September 1 - Download today !!!
- Grapevine print income declined 12% in 2023
- Subscription app for online/complete/mobile increased 72%
- 2023 Grapevine results had significant investments – so operating loss of \$888,465 – with a 5-year plan, Grapevine should be cash positive
- General Fund support of La Viña was up to \$753,376 (up from \$636,604)
- La Viña circulation decreased by 3% (in 2022, it had increased)
- Print subscriptions have continued to decline (another 2,200)
- Online/complete subscriptions likely to increase (by 1,500, TO budget 4,625)
- App subscribers are budget to increase to 10,069 (from 3,400 in 2023)
- La Viña will likely have some increased print subscriptions; app is not expected to increase (*Another expected deficit for 2024*)

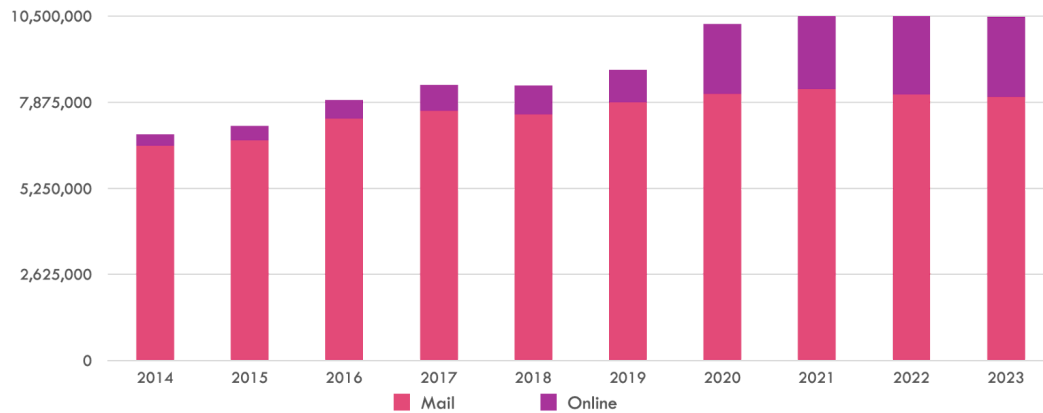


7TH TRADITION SELF-SUPPORT – 2015 – 2024



GROWTH OF ON-LINE CONTRIBUTIONS 2014 – 2023

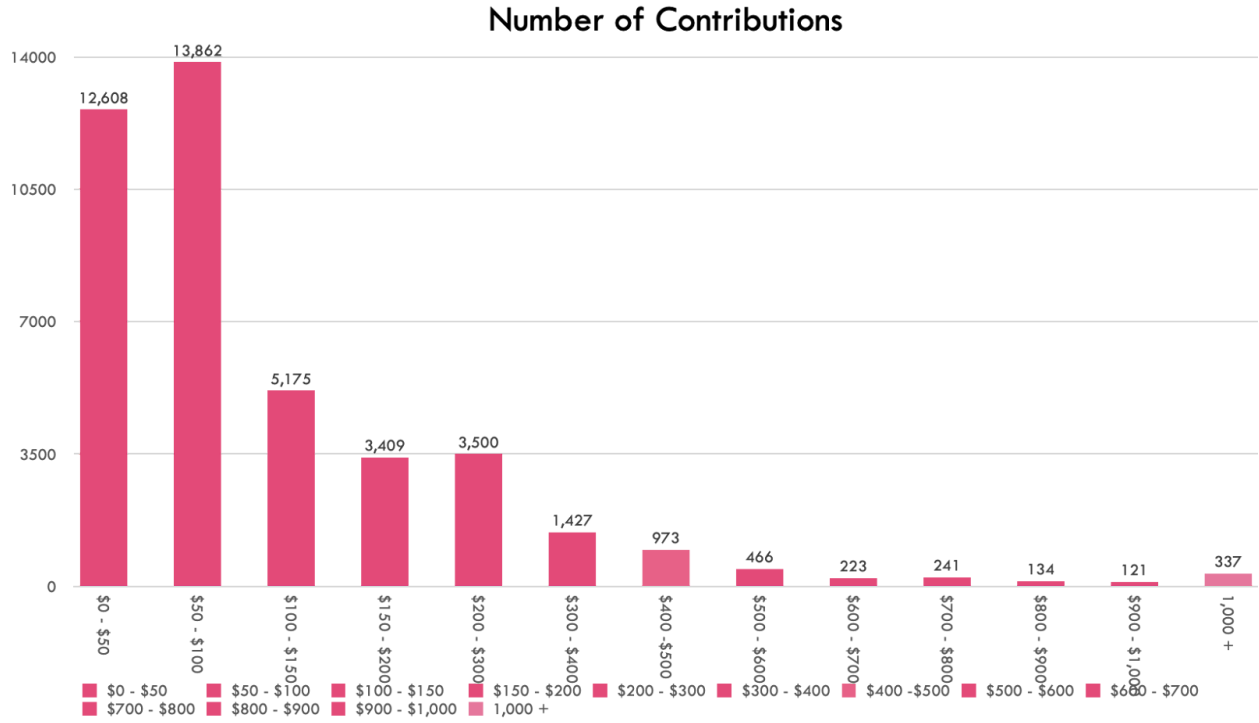
A mail contribution costs \$5.60 to process. An online contribution costs \$2.93 to process, a \$2.67 savings.



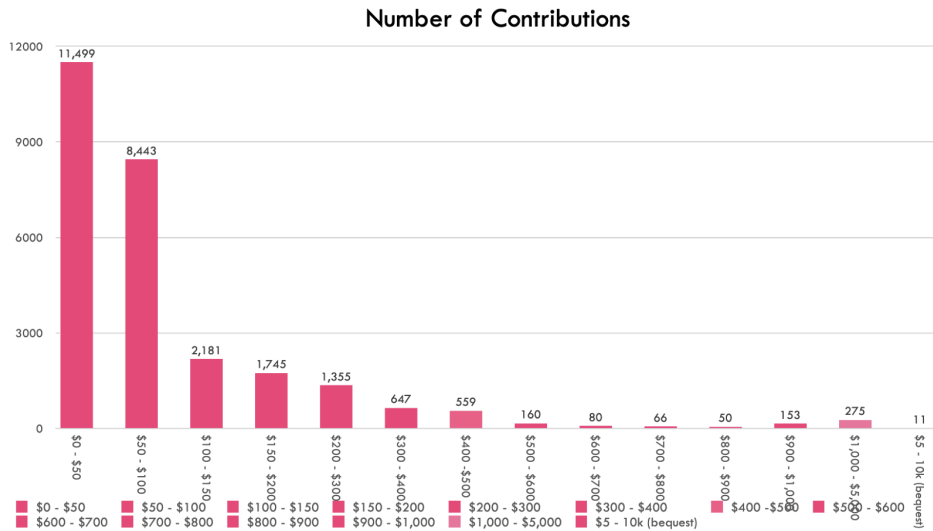
CONTRIBUTIONS STATISTICS 2023

| INDIVIDUALS | |
|--|------------------|
| 7 th Tradition Self-Support Contributions | <u>3,540,104</u> |
| Average Contribution | <u>129.88</u> |
| Number of Contributions | <u>27,235</u> |
| GROUPS | |
| 7 th Tradition Self-Support Contributions | <u>5,950,279</u> |
| Number of Active Groups | <u>57,222</u> |
| Number of Groups Contributing | <u>18,105</u> |
| Percentage of Groups Contributing | <u>31.64</u> |

Number of Group Contributions by Dollar Value 2023



Number of Individual Contributions by Dollar Value 2023



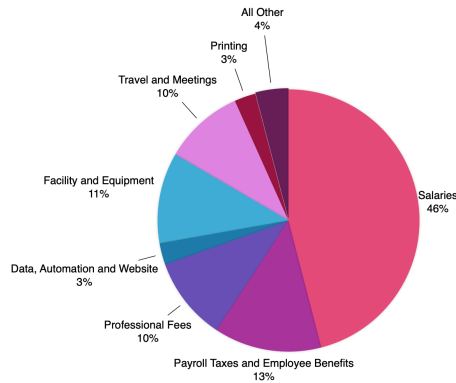
GSO EXPENSES UNDER BUDGET IN 2023

Under Budget Categories represent 90% of total operating expense

| EXPENSE | ACTUAL | BUDGET | DIFFERENCE |
|---------|--------|--------|------------|
|---------|--------|--------|------------|

| | | | |
|--|-------------------|-------------------|------------------|
| <u>Payroll and Benefits</u> | <u>10,349,012</u> | <u>10,561,688</u> | <u>(212,676)</u> |
| <u>Professional Fees</u> | <u>1,841,628</u> | <u>1,860,409</u> | <u>(18,781)</u> |
| <u>Printing, Postage, Supplies, and Subs</u> | <u>575,949</u> | <u>613,676</u> | <u>(37,727)</u> |
| <u>Data, Automation, & Website</u> | <u>573,591</u> | <u>642,844</u> | <u>(69,253)</u> |
| <u>Insurance</u> | <u>70,884</u> | <u>78,015</u> | <u>(7,131)</u> |
| <u>Travel & Meetings</u> | <u>2,147,709</u> | <u>2,170,916</u> | <u>(23,207)</u> |
| <u>Total Operating Expense</u> | <u>17,474,874</u> | <u>17,754,154</u> | <u>(279,280)</u> |

CONSOLIDATED (GSO + GV) OPERATING EXPENSES – 2023 FINANCIAL STATEMENT EXPENSE CATEGORIES PERCENTAGE BREAKDOWN



Finances: The Reserve Fund

The GSB Prudent Reserve, according to the 1967 Conference advisory action that the Board uses the reserve fund for “whatever purpose the Board may authorize.” That could include operating deficits of AAWS or Grapevine, periodic expenditures, extraordinary expenses outside of ‘normal’ operations.

**Maximum is 12 months (1977 Advisory Action); a 1981 advisory action said no lower limit, though a nine-month lower limit appears in finance committee reports GSB adopted a 9-to-12-month policy in 2022

As of Jan 2024 we are at 6.82 months.

Finances: 2023 Audit Results - BDO

There are NO financial concerns from the auditors; AA's cooperation was "excellent" Some 'best practice' recommendations (which GSO has been amenable to

A.A.W.S. Board Report Summary: Cathi Clark, Chair. This is the highlights from her 5 page report.

The chair reviewed the purpose and function of the AAWS board. Further went on, there have been eight AAWS Board meetings and three strategic planning sessions since the 2023 General Service Conference, as well as over 30 virtual interim meetings of AAWS committees, ad hoc committees, and subcommittees, all to carry out the work with which the board is entrusted. The Finance Committee and Finance Department participated in the formulation of the 2023 AAWS/GSB Reforecast Budget and 2024 AAWS/GSB Budget. In addition to review of International Literature Fund reports, World Service Meeting Fund reports, monthly financial statements, and IRS Form 990, the Finance Committee reviewed the 2025

International Convention Budget and recommended revisions where indicated.

The Internal Audit Committee's activities included review of the revised Business Travel and Expense Plan, the AAWS Employee Handbook, IRS Form 990, and Composition, Scope and Procedure documents for all AAWS committees. Working from established RACI (Responsible/Accountable/Consulted/Informed) matrices, the committee reviewed the implementation of and compliance with Finance, Management, Directors, and Human Resources processes and policies under its purview. The Publishing Committee continued its review of the Pamphlet Matrix, updated to include the most recent costs. Following list price increases affected in April 2023, discussion centered on achieving break-even pricing on pamphlets in alignment with policies of price normalization across all languages. The committee also reviewed and discussed the pricing suggestions provided by the Publishing Department to adjust the list prices of Audiobooks to align with the adjusted list prices of E-books implemented on April 3, 2023. The Nominating Committee updated its Composition, Scope, and Procedures document to include in the secretary's duties the responsibility of updating AAWS Actions and Resolutions. The committee conducted interviews with first-year Regional Trustees and made a recommendation to the AAWS Board to fill the Regional Trustee opening that will occur at the close of this year's General Service Conference. *They began the search process to fill two Non Trustee Director positions that will be coming open in 2025*, and recommended to the AAWS Board that Pamela P., Executive Secretary to the General Manager, be appointed as AAWS Board Secretary. The Technology/Communications/Services Committee achieved great success with the successful launch of the OnBoard platform for the October 2023 AAWS Board Meeting. This long-awaited replacement to the "Dashboard" has surpassed expectations. At each meeting, the TCS Committee reviewed analytics reports from aa.org, Google Ads, LinkedIn, the Meeting Guide app, Online Business Profiles, and YouTube. The committee received regular reports on the progress of the Data Integrity Working Group, a project established in early 2023 by the Director of Technology Services and Business Systems Specialist with Group Services and Member Services to address issues associated with group and member data across GSO. The group has made significant strides in addressing missing, duplicate, inaccurate, and outdated records. Work continues on improving Quarterly Contribution Statements. Other board activities included strategic planning, a Service Manual and Service Material subcommittees, an ad hoc Intellectual Property committee, and an ad hoc committee to

develop departmental reporting for use in the location study. So, just what services did our Fellowship's contributions make possible over the past year? GSO Department reports and Trustees' Committee and Staff Reports will offer much more detail, but here is a small sampling: Starting with GSO's Operations Department, in calendar year 2023, the Member Services team received and responded to 27,475 unique email inquiries, handled 13,808 phone calls, and

reviewed and processed 31,168 literature orders. The Mail and Shipping team of two processed a total of 35,623 pieces of incoming mail and 9,599 pieces of outgoing mail, and the Front Desk associate received and routed 12,045 phone calls. The Staff Services Department:

- Responded to 165,420 emails and 1,677 phone calls, an average of 15,000 emails and roughly 1,250 work hours per staff member.
- Welcomed 1,470 visitors and 12 large groups of more than 20 members to GSO in 2023, with ten groups booked through June of this year. The Cooperation with the Professional Community assignment stays in touch with: • 63 Area and 136 District Treatment Committee chairs • 22 Area and 41 District Bridging the Gap chairs • 44 Area and 59 District Accessibilities Committee chairs • 11 Area and 10 District Hospital and Institution Committee chairs.

The Corrections assignment receives about 50 letters a week from persons in custody. Tablet availability in correctional settings continues to increase. There were 41,500 unique interactions with A.A. e-books and 48,606 unique interactions with A.A. audiobooks in 2023. In addition, 1,355 matches were made through the Corrections Correspondence Service app. Since its inception, the Legal, Licensing, and Intellectual Property Department has processed over 1,100 licensing requests. All existing requests have been recorded in the TLC portal, the backlog of requests has been eliminated, and the department is operating within a 45-day processing window for new requests. In the past year, the Language Services Department received over 1,500 translation requests, not including Conference background materials. The GSO Archives Department consisting of roughly 2,642 cubic feet of holdings, responded to 1,450 research requests and welcomed five onsite researchers. The Publishing Department reports that during the 2023 Holiday Sale alone, over 208,000 print and video versions of the Big Book and “Twelve and Twelve” were purchased. All versions cataloged for sale in the United States and Canada, in languages from Amharic to Zulu, were included in the sale. The revised “A.A. for the Older Alcoholic – Never Too Late,” and “Young People in A.A.,” “Daily Reflections” audio format, and the QSL/LSQ video translation of the “Access to A.A.” pamphlet are but a few items seeing strong sales post-release. In a group effort, members of several departments implemented tracking and process management of “stuck” literature items, which for various reasons were stalled in the publishing process. As of March 2023, there were numerous backlogs in moving projects through updating, translation into French and Spanish, and ultimately into production. By July 2023, the backlog had been reduced to 85 items. As of February 2024, 73 of those items had been approved to print/were back in stock, and 12 were actively in the revision/update/reprint process and would be printed in the coming weeks. The aa.org website, Meeting Guide app, A.A. YouTube channel, and LinkedIn are just a few more examples of the many services funded by Fellowship contributions.

A.A. Grapevine Board Report Summary: Paz Preciado, Chair

The traditional magazine landscape is facing declining print readership, but that will not define our future. The Grapevine and La Viña apps help us connect with readers and their changing habits. The public increasingly uses mobile devices and is time-pressed.

Individuals on average spend over three hours daily on their smartphones compared to just 11 minutes with print publications. We’ve enhanced Grapevine’s and La Viña’s online engagement. Following up on the Advisory Actions from the 71st Conference in 2021, the Grapevine introduced a weekly podcast and two Instagram accounts. This comes on the heels of expanding to YouTube in 2017, following the Advisory Action of the 67th Conference. The AA Grapevine podcast, The AA Grapevine Half-Hour Variety Hour, started with 80,000 downloads in 2021, and has experienced phenomenal growth. By January 2023, it had garnered a loyal following with 335,000 downloads. By February 2024, the podcast boasts a staggering 742,300 downloads, demonstrating its impact on the lives of those seeking recovery in A.A. We’ve reached over 280,000 unique listeners with our podcast. Instagram, a popular photo and video sharing app, is home to over 133 million users in the United States, with young adults aged

18 to 24 making up the biggest group (75%). Notably, Canada also exhibits significant engagement with 18 million users and a dominant presence of the 24 to 25 age group dominating 55% of the platform base. Here's the inspiring growth of our own Grapevine/La Viña Instagram channels: The Grapevine and La Viña websites have driven continued engagement: website traffic, measured by user sessions, has demonstrably increased. In 2022, the Grapevine website saw 1,326,584 sessions, with that number rising to 1,411,584 sessions in 2023. Similarly, La Viña website sessions grew from 56,126 in 2022 to 86,887 as of October 5, 2023. These figures indicate positive audience response to our continuing website enhancements. The Grapevine strategic planning meetings provide the board with a dedicated time to discuss and improve our current objectives. At the December 2023 strategic meeting, the Grapevine Board resolved to continue evolving beyond print, as outlined in the 2022 five-year plan for app development and sustainability. Let us meet our members where they are: in both the digital and print realms. We can thrive in this ever-changing media landscape by embracing innovative strategies and focusing on engaging content that is increasingly accessible via mobile platforms. To improve Fellowship interaction and engagement with the apps, a Digital Engagement

Editor was added to the staff. This position develops and implements app content, outreach strategies, and orchestrates communications and presentations across different platforms including digital, YouTube, Instagram, podcast, and print. We note that increased attention to Grapevine through the app launch and the impact of our multi-media strategy drove subscription revenue in 2023 to nearly equal 2022, with increased sales of "Grapevine Complete," our premium print and digital product. To optimize resources, we've implemented some travel adjustments for A.A. events. Each

event will now have one designated staff member and one director in attendance. While directors retain the freedom to choose which events they participate in, only the assigned director will receive travel reimbursements from Grapevine. This approach, coupled with all 2024 Planning Meetings being virtual will save approximately \$50,000 this year.

Effective April 15, 2024, the annual cost of a Grapevine subscription will increase to \$36.00. We've kept subscription prices steady for several years, but the rising costs of paper, production and mailing now make an increase necessary. La Viña's subscription price will stay as is for now, As of January 2024, the Fellowship Connection database identified 4,725 Spanish-speaking groups within the United States and Canada Fellowship. Prior to the COVID-19

pandemic in 2019, La Viña magazine enjoyed a readership of over 10,000 subscribers. Traditionally, La Viña subscriptions benefited significantly from in-person events such as state Hispanic conventions and regional celebrations like the "La Viña Anniversary" hosted by the Pacific region. Additionally, interactions with La Viña representatives and La Viña editor played a key role in driving subscriptions.

Unfortunately, the absence of in-person events during the pandemic years resulted in a nearly 50% decline in La Viña's subscriber base. In 2023 we did see total La Viña sales increase by 58% over 2022 driven by book sales more than doubling.

Location Plus Report: Carolyn Walsh, General Service Trustee

Relocation studies for the General Service Office are conducted approximately every ten years. The office was initially in Newark; New York has been the home of the office since 1940.

It has moved six times, and has been at its current location since 1992; most early moves were to accommodate growing services and staff. Since 1975, there's been discussion about moving the office out of New York. The current lease of our office ends in 2025; leadership is deciding whether to renegotiate the lease or move. A very detailed report reviews how much it would cost to move. We employed a vendor to assess for us; this vendor (WDG and Cresa) determined: There is not an overarching imperative for transformative change to / realignment of the workforce... rather, a desire for stability in the workforce and stability in serving AA members. The vendor explored downtown Atlanta, Indianapolis, and Philadelphia, along with downtown NYC and Jersey City, along with our current location. Staying in our current location (total cost includes salaries, rent, operating costs, and one-time costs) would cost \$2,172,700; moves into other parts of New York City would cost more, and moves to Atlanta, Indianapolis, and Philadelphia would cost more than \$6 million. Employee turnover would also likely be dramatic because of relocation demands

The case to move does not appear supportable at this time. It would result in high attrition of staff, and upwards of \$7 million in upfront costs. There are no compelling advantages in moving elsewhere.

Trustees' Report: General Service Conference Committee - Carolyn Walsh, Chair

Full report is available upon request. This year the TCGSC was also tasked to implement the GSB inventory in accordance with the advisory action from the 73rd GSC, this was completed and will be reported on by the Interim Chair of the GSB at the 74th GSC; and develop a plan for a conference inventory to occur at the 75th GSC for consideration by the Conference Committee on Agenda. An additional subcommittee, (Inventories Subcommittee), and two separate inventory working groups were formed for these purposes.

The committee met seven (7) times since the 73rd General Service Conference until January 2024. Additionally, to support subcommittee work, 28 meetings were also held: Equitable Distribution of Workload seven (7); Conference Improvements six (6); and Inventory six (6), which participated in the GSB Working Group one (1): and the Conference Inventory Working Group eight (8).

WHAT GSO DOES FOR US - Reports from the Staff Desk

In General:

- Staff responded to 192,715 emails and 15,485 phone calls
- 31,168 literature orders
- Processed 35,623 incoming and 9,599 outgoing mail
- 1470 individual visitors and an additional 12 large groups (or more than 20) visited GSO
- Backlog on licensing (from other countries) is now cleared – working with a 45-day window for new requests
- Translation into English, Spanish, French for all communication: starting to use translation software soon (DeepL, same one we use) but will continue to use an editor (just like us)

Archives Highlights

- Archives current projects include the Ephemera Collection (awards, tokens, memorabilia, flags... 200 items identified)
- Digital preservation of paper records an ever-continuing long-term project
- Digitizing Bill's unpublished correspondence with AA members from 1939-1962
- Archives Disaster Prevention, Preparedness and Response Plan
- Assistant archivist (hired July 2023) reorganizing and creating an inventory of oversized files

Corrections Highlights

- 320 connections from persons in custody, corrections professionals, and AA members to local committees (like H&I)
- 1350 people in custody were matched with outside members for correspondence
- 7th Tradition Contributions have enabled AAWS and AAGV to be available on tablets found in correction settings. There were 41,450 UNIQUE interactions with AA eBooks in 2023 (4388 fully read), and 48,603 contacts with audiobooks (37,463 completed)

International Convention

- Theme: 90 Years: Language of the Heart
- Big meetings Friday, Saturday, and Sunday
- 750 speakers in 200 meetings
- Registration opens in September 2024; mailed registration will be sent out in August (but won't open until September) Housing will be available after you register.
- Cost: \$160 (starting in September); increases to \$185 a few months later through on-site registration
- Partial virtual programming will be available; more details as they become available, but it will require registration (and payment)
- Registration is required
- More info on aa.org
- 2030 St. Louis Missouri

*** We are currently looking for non-alcoholic speakers. In the Fall, I'll be asking for names of potential speakers from our Area for the other meetings. In addition I will be looking for volunteers to help man the table at the hospitality suite. A survey monkey will go out.

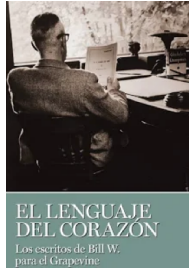
Literature

- Fifth Edition – all stories now reviewed now reviewing which 4th edition to keep and drop; goal for next Conference (but not clear)
- Spanish 4th Edition – stories now reviewed and selection continues
- Do You Think You're Different – need more stories
- Jacketless covers – industry best practice in the face of rising material and printing costs
- High sales of AA for the Older Alcoholic, Young People in AA, Audio Daily Reflections, and the ASL translation of Access to AA pamphlet
- Net total sales for eBooks and Audiobooks: \$206,330.71 with a 11% increase from 2022 to 2023
- Digital Big Book: 16,056 copies
- Digital Twelve and Twelve: 10,172
- Audio Big Book: 30,241
- Audio Twelve and Twelve: 11,177

Grapevine and La vina

- The magazine has published 960 magazines, with more than 24,000 English-language stories archived
- Last year, 294 stories were audio recorded and published; audio is particularly popular with members in custody
- GV App: 4,918 in-app subscriptions – trying to DOUBLE that this year
- LV App: 156 in-app subscriptions
- GV Complete: 5,000-plus app subscriptions
- 2,368 GV online subscribers who also

- 14,000 people who access the full content on the App; that is one percent of AA
- App was in the top 20 in Apple's Top 200 newspaper and magazine app charts
- 253 videos, recovery stories, how to be GV rep, how to use apps, and now the podcast
- 12,900 subscribers
- 196,193 views
- Core audience is between 18- and 34-years-old;
- Average user spends about 20 minutes a day on the platform
- Working with Deaf members using ASL AA sharing; watch for that soon
- Follower growth, LV went from 1100 to 1574 (29.48 percent increase)
- GV now has more than 12,000 followers (up 33 percent from start of year)



Grapevine Books

- The books are an important driver of profits for GV and LV - books are twice as profitable
- GV gross margin SALES FROM BOOKS NEARLY EQUAL TO gross margin sales form magazines;
- Emotional Sobriety I and II, Prayer and Meditation, and Language of the Heart are top selling books.
- El Lenguaje del Corazon and Sobriedad emocional are top selling Spanish books

Grapevine Podcast

- Available on multiple platforms, on The GV website.
- 5,700 downloads each week, 193,000 unique listeners
- Most people listen on Monday
- In the top 1.5 percent of all podcasts; listeners in 60 countries
- On track to reach 1 million downloads this year
- New third host: Olis, an Oakland native and a woman of color

Regional Trustee Elections

All Conference Members are invited to witness Regional Trustees. The voting members are the Delegates from the Region that is voting for the Regional Trustee, selected members of the GSC Committee on Trustees and selected members of the Trustees Nominating Committee. A Total of 20 Conference Members. Each Delegate presents a candidate that has been elected as a candidate for their Region and each voting member has an opportunity to ask questions. All voting members have copies of the candidate's service resumes. All voting is done using our Third Legacy Procedure in which a candidate's needs to receive 2/3's vote in order to become the next Regional Trustee. Regional Trustees like all Trustees are members of the General Service Board and serve four 1-year terms. I took advantage of the opportunity and participated by witnessing the elections.

- A slate of Trustees, including a new Class A (Dawn Klug, who is the Director of a North Carolina-based Employee Assistance Network), new Trustees elected earlier, returning Class B Trustee, Scott Huyghebaert (incoming Chair) – **slate approved**
- So was the entire slate of Officers for the Board – **slate approved**
- A new slate of Directors of AAWS was also approved – **slate approved**
- So was a slate of Directors of AA Grapevine (including Teddy Basham-Witherington) – **slate approved**
- **Western Canada Regional Trustee Gail Patterson from Area 79 (British Columbia/Yukon) – elected on the 1st ballot only three candidates**
- **West Central Regional Trustee Charles Hanna from Area 41 (Nebraska) – elected in the hat after 5 ballots**

EDW – Equitable Distribution Workload Timeline

At the 71st GSC in 2021 an Agenda Item brought forward to the GSC Floor from the Committee which was: Discuss the revised proposed process for equitable distribution of workload. The committee recommended that the Equitable Distribution of Workload Process, as detailed in the Report from the 2020 trustees' General Service Conference Committee, be implemented for the 72nd General Service Conference on a three-year trial basis, with a progress report to be brought to the Conference Committee on Policy and Admissions after each year of the trial. At the 71st GSC, discussion took place and the GSC voted on this recommendation passing with substantial unanimity. This recommendation became a 2021 GSC Advisory Action and began with the first submission deadline of Sept 15, 2021. EDW is a process to distribute the workload from submission to disposition. EDW is dividing up the work. There were 5 EDW items for the 74th GSC.

This workload was spread amongst 5 different committees. Our Trustees' use a scoring tool, that has been made available to the fellowship via background information, on which GSC Committees receive EDW items. In addition to the distribution of workload on GSC Committees, EDW also includes enhancements to the proposed agenda items.

This year was the end of the three-year evaluation process, the full Conference determined that it could become an advisory action with a new deadline to submit Agenda items be move to no earlier than September 30th.

How do Agenda Items get submitted?

Any A.A. Member may submit an agenda item.

For the 75th GSC / 2025 – These are due by Sept 30th

If interested, please fill out the form with 7 questions at www.aa.org

As the Area Delegate for Area 09, I am more than happy to help any member, group, or district with potential agenda items. All background information will need to be submitted at the same time.

If a G.S.R. has an idea for an agenda item, chances are that he or she will want to discuss it first with the group, then at a district or area meeting, which can then forward it to the staff member at G.S.O. currently serving as Conference coordinator. An A.A. who is not part of the general service structure can give the idea to the group's G.S.R. or write directly to the Conference coordinator."

When Members ask me about submitting an agenda item, I suggest considering the following: - Is this something that is needed?

- Is this something that is needed for ALL of Alcoholics Anonymous or for only a few?
- Is this an item of large policy or finance?
- Does this exist elsewhere / anywhere already?
- How long ago did the GSC and the Trustees' review this item?
- What Group Conscience has been gathered about this item?
- What support background information do you have?
- What support background information that is Alcoholics Anonymous do you have?
- Agenda Items are clear, specific, and with minimal word count
- Agenda items are not opinionated
- Use caution with dates, mandates, and micromanaging

Committee Reports

WEDNESDAY – APRIL 17, 2024 we began committee reports in full session, which many people refer to as the General Conference Floor. All 134 voting members are in session together.

Each chairperson reads their committee report in full capacity and after the report, committee recommendations are acted upon and discussion takes place. Recommendations maybe amended however wordsmithing is discouraged and friendly amendments are not allowed. We use electronic devices to vote anonymously per the 2007 Advisory Action. The Mechanics of the GSC are voted on and agreed to by all voting members. Motions to reconsider, call the question, amendments all are made without any comments.

Voting on the Conference Floor

How does it work?

1. Committee Recommendations turn into Advisory Actions
2. Committees also have conversations that don't result in recommendations – considerations
3. Who is a voting member?
4. Electronic voting
5. Floor actions



ADVISORY ACTIONS - WHEN A RECOMMENDATION, WHETHER FROM A COMMITTEE OR THROUGH A FLOOR ACTION, IS APPROVED IN FULL SESSION WITH SUBSTANTIAL UNANIMITY IT BECOMES AN ADVISORY ACTION. AT THE CONCLUSION OF THE CONFERENCE, THE ADVISORY ACTIONS ARE REFERRED TO THE TRUSTEES AND ARE THEN SENT TO EITHER THE APPROPRIATE TRUSTEES' COMMITTEE, G.S.O., OR THE CORPORATE BOARDS FOR IMPLEMENTATION.



SUGGESTIONS - WHEN A RECOMMENDATION, WHETHER FROM A COMMITTEE OR FLOOR ACTION, IS APPROVED BY A MAJORITY OF THE BODY BUT FALLS SHORT OF SUBSTANTIAL UNANIMITY, IT IS CONSIDERED TO BE A "SUGGESTION" REFERRED TO THE GENERAL SERVICE BOARD FOR CONSIDERATION AND POSSIBLE ACTION.



COMMITTEE CONSIDERATIONS – ITEMS DISCUSSED BUT NO ACTION IS TAKEN AND/OR NO RECOMMENDATION MADE, AS WELL AS COMMITTEE RECOMMENDATIONS WHICH ARE NOT ADOPTED BUT INCLUDED IN A SEPARATE SECTION OF THE FINAL REPORT, LISTED BY COMMITTEE.

Advisory Actions

CORRECTIONS

- Updated Singleness of Purpose text to replace the existing paragraph in the pamphlet "A Message to Corrections Professionals."
- The committee recommended that the video "Carrying the Message Behind the Walls" be discontinued.
- The committee recommended that a pamphlet on the transgender alcoholic in A.A. be developed. The committee requested that a draft pamphlet or progress report be brought back to the 2025 Conference Committee on Corrections.

TRUSTEES

- The committee recommended that the following slate of trustees of the General Service Board be elected at the annual meeting of the members of the General Service Board on April 20, 2024, following presentation at the 2024 General Service Conference for disapproval if any.
 - Approved the proposed slate of trustees for 2024.
 - Approved the proposed slate of officers of the GSB for 2024.
 - Approved the proposed slate of the A.A.W.S., Inc. board for 2024
 - Approved the proposed slate of the Grapevine, Inc. board for 2024

GRAPEVINE/La Viña

- The committee recommended that the AA Grapevine Board develop a 5-year financial plan for La Viña with the goal to reduce shortfalls and increase revenue to be brought back to the 2025 Conference Committee on Grapevine and La Viña.

FINANCE

- The committee recommended that a change to the language in the pamphlet "Self-Support: Where Money and Spirituality Mix" be implemented.
- The committee recommended that the maximum annual contribution from an individual A.A. member to the General Service Board be increased from \$5,000 to \$7,500.

TREATMENT AND ACCESSIBILITIES

- The committee recommended that the draft pamphlet "Bridging the Gap" (P-49) be approved with minor editorial revisions.
- The committee recommended that the flyer "Where Do I Go from Here?" (F-4) be updated with current inclusive language and information on how to find A.A. both in person and online. The committee requested that a progress report or draft flyer be brought back to the 2025 Conference Committee on Treatment and Accessibilities.

LITERATURE

- The committee recommended that the pamphlets "It Happened to Alice" (P-39) and "What Happened to Joe" (P-38) be retired.
- The committee recommended that the draft of the revised pamphlet "A.A. for the Black and African American Alcoholic" (retitled "Black in A.A.: Experience, Strength and Hope") be approved with minor editorial changes.
- The committee recommended that the draft manuscript "Plain Language Big Book: A Tool for Reading Alcoholics Anonymous" (the proposed title - see Floor Action #15 for possible new title) be approved with minor editorial changes to include:
 - Relocation of the "A.A. Steps Table" to constitute an Appendix (on the Twelve Steps) at the back of the new publication.
 - Replace the references to "addiction" and "addicted" with language related to alcoholism."
 - FINAL VOTE:** 129 Votes (2/3=86) Yes-91 No-38 Passed
- The committee recommended permanently suspending the "Too Young?" video adaptation project.
- The committee recommended that the word "donation" be utilized in "The Twelve Concepts Illustrated" pamphlet to state that A.A. does not accept donations from outside entities; and that the word "contributions" be utilized when referring to Seventh Tradition contributions from A.A. members, in AAWS literature as it comes up for reprint.

AGENDA

- The committee recommended the following theme for the 2025 General Service Conference: "Working Together, Increasing Trust."
- The committee recommended the following presentation theme and topics for the 2025 General Service Conference:
 - "Delegating: It Is Okay to Ask for Help."
 - "Bridging the Gap: How Do We Make the Voice of Every Group Count?"
 - "Our Financial Responsibility In Carrying the Message."
- The committee recommended the workshop topic for the 75th GSC be: "How do we address the new financial reality facing our spiritual movement?"

Advisory Actions (continued)

AGENDA (continued)

- The committee recommended that the General Service Conference Inventory Plan be approved and that an inventory summary (not to exceed eight pages), be included in the 2025 Final Conference Report.
- The committee recommended that a comprehensive summary of the 2025 General Service Conference Inventory be developed and distributed as an electronic version only.

REPORT and CHARTER

- The A.A. Service Manual, 2024-2025 Edition: The committee recommended that the section "The (Typical) Area Assembly" in the Area Assembly and its Activities chapter of The A.A. Service Manual be amended to add a text reference in addition to the color reference in order to address readability for members that are color blind. The committee recommended that in the draft section "Board's Custodial Oversight" in the "The Board's Operating Corporations" chapter of The A.A. Service Manual be amended.
- The committee recommended that in the section "Board's Custodial Oversight" in the "The Board's Operating Corporations" chapter of The A.A. Service Manual be amended.
- The committee recommended that the order of the chapters in The A.A. Service Manual be amended to:
 - Chapter 8: The General Service Board
 - Chapter 9: The Board's Operating Corporations Chapter 10: A.A. World Services, Inc.
 - Chapter 11: AA Grapevine, Inc. Chapter 12: The General Service Office
- The committee recommended that in Article 9, "The General Service Conference Meetings," a footnote be added to the Current Conference Charter with the following text: "In 2023 an Advisory Action was passed by the General Service Conference outlining a process for polling the General Service Conference body between annual meetings using virtual technology."
- The committee reviewed the current format for reporting on simple majority items in the Conference Final Report. The committee recommended that the items that receive simple majority be included in the Final Conference Report under the heading "Recommendations that achieved Simple Majority – These items did not receive the two-thirds majority required to pass as a Conference Advisory Action."

PUBLIC INFORMATION

- The committee recommended that the :30 English language version of the Public Service Announcement (PSA) "Since Getting Sober I Have Hope" be discontinued.
- The committee recommended that the :60 English language version of the Public Service Announcement (PSA) "Since Getting Sober I Have Hope" be discontinued.
- The committee recommended that the radio Public Service Announcement (PSA) "We Know How You Feel":15 English language version be discontinued.
- The committee recommended that two Public Service Announcements be distributed on broadcast media, tracked and evaluated at a cost of \$17,000 which would be in addition to the \$48,000 that is planned to be spent to track the Value of Donated airtime on PSAs in 2024 per the audit requirement. The total expenditure should not exceed \$65,000.
- The committee recommended that the 18 interviews recorded to date as part of the Young People's video project be approved.
- The committee recommended that the revised draft of the flyer "A.A. at a Glance" (F-1) be approved with minor edits.
- The committee recommended that the revised pamphlet "Speaking at Meetings Outside of A.A." (P-40) be approved.
- The committee recommended that the flyer "A Message to Teenagers" be retired.

POLICY/ADMISSIONS

- The committee recommended that the Equitable Distribution of Workload (EDW) process be adopted and implemented.
- The committee recommended that the Proposed Agenda Item (PAI) submission date deadline for the 2025 General Service Conference be moved to a date no earlier than September 30, 2024.

INTERNATIONAL CONVENTIONS/REGIONAL FORUMS

- The committee recommended that an anonymity-protected photograph of the flag ceremony be taken at the 2025 International Convention.
- The committee recommended that an encrypted, delayed anonymity-protected Internet video of the 2025 International Convention Opening Flag Ceremony be approved and that the video be placed on appropriate communication channels.
- The committee recommended providing five options for closing the Big Meetings at an International Convention: the Serenity Prayer, Responsibility Statement, Declaration of Unity, Third Step Prayer, a Moment of Silence or the Seventh Step Prayer.
- The committee recommended that anonymity-protected video footage with highlights of the 2025 IC be produced for maintaining archival footage.
- The committee recommended that a delayed, anonymity protected, digital access stand-alone product offering of the three Big Meetings be created.



GENERAL SERVICE CONFERENCE

QUICK REFERENCE GUIDE

For financial information and additional committee considerations, please consult with your Delegate.

Failed Recommendations

- The committee recommended that to better provide equality in availability and messaging, starting with the July 2024 General Service Board Meeting, that unedited but anonymity-protected minutes, including trustees' committee reports in English, Spanish, and French, be provided to all Conference members within three weeks following quarterly Board Weekends. Minutes should retain the current format and scope.
- The committee recommended that a social media policy be developed for all current and future social media channels and requested that a draft be brought back to the 2025 Conference Committee on Public Information.

Floor Actions

Floor Action #1:

It was recommended that: "A pamphlet for the unsheltered person that specifically addresses alcoholism, what A.A. is and is not, who is welcome at A.A. meetings, and includes stories from A.A. members who have experienced homelessness be developed, and a draft or progress report be brought back to the appropriate 2025 Conference committee."

| ACTION | VOTES | | | | OUTCOME |
|-------------------------------|-------|-----|----|-----|------------------|
| | TOTAL | YES | NO | 2/3 | |
| Motion to Decline to Consider | 129 | 90 | 39 | 86 | Did Not Consider |

Floor Action #2:

It was recommended that: "PAI's requesting censure and reorganization have no submission deadline and be forwarded directly to the Conference Committee on Trustees."

| ACTION | VOTES | | | | OUTCOME |
|---|-------|-----|----|-----|--------------------------------------|
| | TOTAL | YES | NO | 2/3 | |
| Motion to Decline to Consider | 124 | 53 | 71 | 83 | Motion failed so we heard the motion |
| Amendment: Change original recommendation to read as follows: "PAI's approved by at least one area requesting censure and reorganization have no submission deadline and be forwarded directly to the Conference Committee on Trustees." | 119 | 69 | 50 | 80 | Motion Failed |
| Original Recommendation | 127 | 40 | 87 | 85 | Motion Failed |

Floor Action #3:

It was recommended that: "A pamphlet on the Asian and Asian-American alcoholic in A.A. be developed."

| ACTION | VOTES | | | | OUTCOME |
|--|-------|-----|----|--------|--------------------------------------|
| | TOTAL | YES | NO | 2/3 | |
| Motion to Decline to Consider | 129 | 69 | 60 | 86 | Motion failed so we heard the motion |
| 1 st Vote on Original Recommendation | 129 | 79 | 50 | 86 | Motion Failed |
| Vote on Motion to Reconsider | 124 | 84 | 40 | S M | Motion Passed |
| Amendment: Change original recommendation to read as follows: "A pamphlet on the Asian and Asian-American and Pacific Islander alcoholic in A.A. be developed." | 126 | 42 | 84 | 84 | Motion Failed |
| Motion to Recommit | 130 | 51 | 79 | 87 | Motion Failed |
| 2 nd Vote on Original Recommendation | 126 | 99 | 27 | 84 | Motion Passed |

Floor Actions (continued)

Floor Action #4:

It was recommended that: "All memorandums between Conference Committee and Trustees Committees or Boards be made available to all members of the Conference."

| ACTION | VOTES | | | | OUTCOME |
|-------------------------------|-------|-----|----|-----|------------------|
| | TOTAL | YES | NO | 2/3 | |
| Motion to Decline to Consider | 126 | 119 | 7 | 84 | Did Not Consider |

Inserted Floor Motion:

The Chair entertained and accepted this motion from the floor at 10:55pm, Friday 4/19/24. It was recommended that: "The Conference forward floor action #'s 5-15 to the appropriate trustees' or corporate board."

| ACTION | VOTES | | | | OUTCOME |
|-------------------------|-------|-----|----|-----|-----------|
| | TOTAL | YES | NO | 2/3 | |
| Original Recommendation | 125 | 105 | 20 | 84 | Forwarded |

Floor Actions that were sent to the Trustees or the appropriate corporate board:

Floor Action #5: It was recommended that: The conference affirm that La Viña continue to be published by the AA Grapevine and supported by the General Service Board as a service to the Fellowship. La Viña continues to be published utilizing AA Grapevine resources in order to achieve efficient production and distribution.

Floor Action #6: It was recommended that: The Grapevine Board develop a plan for a more effective La Viña subscription procedure, fulfillment process and customer service experience, and that a progress report be brought back to the 2025 Conference Committee on Grapevine and La Viña.

Floor Action #7: It was recommended that: All non-offensive PAI's submitted for consideration of the 72nd, 73rd and 74th General Service Conferences regarding the change made to the AA Preamble by the 71st General Service Conference be grouped as one item, and forward to the appropriate 75th General Service Conference committee with the following suggestion: given the importance and interest of this issue, consider forwarding the item to the general service areas for wider discussion, looking toward a fair and reasonable solution to the division within the Fellowship by the use of different copyrighted Preambles.

Floor Action #8: It was recommended that: The additional feedback from the Conference Committee on Literature identified in their memo to the Publishing Department on sticking points for the Plain Language draft manuscript be implemented in the draft before printing.

Floor Action #9: It was recommended that: Whenever any changes are brought to the Conference floor to the Founders' writings, considered by this motion to be:

- The book Alcoholics Anonymous — specifically, the first 164 pages, the chapter "The Doctor's Opinion," Forewords to the first and second editions, the Appendices on Spiritual Awakening and the Traditions, and Dr. Bob's Nightmare
- The book Twelve Steps and Twelve Traditions and the Conference must achieve a supermajority of 75% in order for the General Service Board to act upon it. However, the General Service Board shall not immediately act upon the Conference's directions, and instead, shall request all Area Delegates to conduct further discussions in their respective Areas. Area delegates' report backs will be conducted the second following General Service Conference at which the Conference may amend or change the previously approved change to the Founders' writings described above. For final action by the General Service Board, the Conference must achieve substantial unanimity.

Floor Action #10: It was recommended that: The AA Grapevine Board develop a 5-year financial plan for the Grapevine with the goal to reduce shortfalls and increase revenue to be brought back to 2025 Conference Committee on Grapevine and La Viña.

Floor Action #11: It was recommended that: Reaffirming the 1975 Advisory Action that delegate in reports to their areas place more emphasis on group support. Delegates should emphasize to the groups the effect that inflation has had on the contribution dollar and the necessity for adjusting contributions accordingly to support services provided by the General Service Board.

Floor Action #12: It was recommended that: Delegates who require translation be provided with all documents, materials, reports, communications, etc., in their native language, with all necessary information to be able to fulfill their role as trusted servants, bearing in mind the traditional right of participation.

Floor Action #13: It was recommended that: In the flyer "A.A. At a Glance" — in the last paragraph on page one under the heading "Who can attend A.A. meetings?" that the last sentence "'Closed' discussion meetings are for alcoholics only" be changed to: "Attendance at a 'closed' meeting is limited to A.A. members and persons who have a desire to stop drinking."

Floor Action #14: It was recommended that: The explanations of the Steps, Traditions, and Concepts be removed from the Plain Language Big Book. Submitted on April 19, 2024 by Jimmy Welch Panel 74, A64 Tennessee, Delegate.

Floor Action #15: It is recommended that: Retitle the Plain Language Big Book to: "The Plain Language Guide to A.A.'s 12 Steps of Recovery"

74th GENERAL SERVICE CONFERENCE COMMITTEE CONSIDERATIONS

AGENDA

Committee Considerations:

- The committee discussed the printing and distribution of a comprehensive summary of the 2025 Conference Inventory and noted that the cost estimates for printing and shipping could change in the next year. The committee suggested that a plan to print and distribute the comprehensive summary of the 2025 General Service Conference Inventory be brought back to the 2026 Conference Committee on Agenda.
- The committee reviewed the 2023 Conference evaluation summary noting the new streamlined format that included a list of proposed improvements with a list of cost savings. The committee noted several improvements were being made at the 74th General Service Conference. The committee looks forward to reviewing the 2024 evaluation summary at the 2025 General Service Conference.
- The committee reviewed the 2023 evaluation questionnaire that includes opportunities for Conference Members to share feedback about the changes implemented to the 2024 Conference Week Schedule, and to weigh in on proposed future changes.
- The committee discussed the improvements to the schedule of the 2024 General Service Conference implemented by the trustees' General Service Conference Committee and appreciated the thoughtful and thorough cost saving measures to the Conference budget.
- The committee also discussed Area Service Highlights presentations during the Conference week. The committee felt that these presentations about service areas could provide Conference Members with an opportunity to learn how local committees carry the A.A. message, foster participation, and overcome challenges. The committee also noted that conducting Conference business can encompass sometimes harsh experiences while Conference Members reach a group conscience on Committee recommendations and felt that Area Service Highlights can provide balance. The committee also noted the priority of completing Conference business in a timely manner and suggested that including Area Service Highlights in the Conference Manual could provide other Conference Members with opportunities to make notes and be informed about other service areas.
- The committee discussed a Saturday evening meet-and-greet gathering of Conference Members and the Sunday night A.A. Banquet that includes a plated dinner. While the committee appreciates the prudent review of the Conference budget, the committee requested that the trustees' General Service Conference Committee continue with these pre-Conference gatherings. The committee felt that including these pre-Conference events provide Conference Members with unifying, welcoming, and cohesive experiences that help usher in the Conference Week.
- The committee also noted that meal stipends could provide Conference Members with opportunities to spend some quiet time during a busy Conference week schedule. The committee requested the trustees' General Service Conference Committee consider ways to add 2-3 additional meal stipends for Conference Members.
- The committee discussed opportunities to give more time to complete Conference business and felt that reinforcing the mechanics of the Conference agreed to by Conference Members would be useful.
- The committee discussed the value of Workshops during the Conference week and noted that local committees conduct workshops based on these topics and provide opportunities to inform delegates with a broad range of experiences.
- The committee discussed the number of videoconference meetings that occur within service areas, regions, and for Conference Members. The committee felt that some local events share misinformation, or inconsistent materials, which is troubling. The committee discussed ways that could help clarify and support accurate

information and felt that the three Board chairpersons could explore aligning their efforts to share information within the Fellowship.

ARCHIVES

Committee Considerations:

- The committee discussed the recent update to the Archives video *Markings on the Journey* and accepted the verbal report on the status of the video by the Publishing Director. The committee requested that the AAWS Board continue to explore all means of delivery and distribution of the video, not to be limited to DVD, Flash Drive, or downloadable digital file on the AAWS Online Bookstore.
- The committee reviewed the newly revised Archives Workbook and made the following suggestions for inclusion in a future printing:
 - Add appropriate images to enhance the content, where applicable, as determined by the GSO Archives Department.
 - In the section “What to Collect?” add reference to digital materials in the suggested list of materials local archives might consider collecting.

COOPERATION WITH THE PROFESSIONAL COMMUNITY

Committee Considerations:

- The committee reviewed a progress report on the development of an outward facing pamphlet for mental health professionals and noted the continued work moving forward toward the production of the pamphlet. The committee requested that a progress report or draft pamphlet be brought back to the 2025 Conference Committee on Cooperation with the Professional Community.
- The committee suggested the trustees’ Cooperation with the Professional Community/Treatment-Accessibilities Committee (TCPC/TA) consider developing additional service materials as follows:
 - A “hard copy” service piece for local Cooperation with the Professional Community (CPC) committees to provide to professionals in their face-to-face contact and when exhibiting or presenting at professional events.
 - That the service piece includes newly designed infographics gleaned from existing content in the draft pamphlet for mental health professionals.
 - That the service piece also includes a way to link to material for the mental health professional, such as the content of interviews already conducted and content from the draft pamphlet.
 - That the presentation of materials developed reflects a modern look and feel appealing to professionals.

The committee requested that a progress report on the development of the service piece be brought to the 2025 Conference Committee on Cooperation with the Professional Community.

- The committee discussed the impact of the Comprehensive Media Plan (CMP) in carrying the message to the professional community and provided the following suggestions to be forwarded to the trustees’ Public Information Committee regarding the CMP:
 - That the Conference Committee on Cooperation with the Professional Community contribute annual input to the revision of the CMP and collaborate with the Trustees’ Public Information Committee for

effective use of technology in how we reach professionals using current industry standards and adapting to new and emerging technologies including, but not limited to:

- QR codes
- Infographics
- Templates for CPC outreach to professionals
- Audio
- Podcast features
- And additional media
- The committee considered the request to develop a pamphlet for the unhoused alcoholic in A.A. and took no action. The committee felt that a pamphlet would not be an effective tool to carry the message to the unhoused community. The committee suggested that the trustees' Cooperation with the Professional Community/Treatment-Accessibilities Committee consider exploring methods of how to better serve the unhoused population.
- The committee reviewed the content and format of the Cooperation with the Professional Community (CPC) Kit and Workbook and noted the updates that were suggested by the 2023 Conference Committee on Cooperation with the Professional Community. The committee provided suggestions for updates to be included in the next printing of the Workbook; minor formatting updates to the list of the Kit contents, and recently updated CPC service material in the Kit. Minor editorial changes to CPC materials are to be forwarded to Publishing.
- The committee suggested considering CPC pamphlets as topics for podcasts or other formats to aid local committees in their service work.
- The committee reviewed the three existing Cooperation with the Professional Community videos for professionals available on aa.org and requested that the trustees' Cooperation with the Professional Community/Treatment and Accessibilities Committee explore the option of repurposing the videos, including updating the scripts with new voiceovers while also using stock footage and images to replace outdated video/images. The committee requested that a progress report be brought back to the 2025 Conference Committee on Cooperation with the Professional Community.
- The committee reviewed the progress report on the LinkedIn page and received a verbal update from the Communication Services Department. The committee noted the formatting and content to include informing professionals in three languages within the limitations of the platform and best practices for posting to social media. The committee requested that a progress report be brought back to the 2025 Conference Committee on Cooperation with the Professional Community.

CORRECTIONS

Committee Considerations:

- The committee reviewed the Corrections Kit and Workbook. The committee noted that the suggestions made by the 2023 Conference Committee on Corrections had been included in the Workbook and provided an additional editorial update for the Contents of Corrections Committee Kit List.

- The committee requested that the staff coordinator on the corrections desk gather shared experience on how local corrections committees encourage and engage members in corrections service. The collected shared experience would be available upon request from the corrections desk.
- The committee suggested that AA Grapevine consider including shared experiences on how to encourage and engage A.A. members in Corrections service within their July prison issue.

FINANCE

Committee Considerations:

- The committee reviewed the video “Hope: Alcoholics Anonymous” for effectiveness and relevance and took no action. The committee agreed that the information in the video is still relevant, and the video is still useful. The committee also agreed that it wouldn’t be prudent to update the video at this time. *
- The committee reviewed the progress report reflecting shared experience from the Fellowship on possible future changes to literature written by A.A.’s founders and took no action. After thorough consideration and mindful reflection of the comments received from Founders’ Writings sharing sessions, as well as the valuable input received from the Fellowship via Area Delegates, the committee agreed that current Conference procedures provide a process wherein future proposals for changes can be considered by the group conscience of each Conference, negating the need for a mandated policy. +

+Carryover from a previous EDW plan

* 2024 EDW distribution

- The committee discussed a request that the General Service Board develop supplemental financial reporting focused on the actual costs of the various service items we provide. The committee requested that the Trustees’ Finance and Budgetary Committee produce an initial draft of the supplemental financial reporting based on projects and that a draft be brought back to the Conference Committee on Finance for review at the 75th General Service Conference. The committee requested that:
- The draft include reporting on the following service items:
 - Development of certain new literature titles.
 - Cost of capital projects such as software, app, and website development.
 - Maintenance cost of software, apps, and website.
 - International services.
- The frequency of reporting is suggested to be quarterly and be included in quarterly reports.
- The level of detail reported should include:
 - Revenue numbers for items we sell (and identify “no cost” items, perhaps providing separate sections for priced items vs. “no cost” items). Also, include reporting on any draws from the reserve fund for any item.

- All long-term costs such as server fees, development costs as platforms evolve, and ongoing content creation such as podcasts, apps, Instagram accounts, etc.
- Additionally, if any project under development is included as a Conference agenda item, then the relevant parts of the new financial reporting would be included as background for the item.

GRAPEVINE AND LA VIÑA

Committee Considerations:

- The committee requested that the Grapevine Board develop a plan for a more effective La Viña subscription procedure, fulfillment process and customer service experience and that a progress report be brought back to the 2025 Conference Committee on Grapevine and La Viña.
- The committee requested that the Grapevine Board develop a Grapevine and La Viña financial reporting system that is clearer and easier to understand for the Fellowship.
- The committee explored the services provided by AA Grapevine and how they should be funded and took no action. The committee felt they needed feedback from the Fellowship and requested that the Grapevine Board conduct a survey to the membership to identify relevance, usefulness and financial viability of products and services provided by the AA Grapevine, such as Podcast, Instagram and YouTube, with a report to be brought back to the 2026 Conference Committee on Grapevine and La Viña.
- The committee considered a request to develop a pamphlet on the Asian and Asian-American alcoholic in A.A. and took no action. Because of the anticipated cost and workload associated with developing a new pamphlet at this time, the committee suggested that the need expressed in this agenda item may be addressed in other AAWS and AA Grapevine publications instead.
- The committee reviewed the AA Grapevine Workbook and provided some editorial suggestions.
- The committee agreed to forward to the AA Grapevine Board the suggestion that AA Grapevine, Inc. produce in the year 2025 or later:

1. Sober Holiday Stories (working title)

A helpful book where members share about the joys and challenges of staying sober through the many holidays of the year.

2. Dating & Relationships (working title)

Members share stories about learning how to date in sobriety and/or how their relationships have changed since they've been in A.A. awhile.

3. Lo Mejor de La Viña III (Best of LV III) (working title) (La Viña book)

The stories demonstrate the various ways members get active in A.A. to stay sober, carry the message and live useful and rewarding sober lives.

4. En las prisiones (Jails and institutions) (working title) (La Viña book)

Stories by sober Hispanic members who have experienced A.A. in prison and are helping one another and carrying the message.

5. La derrota (Surrender) (working title) (La Viña book)

A.A. members share what helped them get sober, surrender and handle their new lives of recovery.

INTERNATIONAL CONVENTIONS/REGIONAL FORUMS

Committee Considerations:

- The committee discussed a report concerning virtual programming for the 2025 International Convention. The committee agrees with including a two-day 8 session virtual track in the program. The committee believes that the \$35.00 (USD) per attendee fee for the programmed virtual session track is prudent and provides a desired accessibility for members who may not be able to attend the convention in person. The committee made the following suggestions to the trustees' International Convention Regional Forums Committee related to the two-day 8 session virtual program track:
 - That there be virtual hospitality suite.
 - That virtual technology support be provided.
- The committee requested that the trustees' International Convention and Regional Forums Committee explore ideas to develop a new declaration to be adopted at the 2030 International Convention. The concept is to review the history of The Responsibility Statement or the "I Am Responsible" Declaration that was introduced at the 1965 International Convention in Toronto. In addition to the history of the "Unity" declaration that was introduced at A.A.'s 35th Anniversary International Convention held in Miami Beach, Florida in July 1970. The committee looks forward to a progress report being brought back to the 2025 Conference Committee on International Convention and Regional Forums.
- The committee discussed ways of encouraging interest and participation in Regional Forums and made the following suggestions:
 - Continue to announce Regional Forums at all local A.A. events within the Region.
 - That the staff coordinator on the regional forum assignment communicate with the Area Contact and Volunteer Committee earlier in the Regional Forum planning process.
 - That the staff coordinator on the regional forum assignment continues to disseminate Regional Forum information early and often using all modes of communication including email, aa.org website, Meeting Guide App., *Box 4-5-9*, and AA Grapevine and La Viña.
 - Consider creating short current anonymity protected videos about Regional Forums that can be shared on our communication channels.
 - That the General Service Board consider adding the use of current technology including streaming, virtual and/or hybrid components to the Regional Forum; and the possibility of using local A.A. resources.
 - Consider adding an additional full virtual forum.

LITERATURE

Committee Considerations:

- The committee reviewed a progress report on revisions to the pamphlet, "The Twelve Steps Illustrated." The committee requested that a new draft, partial draft, or progress report be brought back to the 2025 Conference Committee on Literature.
- The committee discussed post-Conference follow-up processes at the General Service Office. The committee noted the value of communication memos for clarity and process transparency.
- The committee reviewed a progress report on revisions to the pamphlet "A.A. for the Native North American." The committee noted that the introduction section has been drafted and that outreach efforts have been efficient, effective, and resulted in an increased number of story submissions. The committee requested that a draft or progress report be brought back to the 2025 Conference Committee on Literature.

- The committee reviewed a progress report on the development of the Fourth Edition of the book *Alcohólicos Anónimos – Spanish*. The committee noted that the story submissions reflect a broad and diverse cross-section of the A.A. Fellowship, reflecting each of A.A.’s Three Legacies. The committee requested that a draft manuscript or progress report be brought back to the 2025 Conference Committee on Literature.
- In addition to recommending permanent suspension of the “Too Young?” video adaptation, the committee noted the potential value provided by other projects currently in development such as the “Young Peoples’ Video Project” which address similarly stated needs.
- The committee reviewed a progress report on revisions to the pamphlet “Questions and Answers on Sponsorship.” The committee noted that much of the work was outside of the scope of the committee consideration from the 2023 Conference Committee on Treatment/Accessibilities. The committee requested that the work going forward reflect the 2023 Treatment and Accessibilities suggestion to “consider updating the pamphlet ‘Questions and Answers on Sponsorship’ to add language on working with alcoholics with intellectual or information processing challenges, communication challenges and diverse neurological abilities.” The committee requested that a progress report or draft pamphlet be brought back to the 2025 Conference Committee on Literature.
- The committee reviewed the 2024 Recovery Literature Matrix and noted the need for procedural guidance through rotation memos and a reference to the information provided within the “AAWS Policy on Publication: Keeping A.A. Literature Current.” The committee requested that a footnote be added to the Literature Matrix referencing the value of this policy as a resource.
- The committee requested that the list of formatting priorities, as established by A.A. World Services, Inc. Publishing Department, be included within future Recovery Literature Matrixes.
- The committee requested that A.A. World Services, Inc. consider developing guidelines relative to style and format to provide greater consistency of appearance and presentation between individual pieces of Conference-approved literature.
- The committee discussed *Reflexiones Diarias*, the Spanish translation of the *Daily Reflections* book. The committee suggested that AAWS consider providing *Reflexiones Diarias* in a large-print format.
- The committee reviewed a progress report on the development of the Fifth Edition of the book *Alcoholics Anonymous*. The committee looks forward to a progress report or draft manuscript to be brought back to the 2025 Conference Committee on Literature.
- The committee reviewed a progress report on the video animation of the pamphlet “The Twelve Concepts Illustrated.” The committee requested that the project proceed with Phase II Option I to include translation of narration voiceover and visual text into French and Spanish.

POLICY/ADMISSIONS

Committee Considerations:

- The committee met February 8th, 2024, to consider a request from the trustees’ General Service Conference Committee and General Service Board that a trustee of the Great Britain General Service Board, Joanna Faul and the Great Britain General Service Office General Secretary, Ranjan Bhattacharyya, be approved to attend the 2024 U.S./Canada General Service Conference as observers. The committee agreed to grant admission which is in keeping within the scope of the committee, per the 2022 Policy/Admission Advisory Action.

- Regarding the Equitable Distribution of Workload (EDW) process, the committee requested that the trustees' Committee on the General Service Conference and Conference Coordinator develop a finalized operational procedure and implementation plan. The committee requested that a progress update be brought to the 2025 Conference Committee on Policy/Admissions on the finalized EDW implementation.
 - The committee suggested that the trustees' Committee on the General Service Conference create a proposal providing simpler methods of balancing conference workload which might include, but not limited to, the following suggestions:
 - Reimagining current Conference committees in ways that could accommodate heavier workloads.
 - Some Committee literature on recovery or more general topics of service could be moved under the purview of committees which historically have agendas with less items. Some Conference-approved items that don't set policy but rather, reflect factual information might be moved to service material, to allow for more timely updates.
 - Providing conference committees a clear understanding and list of all items within their scope and purview. (Example: A committee that has an agenda item of "Review Kit and Workbook" does not necessarily have less "work" to do but rather an opportunity to do a more thorough review of the pamphlets and service material under their purview within the contents of the kit, that can often unintentionally get neglected and become increasingly dated when a committee's agenda becomes lengthier.)
 - That the function and purpose of Equitable Distribution of Workload (EDW) be more centered on *lessening* the workloads of committees that may not have ample time to complete their work rather than focusing on *adding* to agendas to lengthen the work.
 - Adding additional Conference Committees or secondary Conference committees.
 - The Conference Agenda Routing (CAR) form may be an unnecessary internal reporting mechanism for the General Service Office and a simpler method of documenting Proposed Agenda Item (PAI) review might be considered.
 - An adjustment to the Conference schedule to allow for more committee time to handle additional workload, in lieu of presentations and workshops.
 - The committee also discussed the need for updated language to the current Proposed Agenda Item (PAI) form and provided the following suggestions:
 - Include clarifying language that PAI submissions received past the deadline would not be considered for the upcoming General Service Conference (GSC) but would be considered for the following year.
- The note provided in section 3 of the form, also be included at the top of the form in **bold** font.

Under section 3 add a question, "If this item is being submitted by an individual, was the item forwarded to another level of group conscience and if it was not considered, please provide an explanation."

(Note: This section could use a "check box" x system for Area, District, group, individual, or other.)

If the "individual" or "other" box is selected, then the submitter would be asked to provide additional information as to why. This question would have an asterisk and would be required to be answered before submission.

- The committee reviewed the GSO General Manager’s memo regarding General Service Conference site selection. The committee asked that the General Manager provide a progress report regarding site selection for the 77th and 78th General Service Conference as soon as they are finalized.
- The committee reviewed the dates for the 2028 General Service Conference. In order to provide additional flexibility to the General Service Office management in contracting the most cost-effective and appropriate venues for the General Service Conference, the committee agreed to select these proposed dates for the 78th General Service Conference, as follows (in order of preference): April 23-29, 2028; May 7-13, 2028; April 2-8, 2028. The committee noted that these proposed Conference dates are the best choices available for avoiding conflicts with significant holidays. The committee asked that all Conference members be notified of the final dates for the 77th and 78th General Service Conference as soon as they are finalized by GSO management.
 - The committee reviewed the “Report of the GSB Ad Hoc Committee on Participation of Online Groups (POG) in the U.S./Canada Service Structure” and had a wide-ranging discussion.

The committee expressed appreciation for the Ad Hoc report, particularly the results of the survey to online groups. Based upon the Ad Hoc report findings, the committee noted that at this time there are no clearly expressed needs outlined in order to move forward with the creation of an additional Delegate area for online groups, at this time. The committee noted that the suggestion of a future guideline service piece on the participation of online groups may be a helpful resource to consider for the future as information continues to be shared and gathered from the U.S./Canada service structure.

- The Committee discussed a suggestion to revise procedures for electing the Delegate chairperson, Conference Committee chairpersons and their alternates and took no action. The committee noted that the timing of the election at the close of the final committee meeting as well as the process for electing Conference committee chairs is an effective voting procedure.

The committee also noted that while the process for electing the General Service Conference Delegate chair from the remaining delegates (not yet selected for Committee or alt chair) remains a viable procedure, a more effective, improved, communication would be useful in outlining the current roles and responsibilities.

There was consensus by the committee that all Area Delegates have been chosen by their areas as qualified and ready to serve in many capacities at the Conference. While some delegates may choose not to be included in the election, any qualifying delegate who wants to be considered be allowed to submit their name. The committee suggested that the trustees’ Conference committee develop a guideline “For the Role and Responsibilities of Delegate Chair” that could be included in the Conference manual and be read prior to the election at the delegate’s only meeting. The committee asked that the Staff secretary send a memo to the trustees’ Conference Committee with suggestions for content in the guideline.

PUBLIC INFORMATION

Committee Considerations:

- The committee reviewed the memo from the General Service Office Chief Financial Officer related to tracking Public Service Announcements. In addition, the committee reviewed background addendum on both distribution and tracking of TV PSAs, noting that \$48,000 to track PSAs has been accepted as an audit requirement. The committee requested that this expense be allocated to the trustees’ Finance and Budgetary Committee budget. The committee suggested that for the tracking of PSAs more cost-effective means of tracking be researched.

- The committee reviewed and accepted a progress report on the development of a General Service Office podcast. The committee noted the planning, development, and production of episodes on many service-related discussion topics and looks forward to a progress report with analytics data on the first season of this audio service material to be brought back to the 2025 Conference Committee on Public Information.
- The committee reviewed and accepted the 2023 Report on the Alcoholics Anonymous World Services, Inc. Meeting Guide app. The committee offered the following suggestions and looks forward to a report to be brought to the 2025 Conference Committee on Public Information:
 - Consider a suggestion to add A.A. literature to the Meeting Guide app.
 - Consider creating a mechanism for listing online meetings on the Meeting Guide app without tying them to particular locations.
 - Consider adding a clarification to the location information on the Meeting Guide app to specify that locations (like churches) do not imply affiliation.
 - Consider adding an option to make 7th tradition contributions possible through the Meeting Guide app.
- The committee reviewed and accepted the 2023 Reports on aa.org. The committee made the following suggestions and looks forward to a report being brought back to the 2025 Conference Committee on Public Information.
 - The committee suggested that the trustees' Public Information Committee explore adding chat functionality to the aa.org website, noting that the General Service Offices of Australia and Great Britain have already adopted this feature on their websites.
 - The committee suggested that the trustees' Public Information Committee explore adding meeting information feature to aa.org by connecting to the local feeds that populate Meeting Guide.
- The committee reviewed and accepted the 2023 annual report from the AA Grapevine and La Viña website, marketing, podcast and app, noting appreciation for the continued growth of the podcast and expressed support for the AA Grapevine app. The committee made the following suggestions:
 - The committee suggested that future AA Grapevine reports include more detailed analytics on their communication channels.
 - The committee requested the opportunity to review the AA Grapevine Five Year plan.
 - The committee offered suggestions for the AA Grapevine App and Podcast and suggested that the staff secretary forward these to the AA Grapevine Publisher.
- The committee reviewed and accepted the 2023 Analytics Working Group Report and noted all the work that had gone into laying out a framework for improving analytics reporting in the future and looks forward to a report to be brought to the 2025 Conference Committee on Public Information.
- The committee discussed the revised proposal for Alcoholics Anonymous World Services, Inc. to establish an Instagram account and took no action, noting that a social media policy should be established before additional social media platforms are added.
- The committee suggested that efforts to collect user-generated Young People videos be permanently suspended and that the web page and portal for these submissions be taken down.
- The committee requested that consideration be given to adding a QR code to the flyer "A.A. at a Glance" (F-1).
- The committee suggested that consideration be given to adding a QR code to the pamphlet "Speaking at Meetings Outside of A.A." (P-40).

- The committee suggested that the staff secretary ask that delegates gather feedback on how young people would like to be communicated with and submit the shared experience back to the staff secretary before October 1, 2024, using an online survey tool. The committee requested that a report be brought back to the 2025 Conference Committee on Public Information
- The committee reviewed and accepted the progress report on the request to create a new form of communication to address anonymity on social media and understands that responses to questionnaire were collected during a one-month period in March and April 2024. The committee looks forward to a progress report to be brought to the 2025 Conference Committee on Public Information and offered the following suggestions:
 - That future surveys have fewer questions and that efforts be made to communicate clearly with delegates about future requests for sharing from the Fellowship.
 - That future staff reports to the Conference Committee on Public Information include information about anonymity and social media work by the Public Information Desk.
 - That findings from the questionnaire on social media and anonymity be incorporated into the pending social media policy.
 - That future surveys of this type be shared more broadly with the Fellowship understanding that large-scale requests for sharing from the Fellowship may incur additional expense.
- The committee reviewed the progress report on the A.A. Membership Survey Convenience Sample Pilot and looks forward to a report being brought back to the 2025 Conference Committee on Public Information. The committee requested that staff provide more clear and timely communications about Membership Survey processes that impact delegates and their areas.
- The committee reviewed and accepted the 2024 Public Information Comprehensive Media Plan (CMP). The committee expressed continued support for this version of the CMP, but noted that when a major re-write is completed, a coversheet outlining the changes would be useful. The committee expressed appreciation that the plan details useful guardrails and captures the public information work, messaging, and communication channels the General Service Office and AA Grapevine are using to make the Fellowship, general public, media, and professionals aware of Alcoholics Anonymous.

The committee offered the following suggestions for the next iteration of the Comprehensive Media Plan to be brought back to the 2025 Conference Committee on Public Information.

- That continued review of the Comprehensive Media Plan focus on ensuring that each section focuses on strategic goal setting versus facts or operational processes.
- That the trustees' committee consider adding Alcoholics Anonymous World Services Inc. brand guidelines to the Comprehensive Media Plan.
- That developing guidelines for using the Comprehensive Media Plan in other parts of the service structure would be useful.
- That consideration be given to adding a list of the PSAs and when they were approved to the Comprehensive Media Plan.
- That a more robust analytics section would be a useful addition to the Comprehensive Media Plan.
- That trustees' Public Information collaborate with any other trustees' committee that has responsibility for content areas detailed in the Comprehensive Media Plan and identify ways for the corresponding conference committees to collaborate with one another on the relevant sections of the CMP.

- That consideration be given to accepting user generated content from members who are under the age of 18.
- The committee suggested that once a social media policy is completed, a section about the social media policy be added to the Comprehensive Media Plan.
- The committee reviewed the 2023 report on the “Relevance and Usefulness of Video Public Service Announcements.” Committee members noted that the membership survey seems to indicate that members are not finding A.A. through the media. The committee expressed general criticism about the tone and communication style of the current PSAs.
- The committee suggested that the annual report on “Relevance and Usefulness of Video Public Service Announcements” be revised to more clearly articulate the process for suggesting changes or retirement of any PSAs.
- The committee requested that any suggestions to retire Public Service Announcements be communicated as agenda items.

The committee suggested that the trustees’ Public Information Committee reimagine the overall strategy for Public Service Announcements (PSAs) and offered the following suggestions:

- Noting the challenge of balancing budget constraints and the need to update our PSAs, that the trustees’ PI Committee consider less expensive methods of creating and modifying content.
- That shorter PSAs are more useful (:60 is too long).
- The committee suggested that consideration be given to working with Australia’s service structure to use the Australian Public Service Announcements in the U.S. and Canada.
- The committee also suggested that the staff secretary continue to encourage local Public Information committees to distribute Public Service Announcements (PSAs) in their local areas.
- The committee accepted the Progress Report on the Feasibility of Paid Placement of PSAs on streaming platforms and noted that while the information it contained is useful, questioned whether the currently available Public Service Announcements would be effective on streaming platforms.
- The committee suggested that before Public Service Announcements are placed on streaming media, methods for measuring their impact should be established.
- The committee suggested that trustees’ Committee Public Information create two plans for placing PSAs on streaming media with a focus on reaching a general audience with budgets not to exceed \$50,000 and \$100,000. The committee suggested that the trustees’ Committee on Public Information keep in mind A.A.’s Twelve Traditions in developing this plan.
- The committee discussed the progress report on the Mesmerize Point Public Service Announcement (PSA) distribution channel and was pleased to see the ongoing opportunity to reach a large audience at no cost. The committee suggested that the trustees’ Public Information Committee renew the annual contract with Mesmerize Point for the 2024-25 year, providing it could be done so at no cost. The committee suggested that the trustees’ PI Committee research whether there are opportunities like Mesmerize Point available in Canada.

The committee expressed support for requesting more data about the impact and reach the PSAs have through Mesmerize Point. The committee looks forward to a report to be brought to the 2025 Conference Committee on Public Information.

- The committee expressed support for adding QR codes to our Public Service Announcements (PSAs) as soon as possible and requested that the Communication Services Department provide estimates for the cost of doing so and suggested the work be done if it could be completed for less than \$5,000.
- The committee reviewed and accepted the 2023 Report on the Alcoholics Anonymous World Services YouTube account.

The committee noted that the PSA playlist on Alcoholics Anonymous World Services (AAWS) YouTube page only includes two videos, suggesting that the tool would be more useful if all PSAs were included in the playlist.

- The committee offered the following suggestions regarding the AAWS YouTube page and looks forward to a report to be brought to the 2025 Conference Committee on Public Information.
 - The committee suggested that the trustees' Public Information Committee consider organizing the YouTube page more effectively.
 - The committee pointed out that the YouTube page is not intuitive to navigate and suggested that efforts be made to change how translations of videos get displayed.
 - Noting the Search Engine Optimization (SEO) challenges, the committee reported that a search of YouTube using keywords like AA or Alcoholics Anonymous did not bring users to the AAWS page and suggested that additional work on SEO be considered.
 - For future reporting to this committee, the committee requested that trustees' Public Information Committee consider tracking the impact of outreach efforts (for instance an email blast) and whether those efforts impact the traffic on YouTube.
 - The committee questioned whether YouTube and Vimeo are both needed.
- The committee reviewed and accepted the 2023 Report on Google Ads. The committee noted appreciation for the formatting of the report and made the following suggestions:
 - That efforts should be made to maximize our use of the Google Ad grant each month.
 - That staff continue to look at whether search terms (like aa.org) used with Google ad groups are the best use of the Google Ad Grant program. The committee looks forward to a report to be brought to the 2025 Conference Committee on Public Information.

The committee reviewed and accepted the 2023 Report on Online Business Profiles (OBP). The committee offered the following suggestions for Online Business Profiles and looks forward to a report to be brought to the 2025 Conference Committee on Public Information.

- That Online Business Profile analytics reporting be more consistent with quarterly reporting of activity per quarter.
- That Online Business Profile responses be provided as background each year.
- That Online Business Profiles cross link with other sites managed by AAWS.
- That in responding to Online Business Profiles consideration be given to the principle of attraction.
- The committee discussed the content and format of the Public Information Kit and Workbook and noted contents of the kit are useful to local Public Information Committees.
- Noting that a Public Information Workbook revision is underway, the committee agreed to provide with emailed suggestions for the Workbook to the staff secretary

REPORT AND CHARTER

Committee Considerations:

- The committee reviewed a list of editorial updates from the Publishing Department for *The A.A. Service Manual/Twelve Concepts for World Service* and accepted the updates.
- The committee accepted a report from the Publishing Department outlining the General Service Office process for timely and accurate preparation and publication of the proposed *The A.A. Service Manual/Twelve Concepts for World Service, 2024-2026 Edition* and the 2024 General Service Conference Final Report.
- The committee discussed the current process for reviewing substantial updates to *The A.A. Service Manual/Twelve Concepts for World Service* and agreed that it lacks cohesiveness and accountability. The committee expressed their concerns to the Board chairs and General Manager and suggest that the General Service Board explore the creation of a corresponding Trustees' committee for Report and Charter comprised of members of all three boards and the General Service Office and that a progress report be brought back to the 2025 Conference Committee on Report and Charter.
- The committee underwent a multi-year process of assessing the accuracy and effectiveness of the redesigned 2021-2023 edition of *The A.A. Service Manual/Twelve Concepts for World Service*. While further functional clarity is needed, in order to prevent a further delay in printing, a significant number of revisions were identified and corrected. The committee requests that the General Service Board assign a dedicated trustee liaison to the Report and Charter conference committee to ensure the accurate implementation of those revisions to the 2024-2026 *The A.A. Service Manual/Twelve Concepts for World Service* for printing in 2024.
- The committee reviewed the draft of the new section "Amendments" to be added to the Twelve Concepts for World Service. The committee agreed that a full reexamination is needed to achieve the intent of this section, to be of benefit to the Fellowship as a clear source of reference. The committee requests that the General Service Board review the draft along with the committee's feedback and provide an updated draft or progress report to the 2025 Conference Committee on Report and Charter.
- The committee noted that there may be policy implications associated with Simple Majority items and suggested this question be referred to the Conference Committee on Policy and Admissions for further consideration.

TREATMENT AND ACCESSIBILITIES

Committee Considerations:

- The committee reviewed and accepted the progress report on the Military Outreach Project noting the importance of adding interviews with A.A. members who are veterans. The committee forwarded to the trustees' Cooperation with the Professional Community/Treatment and Accessibilities Committee the following suggestions:
 - Focus on creating a landing page for the military audio interviews on the General Service Office's website www.aa.org.
 - Prioritize an interview with a Canadian Francophone A.A. member in the military.
 - Include the military audio interviews on A.A.'s YouTube page using a simple image.

The committee requested that a progress report on the Military Outreach Project be brought back to the 2025 Conference Committee on Treatment and Accessibilities.

- The committee requested that the staff coordinator on the Accessibilities desk solicit current shared experience from the Fellowship on outreach efforts to Veteran Affairs (VA) and active military in the U.S. and Canada to be utilized in service material. The committee looks forward to a progress report at the 2025 General Service Conference.
- The committee reviewed the Treatment Kit and Workbook and forwarded to the trustees' CPC/Treatment and Accessibilities Committee a list of minor edits to the workbook to be implemented at the next printing.
- The committee reviewed the Accessibilities Kit and Workbook and forwarded to the trustees' CPC/Treatment and Accessibilities Committee a list of pamphlets/resources to be added to the kit.
- The committee reviewed updated Bridging the Gap service materials and made further suggestions for consistency across Bridging the Gap materials.
- The committee reviewed the accessibilities inventory provided by the trustees' CPC/Treatment and Accessibilities committee and suggested minor edits. The committee asked that the staff coordinator on the Accessibilities desk make the list available to download from the Accessibilities Committee's page on aa.org and share the link with the staff coordinator on the Cooperation with the Professional Community desk for potential distribution among professionals and inclusion on the A.A. LinkedIn page. The committee also asked the staff coordinator on the Accessibilities desk to share the list periodically in activity updates.

The committee requested that a progress report be brought back to the 2025 committee on how useful this list has been to local accessibilities committees.

- The committee reviewed the pamphlet "A.A. in Treatment Settings" (P-27) and recognized its continued effectiveness and relevance. The committee suggested that the Publishing department update the cover of the pamphlet and add current information on how to contact A.A.
- The committee reviewed the Remote Communities and Cooperation with Elder Community resource lists and forwarded several suggestions to be added to the lists to the trustees' CPC/Treatment and Accessibilities Committee.
- The committee reviewed the progress report on updating A.A. service material to better carry the message to alcoholics with intellectual or information-processing challenges, communication challenges and diverse neurological abilities and noted that much of the service material is not relevant to the subject. The committee asked the staff coordinator on the Accessibilities desk to follow up on the 2023 General Service Conference considerations related to the revisions to the pamphlet "Questions and Answers on Sponsorship" and the publication of an issue of AA Grapevine magazine with stories from neurodiverse alcoholics.

The committee forwarded a list of service material that could be updated to the trustees' CPC/Treatment and Accessibilities Committee.

The committee looks forward to a progress report to be brought back to the 2025 Conference Committee on Treatment and Accessibilities with shared experience from the Fellowship on neurodivergence and alcoholism to inform service material updates.

TRUSTEES

Committee Considerations:

- The committee reviewed the resumes and approved as eligible for election all Class B trustee candidates for West Central Regional trustee and Western Canada Regional trustee.

- The committee reviewed an update report regarding the pamphlet “Do You Think You’re Different?” The committee noted that the trustees’ Literature Committee has called for story submissions with an April 30, 2024 deadline. The committee requested that the trustees’ Literature Committee provide a draft pamphlet or progress report to the 2025 Conference Committee on Trustees.

Note: As a result of the 2021-22 Equitable Distribution of Workload plan, the above item was on the agenda of the Conference Committee on Trustees.

- The committee discussed the agenda item to consider guidelines and parameters regarding the deadline to submit Conference agenda items and took no action. The committee affirmed that Proposed Agenda Items (PAIs) received after the current year’s deadline are processed in the following year.

We at the Conference are the beacon for all and we had the conversations that needed to be had and we included everyone. I wasn’t here by myself – I had a whole lot of people with me.

The 74th GSC ended at 11:59pm April 19, 2024

Final Farewell

All Delegates who are at their last Conference, are given time to read in a final farewell.

All Trustees who are at their final Conference, are also given an opportunity to speak.

Thank you to my fellow Delegates for participating at the 74th General Service Conference.

To the Panel 74 Delegates, I hope you were able to have a spiritual experience during this conference and I hope you were able to feel God in the room because I sure did. Please tell everyone about what you heard, saw, and felt here. To the panel 73 Delegates, We are responsible to encourage, support, and invite someone to take our place. Be proud of the work that you did last year and this year and tell everyone about it. Tell them about the process and how to get involved.

I came to this conference with my Area’s group conscience, my computer to capture the information, my great outfits, my tissues, and my lucky jacket.

Here are some things that I heard at the Conference:

Diversity is having a seat at the table. Inclusion is having a voice at the table. Belonging is having that voice heard. I have seen the very best of A.A. today and I thank you. No one is looking to be special. Members of our fellowship are looking to be un-special; so, we can go back to talking about Alcoholics Anonymous. If we have disunity, then we are just not done talking. When I go back to my Area I talk on behalf of the Conference and support whatever the Conference does. Not only do I encourage you to be involved, I will also show you how. I have felt at this Conference love and support from the Fellowship and from all of you. I leave this

Conference with the informed group conscience for all of Alcoholics Anonymous.

I leave this Conference with the following thoughts:

We are the leaders of Alcoholics Anonymous. We are the voice of Alcoholics Anonymous

We are the voice of the Conference. Go do something with that power, with that voice, and that God given talent. We each have been granted the unique opportunity to see A.A. at its very best.

Each of us have unique skills that we can use to fulfill the responsibility of being a trusted servant. The spirit of invitation starts with each of us inviting someone to participate.

Thank you for allowing me to participate.

Alex Wheatley

Panel 74 Area 09 MSCA

To Area 09:

For those in Area 09, I kept a few notes of somethings that you may want to consider.

Do with this information as you may wish.

1. Inform your fellows on how to better serve A.A in the digital age
2. Continue to offer hybrid / virtual
3. Offer Translation & Interpretation at all Area Events
4. Educate, friends, sponsees, sponsors on the three legacies and study the service manual.
5. Soften body language and nonverbals
6. Look for diversity in Districts and Areas
7. Utilize more A.A. Literature
8. Utilizing PSA's on www.MSCAaa.org

9. Attend our Proposed Agenda Item workshop
10. Participate in call for Shared Experiences
11. Listen like you want your mind changed
12. Beware of the Tyranny of the Minority.
13. Educate your homegroup on ways to give online
14. Understand how to write an appeal.
15. Hold your servants accountable
16. Ask questions and don't ever stop !!!

We can share our opinion, but we share it only once. If no one wants to change their vote, we respect the group conscience then we happily go along with the group conscience. We do not incite public controversy. I heard at the Conference; "Blessed are those that have nothing to say and the courage not to say it." I also heard, recovery before service and the only wrong question is the question not asked. May you continue to grow in your own personal recovery and always remember that we are responsible. Please continue to visit the Delegate webpage for the most accurate and up to date information regarding GSC, GSO, GSB, and how you can Participate in the Annual General Service Conference. If your group / meeting does not have a GSR – General Service Representative - we encourage you to bring up the topic at your next meeting or business meeting. Every group should have a voice and a vote. There are approximately 66,000 groups/ meetings in Area 09 but how many have GSRS and attend our area meetings ?. If a group / meeting chooses not to have a GSR or participate, that is perfectly fine. I am pretty confident though that within those 1400 groups / meetings without a GSR, many want to know what is going on with General Service and with Alcoholics Anonymous. Our main problem in A.A. is not money, it is participation and time. Everyone has the Right to Participate. If anyone is interested in General Service, I am happy to show you how to get involved. *Thank you for allowing me to be the voice of Area 09 and to participate in a program that has saved my life.*

Alex Wheatley

P74 A09 Delegate