

Headquarters Report

by Steve Trusty, Executive Director

We are pretty well moved into our new Headquarters. Besides having a lot more room, we have made some changes that provide a direct benefit to STMA members. There are now dedicated telephone lines to STMA (712/322-STMA). We were able to keep the same toll-free number (800/323-3875), but it now rings in on the STMA line. The other lines will still be answered for STMA and Trusty & Associates. By moving into town, we were able to secure high-speed Internet access. Before, only one person could be on the Internet at a time and making changes to the Website was a tedious and time-consuming task. Now, all employees can be on the Internet at the same time, each one has their own e-mail address, and updating the Website is much quicker. The e-mail address for each person is their first name followed by @st.omhcoxmail.com. You can direct a message to a specific staff member, to two or more staff members, or you can e-mail Headquarters at STMAHQ@st.omhcoxmail.com. Those messages come to a central location and are then routed to the individual

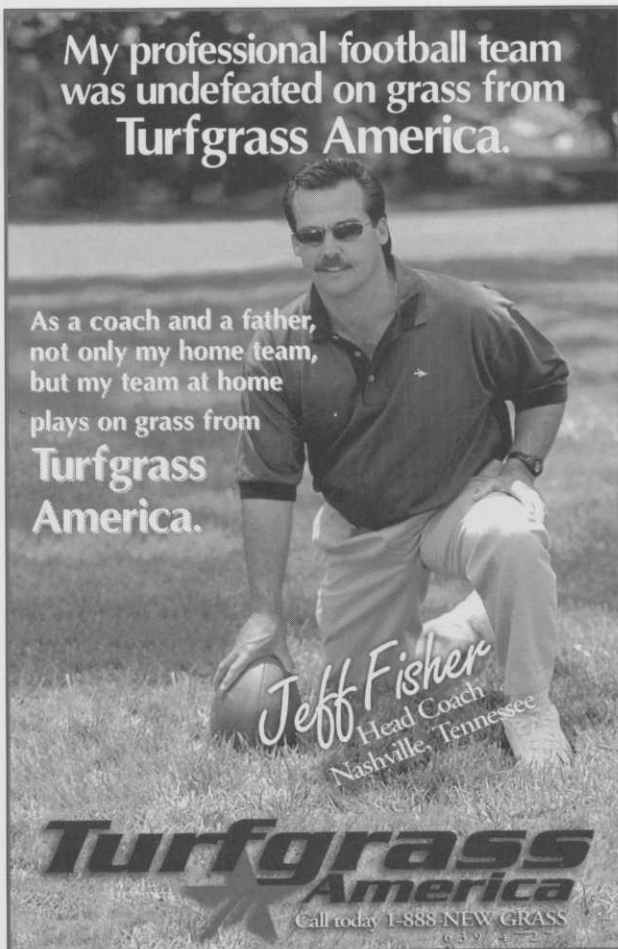
who can provide the assistance.

The building housed an insurance agency for the past twenty years and was built around 1900. It may not look modern on the outside, but is very modern inside and very functional. If you ever get to the Omaha/Council Bluffs area, be sure to stop by and say hello. You might even see some of the STMA history on display.

The STMA Conference and Exhibition in Las Vegas was a tremendous success. Attendance was just slightly under last year. Compared to many meetings after 9/11, that is not bad. 98.6% of those that were in attendance and filled out the surveys indicated that the Overall Conference was good to excellent. 98.5% said, "Yes" to "Did the educational sessions meet the specific needs of your day-to-day activities?" Of the 26 different areas of the Conference that were rated, there were only a total of 9 "poor" ratings. Three of those applied to hotel accommodations. These were possibly people that were placed in the older, non-refurbished section of The Riviera. 58.6% of the attendees rated the hotel good to excellent. While your staff and Conference and Education Committees are very pleased with the survey results, they are already hard at work to make next year's Conference even better. Many great suggestions were included in the surveys and the Committee is taking all of them into consideration. A group of individuals from the Texas Chapters are putting together some exciting and worthwhile tours. Your Board met in San Antonio March 22 and 23. They are very excited about all of the opportunities for an even better Conference than STMA has ever had. The Riverwalk, the Hyatt, the Convention Center, the weather and that great big Texas Hospitality should be enough for every STMA member to want to attend. Mark your calendar now for January 15 to 19, 2003. All Chapter officers should mark their calendar for January 14 for another great COTS.

New and renewed memberships have been coming in very strong. We are well ahead of last year. We have an excellent shot of exceeding our budget for dues. Have you signed anyone up yet? Remember, for each new member that YOU refer to STMA, YOU will receive a certificate good for \$10 at STMA. You can use the certificates individually or combine them for any purchases of STMA merchandise, books, registrations, or even your own dues. Let us know if you need more membership brochures.

Until next issue, may your fields be the best in your area.



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