Quarterly Report *from* G.S.O.

Activities of the General Service Board Including A.A. World Services, Inc., A.A. Grapevine, Inc.

This is a confidential bulletin, for use only within A.A.

October 2017

General Service Board Meeting

The General Service Board of Alcoholics Anonymous, Inc. held its quarterly meeting at the Hilton Westchester Hotel, Rye Brook, NY on Monday, October 30, 2017. Class A (nonalcoholic) chair of the General Service Board, Michele Grinberg, presided.

The chair warmly welcomed all present.

All committees met during the weekend. Highlights of committee reports appear below:

Archives

The committee reviewed a working draft of the proposed publication, *Our Great Responsibility: Selections of Bill W.'s General Service Conference Talks, 1951 – 1970* (revised working title) and considered possible uses of two newly accessioned films accepted into the G.S.O. Archives repository.

Conference

The staff secretary reported on G.S.O.'s plan for translation of background material. The committee agreed to add an annual Conference presentation on international A.A. activities. They also approved a request from the A.A. World Services Board for a presentation/discussion at the 2018 Conference on A.A.'s principles and fiduciary responsibilities.

Cooperation with the Professional Community/ Treatment and Accessibilities

Cooperation with the Professional Community: The committee reviewed the preliminary 2018 exhibit list and suggested adding a conference focused on family physicians and another on military professionals. The secretary will explore opportunities to have trustees submit abstracts and attend conferences within their fields of expertise. The committee also asked the secretary to encourage local committees hosting national events to take advantage of badge-reader technology and to educate them about the ease-of-use and value for capturing contact information at conferences.

Treatment and Accessibilities: Two subcommittees were appointed to research updating materials for the professional community, veterans, and active duty A.A. members, and to review Accessibilities materials. In addition, the committee discussed remote communities and the scope of the services being provided by local A.A. areas, districts, groups and members, with the consensus that there is a need for a better understanding of the historical evolution and current definition of this service.

The committee agreed to forward to the trustees' Nominating Committee a request for an Appointed Committee Member (ACM) to serve on the trustees' Cooperation with the Professional Community/Treatment and Accessibilities Committee to assist in developing resources for professionals and members who are veterans or currently serving in the Armed Services.

Corrections

The committee reviewed and agreed to forward to the 2018 Conference Committee on Corrections a request to develop a new pamphlet focused on long-term incarcerated alcoholics who are soon to be released.

Finance

The chair reported that both the Employees Retirement Committee and the Retiree Medical Benefits Committee met on October 26, 2017. As of September 30, 2017, the market value of the assets in the Defined Benefit Retirement Trust was \$34,094,274, which compares with the Projected Benefit Obligation (liability) at December 31, 2016 of \$35,158,955. As of September 30, 2017, the market value of the assets in the Postretirement Medical Fund was \$5,238,650, which compares to the Postretirement Medical Liability of \$7,668,760 as of December 31, 2016. The above asset amounts as of September 30, 2017 include the recent transfer from the Reserve Fund approved by the General Service Board at its July 2017 meeting.

G.S.O. Financial Results:

Bob Slotterback (nonalcoholic) reviewed the financial results of G.S.O. for the nine months ended September 30, 2017.

Net literature sales during the first nine months of 2017 were 10,509,804, which is 248,846 (2.4%) greater than budget and 531,342 (5.3%) greater than last year.

Seventh Tradition contributions during the first nine months of 2017 were a record \$5,881,983, which is \$593,175 (11.2%) greater than budget and \$414,100 (7.6%) greater than last year.

Adding gross profit from literature and contributions resulted in net revenue of \$13,150,183, which is \$1,161,590 (9.7%) greater than budget, and \$940,871 (7.7%) greater than last year. Total operating expenses for the first nine months of 2017 were \$11,847,697, which is \$54,904 (.5%) less than budget, but \$438,530 (3.8%) greater than last year.

In summary, total revenue for the first nine months of 2017 was \$13,150,183, compared to total expenses of \$11,847,697, resulting in net profit for 2017 of \$1,302,486. This compares with a budgeted profit of \$85,993. This increase is due almost entirely to a \$568,405 increase in gross profit from literature and an increase of \$593,175 from contributions. When the 2017 profit of \$1,302,486 is compared to 2016 actual profit of \$800,145, the increase is due to the increase in gross profit from literature of \$526,793 and the additional contributions of \$414,100. This combined increase was offset by the \$438,530 increase in expenses.

The committee heard a report with information about the fourth quarter and year-end 2017 projections. Full year 2017 sales are expected to be over the 2017 budget and contributions are expected to continue 11-12% over budget. Current projections indicate a profit of approximately \$1,700,000 for full year 2017.

Grapevine Financial Results

Combined average circulation of print, online and the GV app was 76,087, compared with 2017 budgeted circulation of 74,489 and actual circulation for 2016 of 77,853. Average print circulation of 69,971 was 1,072 copies greater than budget, while GV online circulation is running 1,142, less than budget. The GV app sales were 1,938 compared with 270 budgeted.

Gross profit from the Magazine during the first nine months of 2017 was \$1,060,758, which is \$63,370 more than the \$997,388 budgeted and \$23,218 less than the \$1,083,976 for last year.

Revenue from other publishing activities was \$541,620, bringing total gross profit for the first nine months of 2017 to \$1,462,274. This is \$120,987 greater than budget and \$46,055 greater than last year. Interest earned on subscription deposits held in the Reserve Fund added \$14,200 to income, resulting in a total income for the period of \$1,476,474, compared with \$1,352,612 budgeted and \$1,426,819 for last year.

Total 2017 costs and expenses of \$1,356,838 were approximately \$89,586 (6.6%) less than budget and \$39,858 (2.9%) greater than last year. After subtracting the costs and expenses from total income, the result is a \$119,636 profit for the first nine months of 2017, compared with a \$93,812 budgeted loss and a \$109,840 profit for last year.

La Viña Results

The La Viña magazine had average circulation of 10,035 in 2017, compared to a budget of 9,646 and 10,338 in 2016. This resulted in a shortfall between revenue and expenses of \$90,366 for the first nine months of 2017, which is \$34,711 less than budget and \$18,462 less than the shortfall for last year.

Reserve Fund

At September 30, 2017, the Reserve Fund had a balance of \$14,310,746, which reflected the \$1,250,000 contribution to the Defined Benefit Retirement Plan and \$750,000 to the Postretirement Medical Plan in 2017. The Fund is currently earning a return of 1.29%, representing approximately 9.87 months of 2017 combined operating expenses budget.

Recommendation

It was recommended and approved that the auditing firm of Marks Paneth LLP be retained to be the independent auditors of the General Service Board for 2018 for its financial statements, federal and state tax returns, and Form 5500 for the Defined Benefit Plan.

General Sharing Session

The topic of the Fourth Quarterly General Sharing Session was "Accessibilities — Serving All Alcoholics." Deborah A., A.A.W.S. director, presented on the subtopic, "What accessibilities barriers does A.A. need to overcome?" and Patrick C., G.S.O. staff, shared on the subtopic, "How can we determine the needs regarding accessibility to the A.A. program of recovery?"

Deborah opened her talk by asking the question, "When we think of barriers, obstacles, things that are in the way, we have to ask where is it that we want to go?" She continued with a quote from Bernard Smith, in a 1954 address to the Conference: "to ensure that the doors of the halls of AA never have locks on them, so that all people for all time who have an alcoholic problem may enter these halls unasked and feel welcome... to ensure that Alcoholics Anonymous never asks of anyone who needs us what his or her race is, what his or her creed is, what his or her social position is."

Deborah went on to enumerate numerous barriers to attendance in A.A., such as social standing, creed, education, psychiatric and mental status, country of birth, caregiver duties and many others. She concluded by stating, "as we consider each barrier, it is important to consider how we are doing in reference to membership in our home groups."

Patrick shared from his own experience, "The primary barrier I had to overcome to receive the lifesaving message of A.A. was the space between my two ears..." He continued by drawing attention to outdated ASL service material identified by members at a Regional Forum and noted innovative ASL materials developed by local members who are Deaf.

Reviewing his experience and expectations working with the new ACM for the C.P.C./T.F. Accessibilities Committee, who happens to be Blind, he discovered in preparation for her first board weekend, "All documents needed to be emailed to her in Word or PDF text file format in order for her to listen to them using screen reader technology." Patrick stated, "I simply needed to communicate with our new ACM to understand her needs."

After the presentations, moderator Yolanda Flores invited all in attendance to share on the theme and subtopics. The following includes some of the sharing from attendees.

An ACM shared that his first service position was GSR for his home group, a meeting for alcoholics who are Deaf. He is hearing but joined the group to support his best friend who was losing his hearing. A nontrustee director stated he was active in the Online A.A. Intergroup which has over one hundred and sixty groups, in twelve languages and five formats. Their experience has many answers to accessibility questions. A G.S.O. staff member shared her experience as a newcomer carrying the message into institutions for the mentally challenged. She said she learned tolerance and boundaries.

An ACM shared her challenges in A.A. trying to be an equal member and participate in service at all levels. She said all A.A. literature should be accessible in all formats. She added she comes to A.A. to deal with her alcoholism not her Blindness.

A Class B trustee stated he participated in an accessibilities workshop where he was blindfolded and asked to experience an A.A. meeting. He became immediately aware of distractions and challenges that some of our Blind members experience.

A Class A trustee said we need to be more assertive in our P.I. and C.P.C. work to carry the message to the people who don't know we are there. He stated we can be assertive and remain within our Traditions. A G.S.O. staff member shared that one way to approach under-represented groups of alcoholics is through civic or religious leaders that have credibility in their communities, noting that maybe we are not using the most effective channels within the community to help carry the message.

International

The committee received reports on the following international trips, followed by questions and discussion: 6th National Convention of A.A. Peru in Ayacucho, Peru; Meeting of the Americas (REDELA) in San Jose, Costa Rica; and the European Service Meeting in York, England.

International Conventions/Regional Forums

International Conventions: The committee reviewed an invitation from the board of Al-Anon Family Groups and recommended that A.A. accept the invitation to participate in Al-Anon's 6th International Convention to be held July 5-7, 2018 in Baltimore, Maryland in a similar fashion to A.A.'s participation in Al-Anon's 5th International Convention held in 2013.

Regional Forums: The committee discussed options for an anonymity-protected video of a virtual forum and agreed to continue development for a small scale production plan that would capture the essence of the information presented at Regional Forums.

Literature

The trustees' Literature Committee reviewed and requested further revisions to drafts of the revised pamphlets "A.A. for the Woman" and "A.A. for the LGBTQ Alcoholic" as well as the draft manuscript "A.A. for Alcoholics with Mental Health Issues (working title)." The committee agreed to forward to the 2018 Conference Committee on Literature a request for the development of a pamphlet for atheist/agnostic members; a request that A.A. (U.S./Canada) publish the "The God Word" (a pamphlet currently published by A.A. United Kingdom); a request to add the A.A. Preamble and Responsibility Statement to the Big Book; a request for a new pamphlet based upon A.A.'s Three Legacies; and a report on the inclusion of safety language in recovery literature.

Nominating

The committee recommended that Doug G. of San Jose, CA and Cindy F. of Fairfax, VA be appointed for additional one-year terms to serve as appointed committee members on the trustees' Committee on Literature commencing with the July 2018 General Service Board Weekend.

The committee agreed to forward to the 2018 Conference Committee on Trustees a proposal from an area regarding a reorganization of the A.A.W.S. and General Service boards. The committee also agreed to forward to the Conference Committee on Trustees a motion from an area to censure the General Service Board.

The committee recommended that, following the 2018 General Service Conference, Inocencio F. serve as nontrustee director on the A.A. Grapevine Corporate Board and that Carolyn W. serve as nontrustee director on the A.A. World Services Corporate Board.

The committee recommended that, following the April 2018 General Service Conference, Cathy B. serve as trustee director for a two-year term on A.A. World Services, Inc. and that Mark E. serve as trustee director for a two-year term on A.A. Grapevine, Inc.

Public Information

The committee selected the vendor to produce an animated PSA sixty seconds in length with two cut down versions of thirty seconds and fifteen seconds.

The committee reviewed an estimate for redubbing the video PSA "My World" to update the statement "over seventy years" to "over eighty years," and declined to request the update.

Trustees Planning and Sharing Session

The session started with a presentation given by Bob Slotterback, G.S.O.'s director of finance, and Michael Munguia, financial analyst, regarding Seventh Tradition contribution analytics. Corporate reports for A.A.W.S. and AA Grapevine were also given and trustees Newton P. and Rich P. provided reports regarding financial matters and outreach efforts.

The board approved a recommendation that the Conflict of Interest Policy and the Confidentiality and Transparency Policy be combined with the Code of Conduct of the General Service Board

A.A. World Services

Since its July 2017 meeting, the A.A. World Services (A.A.W.S.) Corporate Board has met twice: September 15 and October 27. During this same period, the A.A.W.S. Finance, Publishing, Technology/Communication/Services (TCS) and ad hoc Application Interval and Reach (AIR) Committee each met twice; the Nominating Committee and ad-hoc Self-Support Committee each met once during this period.

Services

Communication Services: The Website Committee has added

a new page to the Digital Archives on Sam Shoemaker and a new option on the A.A. Literature page for Newsletters. Work continues on development of the A.A. Around the World page. The A.A.W.S. YouTube channel is in the final stages of implementation.

Conference: The G.S.O. team responsible for translating all 2018 Conference background material into French and Spanish continues developing plans and procedures to facilitate the Advisory Action of the 2017 Conference. To date, 27 proposed agenda items have been received for consideration.

Cooperation with the Professional Community: A.A. recently exhibited at the American Correctional Association Conference in St. Louis. Class A Trustee Nancy McCarthy was at the booth, answering questions about A.A. and making connections with corrections professionals for G.S.O. to follow up on. Additionally, staff attended the quarterly meeting of the National Institute of Alcohol Abuse and Alcoholism (NIAAA).

Corrections: The Corrections assignment has submitted a request to the USPS for a permit to have international business reply (postage paid) envelopes for Canada. This will help facilitate communication for the Corrections Correspondence Service.

Group Services/Loners Internationalists Meeting (LIM): The 32nd Annual Central Office/Intergroup/A.A.W.S./AAGV Seminar was held in Northern Virginia in early October, providing an opportunity for an ongoing interchange of critical information among these entities. Two issues of the LIM bulletin have been published.

International: The International assignment has recently attended two zonal meetings, the REDELA (Meeting of the Americas) in San Jose, Costa Rica and the European Service Meeting in York, England. Additionally, the assignment heard from a member in Tashkent, Uzbekistan who has started an A.A. group, the first known meeting there. Other active projects include preparations for the 25th World Service Meeting that will be held in Durban, South Africa in October 2018.

Literature: The trustees' Literature Committee is currently accepting resumes for an ACM position. The fall issue of *Box* 4-5-9 featured an article on Central Offices/Intergroups and the Holiday issue will focus on how some groups and committees are utilizing technology as they carry the message.

Nominating: Announcements regarding upcoming vacancies for regional trustees and nontrustee directors have been distributed. The assignment has also requested information from all trustees' committees that are either currently utilizing ACMs or have plans to, regarding the ongoing need and scope of their work.

Public Information: An addition to the Public Information Committee page on aa.org allows local P.I. committees to link broadcasters to a page where all current video PSAs can be downloaded in HD Broadcast quality, on demand and without a cost to the broadcaster or the local committee. As of the end of September, the video PSA "I Have Hope" has been aired 62,000 times with 596 million audience impressions in North America, inclusive of airings in English, French and Spanish. The P.I. coordinator has continued to be G.S.O.'s point person for communications regarding the 1939 Printer's Copy manuscript of *Alcoholics Anonymous*.

Regional Forums: The West Central Regional Forum was held in Area 63 South Dakota in September with 281 participants, including 127 first-time attendees. The Southwest Regional Forum was held in Area 68 Southwest Texas from October 20-22 and the East Central Regional Forum will be held in Area 21 Illinois from November 17-19. Two Local Forums, in Area 72 Western Washington and Area 75 Southern Wisconsin, took place in July and September respectively.

Treatment and Accessibilities: A request for shared experience regarding the need for a pamphlet for Deaf A.A. members has been distributed to the Fellowship. An in-house video version of the questionnaire was recently created and distributed in ASL. Additionally, shared experience is being received from local committees and A.A. members working to carry the A.A. message to veterans and active duty members of the Armed Services.

Administrative Services

Three confidential Regional Directories have been published; the international Intergroup/Central Office Directory and the International Directory are in process. A sweep of the FNV database has allowed the Records department to streamline the database and decrease the amount of returned mail. The department is preparing for the annual influx of new area and district updates, beginning in early December as election assemblies take place across the U.S. and Canada.

Additional security is being added to the entrance and exits that border G.S.O.'s reception area.

Archives

Following a renovation project, the G.S.O. Archives exhibit area and library were reopened to visitors and tours on Friday, October 13. Archives staff has developed a new digital exhibit on Sam Shoemaker, which has been added to the "Archives and History" portal of aa.org. A new discovery made by the senior archivist is a letter from 1976 providing significant details about an unknown 1942 film in G.S.O.'s collection in which Bill and Dr. Bob appear together.

Human Resources and Employee Benefits

The proposal for lump-sum offerings for terminated vested employees has been submitted by the actuary, approved by the Retirement Committee, A.A.W.S., Inc. and A.A. Grapevine, Inc., and the first communication about the window has been sent out. An extensive audit of the Defined Benefit Pension Plan has been successfully completed and an IRS Determination Letter on the continuing qualification of the plan has been received.

The new employee policy handbook is currently in draft stage; it has been reviewed by the selected group of managers and is now being edited for final review.

Technology/Communication/Services (TCS)

The TCS Committee reviewed progress reports and updates on G.S.O.'s A.A. website software and analytics. Oral reports were given by the director of IT Services and the Group Services assignment. The IT department report focused on security features now in place, the new enterprise resource planning (ERP) system and the decommissioning of some of our servers. The report from Group Services noted participation at the Intergroup/CO/A.A.W.S./GV Seminar, and some concerns that have been expressed from members regarding the Safety Card. It was noted that the card has recently been revised to focus on its optional nature. G.S.O. will look into additional ways of informing the Fellowship that the card is service material and not required in any way.

A progress report was presented on the Google for Nonprofits account. The application and enrollment is complete and three PSAs have been uploaded in English, French and Spanish. The Board will continue oversight and implementation discussions as more material is selected for inclusion and the project nears a launch date.

Publishing

Gross sales: September gross sales are under budget with actual gross sales at 1,023,808, which is a 190,615 (or 15.7%) negative variance against budget of 1,214,423. For 2017 through the month of September, gross sales are above estimate: 10,663,995 actual sales vs. estimate of 10,439,376, which is a 224,619 (or 2.9%) positive variance.

Web sales: Total web sales (A.A.W.S. Online Bookstores) for September 2017 stand at \$709,992, which accounts for about 70.5% of total sales for the company. (Note: Total online orders for September stand at 1,356, which is 68.6% of total orders.) Sales on the B2B online store (primarily Intergroup/Central Offices and other bulk orders) for September are \$506,963, and B2C sales (individual customers) stand at \$203,028.

Digital books: Total e-book gross sales January through September 2017 stand at \$161,043, with 41,390 units distributed.

Translation reviews: Denmark is moving forward on a retranslation of the Big Book. The Dominican Republic has been issued a license to reproduce and distribute the Big Book in Spanish. The Ecuador Quechua translation of Chapter 5 has received a report, with instructions for improvement. The Navajo Big Book recordings are complete, and master files have been submitted to Production to start the process. Kazakhstan has requested to translate the Big Book; Lesotho has been in contact regarding an ongoing translation effort for the Big Book.

International licensing and translation: A revised translation of the Croatian Big Book has been approved and printed; a revised translation of the Slovakian Big Book has been approved; Ukraine has been issued a license to reproduce and distribute the Big Book in Ukrainian.

Catalog Redesign: A full redesign is underway and on track to print and mail by the end of the year.

Finance

Unaudited financial results: For details on A.A.W.S. Finance, see the report of the trustees' Finance Committee on page 1 of this report and the summary of unaudited financial results

on the last page of this report for the period ended September 30, 2017.

International Convention

The committee heard a report from 2020 International Convention consultant Gregg Talley, who provided a schedule of expenses incurred so far and described a recent site visit to Detroit where preliminary efforts concerning transportation, security and border-crossing have begun.

Information Technology

A contract with the consulting company that will advise us regarding our new enterprise resource program (ERP) and Fellowship New Vision (FNV) systems, was executed. A representative from the firm met with employees for three days to discuss their requirements and review current processes. A request for information (RFI) was sent to potential vendors.

The security for FNV has been redone and implemented, with a training manual sent to all Area registrars. The IT Services team is now focusing on implementing the backend of the Online Bookstore applications, as well as reviewing and possibly rewriting various Access databases.

The request for proposal (RFP) for the website design is currently being written and will be sent out to the three vendors selected by the committee. A.A. Grapevine has been a full participant and partner in the discussions, review of vendors and subsequent planning. Consideration of an A.A.W.S. app has also been included in this process.

A.A. Grapevine

The A.A. Grapevine Board of Directors met four times since the July board weekend: September 15 for Strategic Planning; September 16 board meeting; October 3 by email; October 27 quarterly board meeting.

Board Committees

The Nominating and Governance Committees met via teleconference on August 15 and September 12; Budget and Finance Committee met via teleconference October 4 and 24; Outreach Committee met via teleconference on August 8, 30 and September 7. The ad hoc Licensing and Copyright Committee met via conference call on October 16.

Board Actions

October 27, 2017: In addition to approving the minutes of the July 27, 2017 quarterly meeting and the treasurer's reports on A.A. Grapevine and La Viña, the board took the following actions: approved an A.A. Grapevine, Inc. Licensing Policy; reaffirmed authorization for Grapevine to spend \$6,000 for upgrading of the GVR/RLV database.

Financial

For details on Finance (Grapevine and La Viña), see the report of the Finance Committee on page 2 and the summary of unaudited financial results on the last page of this report for the period ended September 30, 2017.

Circulation, Development, Outreach

Grapevine is working with ICYPAA to fulfill subscriptions purchased for attendees at this year's event; the quarterly *Grapevine & Your Group* email newsletter will resume distribution to group contacts in October; Grapevine will offer free shipping from November 1- December 31, 2017.

Grapevine will send the complimentary GV App subscription to the Panel 67 delegates; additional stories for the Audio Project are being collected and are undergoing the editorial process; the La Viña SMS project's message-sharing has increased La Viña's digital community to 1,428 as of October.

The executive editor/publisher is participating in the Communications Inventory and web vendor presentations with A.A.W.S., along with discussions for a shared store or shopping cart for AAGV/A.A.W.S.

Editorial Advisory Boards

The GV EAB met on October 19; the La Viña EAB met on October 16. Both boards discussed the Audio Project.

Grapevine Editorial Report

Recent issues of the Grapevine magazine have included the *Annual Prison Issue* (July 2017); *Carrying the Message:* featuring personal A.A. stories from Area 32, Central Michigan, winner of the 2016 Grow Your Grapevine Challenge (August 2017); and

Young & Sober: Stories from members who came into A.A. in their teens, 20s and 30s (September 2017).

Publishing Update

Recent publications include the new book *Voices of Women* in AA (print and e-book).

Grapevine Web Report

Monthly web traffic is averaging at 39,500 unique visitors and 165,000 page views.

La Viña Report

Recent issues of La Viña have included AA in Prisons: Experience, strength and hope inside and out of jail (July/ August); Gratitude: When giving is better than receiving (September/October).

Grapevine Staff Trips

In the last quarter, staff traveled to the 32nd CO/ Intergroup Seminar, Herndon, VA (October 5-8); Area 71 Fall Assembly, Roanoke, VA (October 14); Southwest Regional Forum, Houston, TX (October 20-22).

FINANCIAL DATA: For the nine months ended 9/30/17 (All figures pending final C.P.A. audit)

× ×	0 1 0	,	
G.S.O.	2017 Budget	2017 Actual	2016 Actual
Contributions from A.A. groups and members	\$ 5,288,808	\$ 5,881,983	\$ 5,467,883
Sales less cost of production and shipping	6,699,482	7,267,886	6,741,093
Interest Income	303	313	335
Total Income	11,988,593	13,150,183	12,209,311
Total G.S.O. expenses:	11,902,601	11,847,697	11,409,167
Net Operating Income (expense)	85,993	1,302,486	800,144
A.A. GRAPEVINE, INC.			
Sales less costs of products	\$1,341,287	\$ 1,462,274	\$ 1,426,819
Interest earned - Regular	-	-	-
 Reserve Fund 	11,325	14,200	10,600
Total Income	1,352,612	1,476,474	1,426,819
Expenses	1,446,424	1,356,838	1,316,980
Income (loss) from operations	(93,812)	119,636	109,840
General Service Board Support of La Viña shortfall	(125,077)	(90,366)	(108,828)

For comments or questions write to: Staff Coordinator, Box 459, Grand Central Station, New York, NY 10163