

International Executive Committee and Region Chair Meeting Minutes September 21-23, 2007 Seattle, WA

Call to Order: President Jim Struble, SR/WA, called the meeting to order at 8:00 am. All members of the IEC were present with the exception of Sandy Grigg, SR/WA, who was hospitalized and recovering from surgery.

Minutes of Conference Call Approved: The IEC approved the minutes of the August 23, 2007 Conference Call as distributed. Motion for approval by Ken Davis, SR/WA, IEC member, seconded by Faith Roland, SR/WA, President-Elect. Motion passed.

Executive Session: The IEC went into executive session to discuss changes in the contract for executive Vice President Dennis Stork who will be extending his tenure as chief staff officer until the new Executive Vice President search and transition has been completed.

EVP Search/Transition: President Struble reported that the renewed Executive Vice President search was well underway with more than 20 resumes responding to the reposting of the position with various association management career sites. The interviews will take place in Torrance, CA in early January 2008.

Preview of Agenda with Region Chairs: The IEC reviewed the agenda for the meeting with the Region Vice Chairs on Saturday and Sunday.

Designation and Certification Task Force: President Struble announced the final composition of the Task Force will meet in St. Louis the first weekend in November. The Task Force will be chaired by Alan Wurtz, SR/WA, and include: Ben Ward; Ed Opstein, SR/WA; Ken Davis, SR/WA; David Griffin; Eric Finn; Christina M. Baysinger, and Valerie Fries, IRWA. IRWA Executive Vice President Dennis Stork will serve as the primary staff liaison to the group. An outside consultant/facilitator with expertise and experience in association credential programs will be hired to work with the Task Force.

Executive Vice President Dennis Stork discussed the options for facilitator support for the meeting and the consensus was that facilitation similar to that used for the Education Summit would be most appropriate. Stork will identify and engage the outside consultant/facilitator.

Uniform Act Certification: Struble updated the IEC on his discussions with the Consultant's Council at the recent Las Vegas, NV. meeting. The consensus was that progress toward creating the designation will be slower and more deliberate than originally planned. Struble and Roland will investigate possible options to have a meeting with major stakeholders in the process.

75th **Anniversary:** President Struble announced the appointment of the 75th Anniversary Task Force. IRWA will celebrate its 75th anniversary in 2009. The IEC has appointed a special Task Force to coordinate the observance of this milestone in the Association's history. IRWA President Jim Struble, SR/WA will serve as Chair of the special Task Force. Other members include Richard Melfi, SR/WA; Donna Crosby, SR/WA; Jim Oldfield; Lee Hamre, SR/WA; and Jim Overcamp, SR/WA. Barbara Billitzer, IRWA chief marketing officer/publisher, will serve as the IRWA staff liaison to the Task Force.

Executive Vice President's Report: Stork provided a short oral report to supplement his written report prepared in advance of the meeting. He noted that major staffs focus since July 1 has been on training and using the tools in the NetForum system to increase productivity and improve the website. These include:

- Listing of Pending Members with Date of Joining with online interactive form to report pending members as approved
- Threaded discussion groups (Launching in Fall 2007)
- Online membership renewal with foundation contribution as option
- Segmentation by professional disciplines and/or interest
- Made chapter officer report forms interactive
- Created system for contacting members with bounced back emails
- Created an online summary of membership by chapter (Launching December 2007)

Subscription fee for website access and magazine: The IEC approved the creation of a subscription program that gives individual access to the website and a subscription to the website for \$15 per year more than the current IRWA member dues.

HUD Course Resources: Roland reported that HUD would be making available to IRWA course resources that might be the basis for the course being considered by the Relocation Committee. The IEC authorized the expenditure of \$3,000 for the purpose of sending two IRWA members appointed by President Struble to attend a HUD course in Cincinnati, OH. The funds will come from an increase in the IPDC funding by \$3,000.

International Communications and Marketing Committee: Stork reported that the ICMC would be meeting October 26-28 in San Diego, CA. The major focus would be creating a "tagline" or service mark for the Association and continuing to examine the best ways to improve communications and marketing for the Association.

Stork reported that several of the recommendations of the ICMC have been or are pending implementation, including the introduction of an expanded online merchandise

store in October, discussion forums, discipline segmented options within the database and the appointment of a task force on designations and certifications.

The IEC also approved a staff recommendation to only video tape nine sessions at the Annual Education Conference for the e-seminars and eliminate the audio and videotaping at PRES and the audio taping at the Annual Conference.

Committee and Liaison Assignments: The IEC briefly reviewed their Region and Committee assignments before adjourning their meeting for the day at 5:30 pm.

Do we need to recognize that the meeting was called to order at 8:00am???

Introduction and Welcoming Remarks: President Struble welcomed the ten Region Chairs participating in the meeting on Saturday and Sunday. He noted the satisfaction that the IEC felt regarding the expanding role of the Region Chairs in the governance of the organization and their role in leading the Association in the future.

Discussion with the INEC Chair and Vice Chair: Struble introduced Steve Benson, SR/WA, and Pat Thayer, SR/WA, Chair and Vice Chair respectively of the International Nominations and Elections Committee. The purpose of the discussion was to resolve the issues represented by the three INEC-related bylaws amendments that were tabled indefinitely at the Sacramento, CA Board of Directors meeting.

After an extensive discussion, the IEC, Regional Chairs and the INEC Chair and Vice Chair unanimously agreed to the following process:

IRWA will create Task Force to finalize questions designed to assess the leaders and performance of IEC elected representatives by November 1, 2007. The members of the Task Force will be Benson, Thayer, Eric Finn, SR/WA and Shelby Hicks, SR/WA. A conference call will be scheduled for early to mid-October to develop an initial draft that will be distributed to the Region Chairs and IEC for comment by November 1.

The IEC will review and approve the evaluation form and also the new process at its November 2007 meeting.

The approved evaluation forms will be distributed to Region Chairs and Vice Chairs, Committee Chairs and Vice chairs and the IEC in December/January and returned to the INEC Chair and Vice Chair to consolidate and prepare a report to the Region Chairs.

The INEC Chair and Vice Chair will meet in executive session with Region Chairs to discuss IEC evaluations and review at the first meeting in calendar year. While this initial meeting will be February 2008, it will be shifted to January in 2009 as part of the PRES meeting.

During the meeting with the INEC Chair and Vice Chair, the Region Chairs will discuss the evaluations of each IEC member and produce a vote "confidence or no confidence" for those individuals who have declared for election at the next Board of Directors meeting.

The INEC Chair and a Region Chair elected by the Region Chair's will provide written and oral feedback to IEC in late February and March based upon the discussions from that meeting.

The INEC will meet in late March or early April and qualify candidates who have submitted for any of the open positions on the IEC as well as the IEC members moving up to next position in the leadership sequence.

The official minutes of the IEC/Region meeting earlier in the year will reflect a summary of the vote of confidence or no confidence that will be shared with the INEC prior their spring meeting.

The INEC will notify the IEC of its recommendations in late April and the IEC will in turn notify the Board of Directors of the INEC recommendations in accordance with the Association bylaws in early May.

A motion to approve the process outlined above was made by Shelby Hicks, SR/WA, Region 4 Chair seconded by Donna Hunter, Region 5 Chair. The motion passed unanimously. It was agreed that there would be no reason to submit a bylaws amendment to implement this change.

IRWA Financial Summary: Stork reported IRWA enjoyed a very good financial year in 2006-7. On the income side, the Association posted a 6% positive variance from the original budget. On the expense side, IRWA came in \$2,792 lower than its original budget which represents a final result equal to 99.92% of projected expenses for the year. Overall, the Association posted a \$175,484 contribution to surplus which includes \$25,000 that will be earmarked for future software acquisition. Stork reported this will provide IRWA with a financial reserve in excess of 50% of its operating expenses, achieving one the key benchmarks in the IRWA strategic plan.

Stork reported that a major driver on the income side of the ledger was the growth in courses and professional development income. IRWA education income in the last 12 months exceeded budget by \$202,277 or 17.7%. A major source of this upside was the increase in average class size over the previous year by almost one student per class and a surge in the designation and certification programs.

Stork noted that the trend over the last four years has been positive with contributions to surplus each year to achieve the strategic goal. He noted that the 2008-9 budgeting process would begin in November 2007 and that a budget would be presented at the February 2008 meeting in Dallas, TX for Region Chairs to take to their spring forums.

Membership Development: Stork distributed the newly revised New Member Recruitment brochures, indicating that an initial supply of 50 brochures would be

distributed to each Chapter Membership Chair or Chapter President. He reminded the Region Chairs that the membership video is still available. Membership is up approximately 7% compared to the same time last year, Stork reported.

Stork outlined the 2008 renewal process, noting that the initial dues invoice would be distributed in early November via both email and direct mail. He noted that individuals joining online in 2008 will have the option to contribute or not contribute to the foundations. It was noted that the RWIEF has increased its recommended contribution to \$15 from \$10.

Stork indicated that an online training for Membership Chairs is being developed and will be available for Membership Chairs and Chapters by November 1.

Membership Committee Appointed: The IEC voted to create a Membership Committee for 2007-8. The committee will consist of the ten Region Chairs, not be funded and will meet only via conference call. The sole purpose of the Membership Committee will be to address the extremely rare case of approving Members-at-Large as provided by the current bylaws that specifies the approval by the Membership Committee. The IEC indicated that it would require a vote of eight of the ten Region Chairs to approve an Member-at-Large. Jim Price, SR/WA, noted that a letter has been received from Thomas Stowe, SR/WA, a past President from Chapter 4, on the matter of Members at Large. President Struble will provide a written response to the concerns addressed by Mr. Stowe.

Zaragosa Not to Seek Election in 2008-9: Citing personal and health reasons, Secretary Juan Zaragosa, SR/WA, announced that he will not be seeking the Vice President/Treasurer position in 2008-9. Struble noted to the region chairs that this will mean that there will be two positions open for candidates in 2008-9, one for the Secretary's position and one for the IEC member position.

Education and Professional Development Issues: Roland reported that early trends for 2007-8 are quite positive with 182 courses scheduled for the first six months of the fiscal year compared to only 162 last year. Roland noted that the course revamp project being overseen by David Layne, SR/WA, is on schedule to be completed by February 2008. Roland indicated that she has received positive feedback on the expanded role of the Region Chairs and Vice Chairs and the improved communications since the introduction of the frequent conference calls. Roland noted that the IPDC would be meeting October 5-6.

Roland and Stork led a review with discussion on the IPDC recommendations and implementation dates for policy changes. It was agreed that future implementation dates be as of July 1 to run concurrent with fiscal year, where possible.

The recommendation of the IPDC to change the Environmental Certification to require Course C602 and C604, effective July 1, 2007, was changed to an effective date of July1, 2008. Motion by Roland, seconded by Zaragosa. The motion passed unanimously.

Stork commented that the new system of shipping 25 books as the standard order three weeks in advance of the course has reduced delivery problems significantly and has allowed staff to be more proactive in marketing and working with chapters.

Update on Education Summit Implementation: Stork distributed a matrix showing the status of the major projects associated with the Education Summit implementation and noted that most, if not all, of the initiatives would be completed or implemented by the end of the 2007-8 administrative year.

Update on IRWA Online Learning Center: Stork reported that the IPDC has approved a staff recommendation for the course authoring system, the learning management system as well as a strategic relationship with Business Training Library. He indicated that a tentative target date of February 14, 2008 has been set for launching the Online Learning Center. The initial launch will include 6-8, IRWA courses converted to the new webbased learning system as well as 40-50 courses from other providers that are being selected by the IPDC.

Public Real Estate Education Symposium: Roland and Davis reported on the PRES Task Force meeting in July 2007 and outlined the program for February 12-14, 2008 in Dallas, TX. They briefly reviewed the promotional plans and noted that online registration is already available and that promotional announcements have appeared in the Right of Way Magazine already.

Region Chairs Schedule: The Region Chairs will arrive on Thursday evening and meet with the IEC on Friday and have dinner with the IEC, Committee Chairs and Vice Chairs on Friday night. The Region Chairs will meet on Saturday morning until approximately noon for discussion of region issues.

Region Vice Chairs in Second Term Approved for Travel to Dallas, TX: A motion was made by Roland to increase the budget for 2007-8 for regional governance to by \$6,000 to cover the costs of the Region Vice Chairs ascending to Region Chair positions to travel to Dallas, TX for the February 2008 meeting. The motion was seconded by Zaragosa and passed unanimously.

Task Force to Review Model Chapter Bylaws: President Struble announced that Kevin Winner, SR/WA, Region 9, Chair would lead a task force to review the current IRWA chapter model bylaws. Struble requested that Region Chairs provide them with the name of someone who has been an outstanding recent Chapter President to serve on the task force with Winner. It is anticipated that the task force will conduct its business solely by conference call.

Task Force to Revise Region Chair Responsibilities: President Struble appointed Donna Hunter Region 5 Chair and Carolyn Carrica, SR/WA, Region 1 Chair to form a task force to revise the Region Chair responsibilities and report back to the group by February 2008.

Annual Education Conference: Struble and Stork reviewed the plans for the 2008 Annual Conference in Austin, TX. The 2007 Annual Conference survey was overwhelmingly positive. The only change in the program schedule for next year will be an additional 15 minutes on Monday for the Region Caucus meetings. Randy Williams, SR/WA, Region 2 Chair reported that the Appraisal Institute will be having seven of its ten regions meeting in conjunction with the IRWA Annual Conference in Austin, TX.

Stork noted the process for applying to be a host for 2013 Annual Conference and reminded the Region Chairs that the deadline for receiving applications would be March 1, 2008.

Annual Conference Workshop Coordination Subcommittee Appointed: Struble appointed Roland to Chair the Annual Conference Workshop Coordination Subcommittee and selected Craig Poorker, SR/WA, Region 3 Chair, Brenda Becker, SR/WA, Region 10 Chair, and Jim Price, SR/WA Region 7 Chair, to join Roland on the sub-committee.

Fall Forum Talking Points: Stork quickly reviewed the PowerPoint presentation with the talking points for the fall forum. The presentations will be distributed to the Region Chairs on Monday.

Chapter/Region Financial Issues: The Region Chairs discussed various options to increase timely chapter compliance with reporting financial information to headquarters. Stork reported that because of technical issues with the Quicken software, the process of converting to a system where all Chapters use a web-based version of the system will have to be delayed until Quicken provides the additional features that were originally promised. He noted that a web-based training program would be introduced in late December or early January for Chapter Treasurers.

2007 Chapter Assistance Program: The Region Chairs engaged in a discussion on how Regions are using the chapter assistance program and how to structure the programs Region by Region to achieve the most benefit from the investment. Stork reviewed the procedure of approving the chapter assistance funds; stressing that only those reimbursements approved by writing from the Region Chair will be distributed in late December.

Region Websites: Angel Banks, SR/WA, Region 6 Chair, will submit a list of options for a Region website to Stork. Staff will incorporate the suggestions into a new model template for Region Chairs to review and approve. Regions with their own website may opt to continue their own unique sites or migrate to the IRWA created site. Stork stressed that the Region Chair will responsible for monitoring the accuracy and relevance of the information on the Region site.

General Region and Chapter Issues: The Region Chairs reviewed the dates, locations and formats of their future forums. President Struble urged the Regions to begin refining the purpose of the forums. He noted that the IEC strategic planning session in November

will continue the process of reviewing the governing structure of the association, including committees and regions.

Staff will create a Web-Ex event sometime in the fall to review the functions and features of the IRWA website. Next year, the orientation sessions for the Chairs and Vice Chairs will include computers with internet access to help train the incoming leaders.

It was noted that a system for chapter leaders to email members, create mailing labels and rosters was under development at headquarters.

Region 7, Region 1 and Region 10 are discussing the possibility of a joint meeting in Hawaii as a means to jumpstart the creation of an affiliate there. The General Counsel and Executive Vice President were asked to review the process of a Chapter reverting back to affiliate status in anticipation of that development with one of the struggling chapters in one Region.

Other discussion issues included possible funding of incoming Region Vice Chairs to the annual conference, the process of requesting changes in a specific course and the development of model new releases for chapters to use in announcing new officers. A discussion on possibly revising the chapter reporting forms will be conducted in February 2008 in Dallas, TX. It was suggested that adopting a SWOT-type report similar to that being used by the regions to report results from the forums would be more valuable than the current format.

During the discussion, Randy Williams, SR/WA announced that he will be running for the IEC.

Adjournment: The meeting adjourned at 10:30 am Sunday morning.