

The 2017 Results

31 Intergroup Representatives provided feedback on how they felt Intergroup was performing against a list of statements, specific to how it was servicing the Ottawa area. Reps were also asked to provide input on what they believed to be Intergroups strengths, weaknesses, challenges and opportunities.

Here's what the fellowship said:

2017 Statement Survey:

Statements were rated by each Intergroup Representative using the following scale:

1= STRONGLY DISAGREE 5 = SOMEWHAT AGREE 10 = STRONGLY AGREE ? = UNSURE

Number	Statement	Replies	Average (31)
1	The Intergroup office is widely used by the AA members in Ottawa.	30	5.7
2	Intergroup services (ie., newsletter, telephone answering, website, literature) are widely used by AA members in Ottawa.	28	7
3	Intergroup is aware of how it can best help groups carry the AA message.	28	7.4
4	Intergroup listens to group representatives in a respectful and open-minded way.	30	8.2
5	Intergroup adequately prepares representatives and officers for Intergroup meetings and service commitments.	25	8.0
6	The monthly Intergroup meeting starts on time and ends on time.	27	7.7
7	The monthly Intergroup meeting adequately covers the important business of AA in Ottawa.	29	8.6
8	Adequate time is allotted at the monthly Intergroup meeting to allow reps to fully participate in the meeting.	29	7.8
9	Intergroup executive reports are communicated effectively.	27	8.5
10	Intergroup allows time at the business meeting for group representatives to openly share and/or communicate concerns.	26	7.5
11	Intergroup material ie., minutes, are effectively communicated and distributed.	30	8.0
12	Intergroup provides and develops materials and services that help groups properly carry the AA message.	27	8.4
13	Intergroup attracts individuals with abilities commensurate with the responsibility AA entrusts to them to fulfill their service positions.	27	7.5
14	The Intergroup Election process is fair and equitable, following GSO guidelines.	25	9.1
15	Intergroup is able to retain volunteers.	21	6.3
16	Intergroup provides comfortable and accessible office space.	29	8.8
17a	Intergroup ... Responds to and coordinates 12 step calls;	26	7.5
17b	Intergroup ... Serves as a central resource for medallions, books, and AA information.	30	8.9

17c	Intergroup ... Provides internet access to meeting information and other AA information links;	29	9.2
17d	Intergroup ... Coordinates information on AA activities;	29	8.7
17e	Intergroup ... Keeps Intergroup representatives involved and informed about steering committee decisions etc.	26	8.0
17f	Intergroup ... Adequately trains office volunteers to handle calls and provide customer service;	26	7.5
17g	Intergroup ... Publishes up-to-date meeting lists;	28	8.9
17h	Intergroup ... Provides a good stock of AA literature;	27	9.6
17i	Intergroup ... Has operating procedures for service positions;	27	8.7
17j	Intergroup ... Provides a regular newsletter;	29	9.8
17k	Intergroup ... Provides regular financial updates;	28	9.4
17l	Intergroup ... Provides good stewardship over its assets;	28	8.8
18	Intergroup executive board suggests rather than dictates.	29	7.8
19	Intergroup executive board sets realistic short and long-term goals.	22	8.6
20	Intergroup executive board meets regularly.	25	9.2
21	Intergroup treats all groups within its service area the same.	28	8.7
22	Intergroup facilitates the hearing and resolution of minority appeals.	22	8.2
23	The Intergroup executive is transparent and thorough in reporting business activities.	28	8.5
24	The authority of Intergroup is defined.	23	9.1
25	Intergroup provides detailed financial monthly reports.	28	9.6
26	Intergroup does not endorse any outside organizations.	27	9.8
27	Intergroup does not express opinions on outside issues.	27	9.5
28	Intergroup follows the 12 Traditions of AA.	28	9.5
29	Intergroup follows the 12 Concepts of AA.	25	9.5
30	Intergroup submits to the recommendations provided from GSO.	22	9.3
	Total:	Total	346.8
	Replies:	Avg.	8.4

2017 Strengths and Weaknesses Results

Strengths:

Table 1	Table 2	Table 3	Table 4	Table 5
Open to Suggestions	Meeting list	Excellent work—conferences	Meeting lists	Ottawaaa.org
Chair is very patient	Website	Dedicated board members	Intergroup executive	Meeting list and website in general
Enthusiastic	Financial	Strong	Volunteers	Fall and Spring Conferences are well organized and attended
Well represented male & female	TAS	Excellent website	Internet resources	Monthly meetings run very smoothly (props to Jean) minority opinion is heard
Knowledgeable	Literature	Meetings start on time	Running of meetings	Newsletter is unique relevant and well put together
Keep us informed		Intergroup members are well informed so very important for all members to attend the group business meeting so they are also well informed		Huge improvement from years past
Approachable		Work through personality problems		
Helpful		Well organized		
Transparent decision making				

Weaknesses:

Table 1	Table 2	Table 3	Table 4	Table 5
Not using the (office) space as creatively as it could be	Website too complicated for some	Only take cheques for literature	Staffing our outreach groups ie. PIC	Board has too many members (and positions)
Intergroup office a more open/fun space	General membership does not know about Intergroup	Accessibility affects literature availability.	Budget clarity,	Email communication (no replies from Intergroup)
TAS-poor at returning phone calls	Wasteful	Finish on time	Regular groups GSR	Discussions of hiring a paid employee when our finances don't support it
Staffing, volunteers	Office/ office clerk	Sometimes off-topic and then rush to finish	Managing the (prudent) reserve	Opening hours of Intergroup are too limited
Difficulty to get books (with volunteers working),	Long term plan needed	Minutes late	Inventory format	Hard to access literature
Hours of operation not consistent		Intergroup attendance	Regularity of inventory	Focus can be overly negative at Intergroup level in the 7th tradition
		Personality disagreements		Communicating to AA members in Ottawa where the 7th tradition goes
		Accessibility to office-needs sign to say open/closed		

2017 Challenges Results

Table 1	Table 2	Table 3	Table 4	Table 5
Getting volunteers	Spirit of rotation (more young people)	7th tradition: amount collected, communicating where it goes	Insurance coverage	Old school/new school (keep it simple)
Treatment of newcomers	Reaching out to other struggling alcoholics (committees)	Getting information from other areas	Self support	Complacency – service
Predators in the rooms	Each group not filling the positions	Diversity in AA: different religions/cultural beliefs	Predatory behaviour	Female sponsors
		The Lord's Prayer at meetings	Grapevine	
		Being as inclusive as we can be at a group level	Update AA, internet, etc.	
		Promotion Service: It can be fun, try not to focus on deficiencies, Intergroup could organize a "having fun in service" activity or day		

2017 Opportunities Results

Table 1	Table 2	Table 3	Table 4	Table 5
Workshop Options: Introduction to Intergroup Introduction to Service Introduction to Sponsorship Introduction to Traditions Introduction to Concepts	Answering phones	Better coordination with the general public (distribution/diss emination of information— business cards.)	Regular office hours-volunteer attendant or guaranteed ie. 1 day part-time employee if that is all there is money for	Nothing reported as they felt they had already done this exercise
Committee to represent Intergroup to groups that have an Intergroup Rep.	Easier access to literature	Coordination with the medical community		
	Understanding Intergroup's scope of practice			