

MEMORANDUM

TO: File

FROM: Michele Betty
Executive Assistant

DATE: December 3, 2012

RE: After Action Report – 2012 Annual Commission Appreciation Dinner

Purpose

The dinner is an opportunity for City staff and elected officials to express their appreciation to the boards and commissions who act in an advisory capacity to elected officials and City departments, fire and police reserves, and other volunteers who give their time as stewards for the City. There is on the Extranet a SOP and PATS to assist with the organization of this event.

Executive Summary

The dinner was held at the Great Hall & Conference Center with over 300 in attendance, including City elected officials, City staff, board and commission members, volunteers and guests. The time of the event was moved up from 7 to 6:30 p.m. This change seemed to work well for all parties involved. Parents appreciate being able to get home to their children a bit earlier than in the past. Staff appreciated the change as well!

Garibaldi's Catering was selected by the mayor to cater the dinner. The food was excellent. The Administration ordered the correct amount of wine. The GHCC staff provided a very clean, comfortable and organized dining hall.

In addition to the dinner and in lieu of individual gifts of appreciation, the commissions, boards, reserves and other volunteers were honored by way of a monetary donation to the Library. The library staff used these funds to purchase at least one book that was applicable to each commission or group. Library staff placed a name plate in each book noting the commission and its members. Library staff displayed the books on four tables at the dinner. This worked out great for all involved. The Administration did not have to find a decent and inexpensive gift that was suitable for all, or find a place to store the surplus. The library staff was very pleased to add to their collection. Many guests were pleased with this type of recognition and stated they hope it will become a tradition.

The presentation by the Leadership Germantown Alumni Association of the Jo Reed Award for volunteerism and the Fire Department presentation of the Reserve Fire Fighter of the Year Award were the two special recognitions.

This year the Tree Auction benefited the animal shelter. Public Services was charged with purchasing and dispersing the table top trees to various departments to be decorated. The staff was organized, efficient and very appreciative for the fund raising opportunity. The auction raised \$839, less the \$220 expense of trees, resulting in \$619.

Lessons Learned

Having the dinner after the Thanksgiving holiday is not an ideal time but was unavoidable this year due to an anticipated conflict (Community Voices Diversity Training). Also, several guests were unable to attend due to vacation after the holiday.

Administration continues to estimate and cross fingers on number of guests attending. As usual, a “save the date” email went to staff liaisons for them to share at commission meetings, a formal invitation was mailed, and follow up calls and emails were made the day after the response deadline. This year a response email address was provided on the invitation. There were 285 who indicated they would attend. This number includes members and their guest, elected officials and City staff and their guests. There were 178 invited that never responded. It is estimated that 15 couples attended unexpectedly. Reasons for this varied. Some thought they called, some thought the spouse called, some stated they told other City staff at the grocery store.

In 2013 Administration will attempt a new approach to an accurate count. Executive Assistant to email “save the date” packet including an in-house invitation for them to print and include with agenda packet. Include for the chairs of each commission/board/etc. a reservation roster with members names preprinted with squares to check off.

<u>Attending</u>	<u>Number Member</u>	<u>Guest</u>
<input type="checkbox"/>	Sharon Goldsworthy	Jim Goldsworthy

Include memo that chairs are the RSVP contacts and responsible for getting head count. The more accurate count, the less taxpayer dollars wasted. Offer the commissions the opportunity to request a Holiday Tree from beneficiary if they want to decorate.

Catering bid should require larger or dinner size plates. The caterer suggests the buffet include one more table at each of the two lines.

Due to having the event later in the year, we needed a coat rack. Also, move the microphone to center of long window wall so guests can continue to go through the buffet. Guests were hesitant to walk in front of the microphone while award presentations were made. On that note, the GHCC director will add a small area with backdrop and soft light at the microphone. Next year a pre-event planning meeting will be held with caterer, mayor’s assistant, GHCC director, library director and auction beneficiary.

Beneficiary of auction should buy trees and disperse them as soon as Hobby Lobby sells them. Several of the trees were unattractive and not sufficiently decorated. If you agree to decorate a tree you are making a commitment as these trees are not only the table decorations for the dinner but an excellent opportunity to raise needed funds.

Suggestions for improvement:

- Competition between commissions, departments and divisions. In 2013 the trees will be offered to the commissions and what is left will be offered to departments and divisions.
- The auction requires 2 staff persons and 2 receipt books.
- There were complaints that the credit card process was too slow. Credit card payment will continue to be offered.
- Need more reminders during the dinner to keep the auction alive with periodic reminders of how much time until bidding ends with a final announcement. In 2013 the auction beneficiary will make these reminders.
- Need a PATS on tree auction