



## PRESIDENT'S MESSAGE

### Impressions Matter

by Julie Voeck  
President

Most of us have finished or will finish officiating the indoor club season before the fall collegiate and high school seasons begin. Over the past nine months, I've spent many weekends in the gym officiating or training new officials.

During this short "off-season", I like to take time to reflect on the past season as well as prepare for the upcoming collegiate season. It's also the time to participate in professional development opportunities.

In May I had the opportunity to participate in a seminar on performance skills. The participants were volleyball referee colleagues. The seminar was structured as an introduction to performance skills, or what I call Acting 101. It required each of us share our history of performances – whether it was in a school play, a dance recital, or playing a character in a parade (that was mine). We also participated in a few group exercises that focused on presentation as well as "acting out" a character that each group created and brought to life.

I have long recognized the importance of presentation and performance skills as part of officiating. So much of how others perceive volleyball referees is based on non-verbal information.

During a volleyball match, how many people have a chance to speak with a volleyball referee?

Normally very few—the coach, captain, and members of the officiating crew. For everyone else, the impression they develop of a volleyball referee is based on the performance – what they saw the referee do and how they did it.

To be an excellent volleyball referee, knowing the rules is only part of the required skill set. Impression management or non-verbal communication skills are also a key component to being a successful referee. The importance of these skills continues to grow as volleyball exposure on television and through webcasts increases each year.

What can we do to better manage the impression that we make while officiating? Non-verbal communication includes our overall appearance, body language, facial expressions, posture, eye contact, gestures, and the use of our whistle. All of these elements contribute to the impressions we make and our overall presence. Having a strong presence is a key element to working as an elite referee.

Take some time during the "off-season" to work on improving and developing your skills to enhance your overall officiating. Knowing the rules and how to implement them is only the baseline of skills needed for excellent officiating. The overall impression that you provide and how you implement the rules are just as important.



## PAVO FINANCIAL NEWS

by Jung Park  
Finance Director

As PAVO continues to grow as an organization, it is critical to keep things in order financially to assure our stability. Sometimes it means doing things like raising membership dues. The PAVO leadership is very much aware that financial increases make membership more difficult for many of our members, especially this year when ArbiterSports also decided to raise their fees significantly. Please be assured that our representatives worked very hard to negotiate the best deal possible, but, as they say, it's the cost of doing business (reference "**ArbiterSports Negotiations: There is More to the Story**" article from the March/April edition of The Official Word). Even with the added, increased cost of the ArbiterSports fee, our overall membership fees continue to be one of the lowest among national-level sports officials' organizations. The PAVO leadership made every effort to keep program costs down by reversing a planned increase in the NCAA/PAVO clinic fees and also providing more opportunities for our members to participate in our programs (adding four more PAVO camp scholarships in 2017).

PAVO recorded another sound fiscal year. For the 2016 fiscal year (March 1, 2016 to February 28, 2017), we finished the year with a net income of \$46,737.35. We had a total income of \$485,267.30 against total expenses (including capital expenditures) of \$438,529.95. PAVO program directors (NCAA/PAVO Clinics, Camps, NRT, Exams, and Membership Development) and PAVO Central office continued their excellent effort in cost containment and revenue enhancement. The continued support from the NCAA (PAVO received an NCAA grant of \$65,000) and great effort by our program directors and staff to watch our bottom line helped PAVO stay in the green for the fourth straight year. This is crucial for us as we continue with some major projects and changes, such as the addition of a new staff member, *iREF* program development and maintenance, website maintenance, and the review/update of our governing documents.

PAVO generated 11.5% (\$49,976.30) more income than projected. Much of this came from standard membership fees (\$23,233.65) and late fees

(\$2,965.00). We collected over \$11,000.00 in late fees in membership dues in the previous fiscal year, so I am happy to see that all of us are doing a much better job of renewing our membership on time. About 50% (49.9% to be exact) of our overall budget is based on membership dues.

On the expenses side, we ended this fiscal year with 93% of what was budgeted, saving \$30,489.05. Most of the line item expenses were within +/- 5% of the budget. One area that was significantly over budget was Convention Expenses. Convention facility rentals and A/V equipment charges were extremely high this year; we ended up paying \$15,000 more than anticipated. Our challenge is to continue keeping the costs down so we can offer our programs at reasonable prices.

Lastly, PAVO investments had a modest return of 2.51%. Overall our various investment accounts have gained 32% since their original investment dates. Our cash position continues to be in good shape at \$358,557. The decision was made to increase our operating reserve from \$100,000.00 to \$125,000.00.

After the annual PAVO Board of Directors meeting in March 2017 and a follow-up conference call, the PAVO Board of Directors approved the adjusted Fiscal Year 2017 budget (Mar 2017 - Feb 2018) projecting a net loss of \$24,131.02 (with projected income of \$487,069.00 against total expenses of \$495,200.02 plus \$16,000 in special projects). Our cash reserves will be used as needed to balance our budget. In projecting our budget, we typically assume the worst on the expenditure side and stay very conservative on the income side.

Below are the numbers from FY 2016 (final) and FY 2017 (budget) for your review.

You will notice that camp income numbers are quite high for the 2016 final. This is due to the fact that we collected 2017 camp fees early this year. If you have any questions, feel free to contact me or our Executive Director, Katy Meyer. Thank you.

## PAVO BUDGETS

FY 2016 Final and FY 2017 Projection

FY 2016: March 1, 2016 – February 28, 2017

FY 2017: March 1, 2017 – February 28, 2018

<b>REVENUE</b>	<b>FY 2016 final</b>	<b>FY 2017</b>
Convention	51,627.25	64,768.00
Merchandise Sales	13,319.55	8,000.00
NCAA Grant	65,000.00	65,000.00
NRT	19,821.80	18,696.00
Membership Dues	229,574.65	237,050.00
PAVO Camps	28,616.00	17,215.00
PAVO/NCAA Clinics	54,609.35	52,500.00
Other Income	22,698.70	23,840.00
<b>Total Income</b>	<b>\$485,267.30</b>	<b>\$487,069.00</b>
<b>EXPENSE</b>	<b>FY 2016 final</b>	<b>FY 2017</b>
Board of Directors meeting	8,617.64	13,370.00
Convention	66,463.80	65,225.00
Examinations	1,500.00	2,000.00
Executive Director (expenses)	5,188.14	6,100.00
Merchandise Expense	10,628.66	6,000.00
Newsletter (Officials Word)	1,600.00	2,000.00
NRT	16,608.46	21,790.00
Operations	235,475.04	258,755.02
PAVO Camps	27,725.52	38,240.00
PAVO/NCAA Clinics	49,831.09	56,250.00
President's expense	8,391.60	13,000.00
Membership Development	1,500.00	6,470.00
<i>Capital Expenditures</i>	<i>5,000.00</i>	<i>16,000.00</i>
<b>Total Expense</b>	<b>\$438,528.95</b>	<b>\$495,200.02</b>
<b>NET INCOME/(LOSS)</b>	<b>\$46,737.45</b>	<b>-\$24,131.02</b>



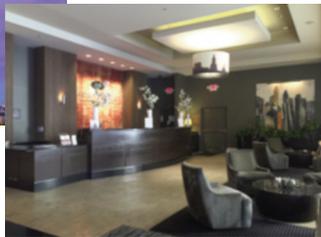
**2017 PAVO CONVENTION**

*by Christina Fiebich  
Board Delegate*

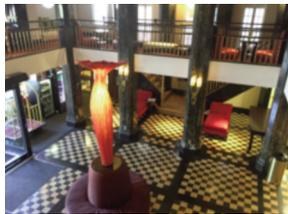
The 2017 PAVO Convention will take place from December 13-16 at the NCAA DI Women’s Volleyball Championships in Kansas City, Missouri. At this convention, you will experience educational sessions, networking opportunities, and the best of NCAA DI women’s volleyball.



The 2017 PAVO host hotel is the Crowne Plaza Kansas City Downtown, located at 1301 Wyandotte St., Kansas City, MO 64105. The Crowne Plaza is a short (1 block) walk from the hotel to our meeting space at the Kansas City Convention Center. On property amenities include a Starbucks®, an Executive Lounge, a “state of the art” fitness center and business center (open 24 hours a day), a full-service restaurant, as well as a bar and lounge. Room rates at the Crowne Plaza are set at approximately \$119 per night (double occupancy).



The Aladdin Holiday Inn is located at 1215 Wyandotte St, Kansas City, MO 64105. Just up the street from the Crowne Plaza, the Aladdin Holiday Inn is a beautifully restored Art Deco hotel in downtown Kansas City featuring a hip design and vintage style as well as upscale amenities. The Aladdin Hotel is on the National Register of Historic Places and is serving as the overflow hotel. The Aladdin is adjacent to the Kansas City Convention Center. Choose to stay here, and you’ll enjoy a 24-hour Business Center, complimentary high-speed Internet access, The Zebra Room Restaurant, and the Martini Loft Lounge. Room rates at the Aladdin Holiday Inn are set at approximately \$119 per night (double occupancy).



The 2017 NCAA Women’s Volleyball National Championship semifinal (December 14) and championship (December 16) matches will be played at the Sprint Arena—a short walk from either hotel.



Event registration and hotel reservations will be accepted starting mid-August. All relevant and important convention information will be posted on the PAVO Convention webpage and will be distributed by other electronic communications (e.g., *The Official Word* and member marketing).

The hotels, Convention Center, and Sprint Arena are all located in the **Power & Light District**. With more than 50 unique and captivating restaurants, bars, shops, and entertainment venues, the Power & Light District is home to a variety of local boutiques with the latest fashions and trends and an array of cuisines at the many restaurants and cafes. Located in the heart of downtown, this vibrant nine-block neighborhood links the Convention Center to the Sprint Arena. A Power & Light District map can be found at: <http://www.powerandlightdistrict.com/documents/kcpl-map-2017.pdf>. Acknowledging that it will be winter in Kansas City, take some time now to familiarize yourself with **Everything You Need to Know About Winter in Kansas City!**

Sponsorship enthusiasm has already started to build. In a concerted effort to bring our convention attendees another memorable convention experience, PAVO leadership is excited to be working closely with the Greater Kansas City Board of Volleyball Officials, the Heart of America USA Volleyball Region, and a multitude of other supportive organizations and individuals!

**SAVE THE DATES ~ You won't want to miss out on Kansas City in 2017!**



## FAULT LIBRARY, CRS MODULE ADDED TO *iREF* TRAINING MODULES

by Donna Carter  
Director of Membership and Development

Getting the call correct on bang-bang plays at the antenna or violations involving back-row attackers, blockers, and setters can make an official shine, but they are the kind of plays that cause us fits and all too often get missed or at the very least draw us into controversy.

In the latest rollout of the online training *iREF* series, a new fault library features videos showing the array of faults that occur at high-levels of play and allows referees to dig into the most challenging plays. The new feature is among 28 new 400-level modules added to rapidly-growing series providing training and teaching for beginning to Nationally-rated officials.

Other new modules recently added include a Level 100 Master Class (advice for new officials) and Level 300 modules (Challenge Review System, Managing Media Timeouts, R1 Match Control, and R2 Match Control). Designed to mimic a college curriculum, each level of videos and teaching – 100, 200, 300, and 400 – correlate to the progressive levels of referee certification offered by PAVO: Apprentice, Local, State, and National.

PAVO requires the completion of *iREF* 100 and 200 levels for initial certification as a PAVO Local referee, and *iREF* 100-300 are required for initial certification as a PAVO State referee. For Apprentice referees, PAVO recommends the completion of *iREF* 100 for initial certification; however, the criteria for the Apprentice certification can be established by the Affiliated Board. Please contact your Board Chair if you have any questions about these requirements.

*iREF* is formulated to allow referees to gain access to training on their terms. The modules are available on the website 24/7 and are designed to allow the referee

to spend as few as 5 to 10 minutes to learn something new or brush up on their skills. While *iREF* is available to all PAVO members, there are some restrictions to viewing:

- 100-level: Open to all current members (any certification); modules must be reviewed in order.
- 200-level: Open to all current members who are certified as PAVO Apprentice, Local, State, or National referees; Apprentice referees **MUST** have completed the 100 level courses first, others do not have 100 as a prerequisite. Not available to anyone without a current referee certification.
- 300-level: Open to all current members who are certified as PAVO State or National referees, as well as current PAVO Local referees who have successfully completed the 100- and 200-level courses. Not available to Apprentice referees or anyone without a current referee certification.
- 400-level: Open to all current members who are certified as PAVO National referees, PAVO National referees with retired status who are current PAVO members, as well as current PAVO State referees who have successfully completed the 200- and 300-level courses. Not available to PAVO Apprentice or Local referees or anyone without a current referee certification.

To access *iREF*: **Login** to your PAVO member account from the PAVO home page. From the **MyRefKit** tab, in the **Official Dashboard** column, choose the *iREF* link. Once you've read the instructions, check the "I understand..." box, then click on the **MY MODULES** tab.



**USA Volleyball.**

by *Rachael Stringer*

*Director of National Indoor Certification and Evaluation*

## NATIONAL SCORER NEWS

### from the USA Volleyball Open National Championships

At the Officials' Assembly Meeting prior to the start of the Open National Championships, I was honored to present the Silver Pen Award to Alyssa Tate from the Arizona Region. The Silver Pen is awarded to a scorer who displays consistent quality and ability throughout each assigned match in his/her first season as a National Scorer at the USA Volleyball Open National Championships.



The Open National Championships provide a great opportunity for National Scorers to put their skills to work! Each year, we use this event to conduct evaluations on new and returning National Scorers. I would like to thank Rose Atkinson and Steve Crane for conducting evaluations at this year's Championships. They conducted over 60 evaluations during the event, and I was pleased to receive positive reports about the quality work being done by the members of our cadre. Of course, we all have room for improvement, and below is a summary of some common areas for improvement that were noted:

- Use separate paper to write down the numbers of all players on the rosters. Use this paper to check the roster (ask the referees for assistance if needed) and to track legality of line-ups throughout the match.
- Remain seated at the table after arriving at the court—scorers should not walk around courtside prior to the match.
- Do not engage in conversation with coaches prior to or during the match. Involve the referees in any information the coach is requesting.

- Write team names on line-up sheets before giving to the second referee to be given to the teams.
- Have a pre-match conversation with the second referee to discuss how you will work together to handle substitutions, line-up checks, etc.
- Use a permanent ink pen (black or blue ink) to score the match. Erasable pens are not acceptable. Use white-out to correct mistakes or "x" the mistake and write the correct information next to it.
- The roster captain is the game captain if on the court, and the captain's number should be recorded in both the box and the circle in the captain area of the score sheet.
- Verify the legality of all numbers on the submitted line-ups BEFORE entering the line-ups on the score sheet.
- Record time-out information BEFORE giving the number of time-outs taken to the second referee.
- Verify that a substitute is legal before writing the substitution information on the score sheet.
- Finish recording all substitution information BEFORE giving the ready signal.
- Signals should be made in front of the scorer, but eye contact should be with the second referee (to ensure the second referee has seen your signal).
- Remember that scorers and referees are all part of the same team working together to ensure the match runs smoothly! Each team member has their own responsibilities, and it is important that we all maintain our assigned role during the match.

I hope to see all of you next year in Dallas!



by *Suzanne Dodd*  
 Director of Camps

## CAMPS FULFILL PAVO'S MISSION

Another camp season is in the books!

PAVO's camps are a HUGE undertaking.

The planning begins at the end of each season by making contact with coaches, directors of volleyball operations, conference coordinators, and Affiliated Board Chairs to inquire about Spring tournaments. Sometimes this involves cold calls, and sometimes it's following up on leads from previous years or from fellow officials. At the same time, availability of potential staff for several spring weekends needs to be obtained – even before camp sites are secured. Once we have selected tournaments that can accommodate this program, meet the facility needs, offer a level of play appropriate for the camp level, are located in geographically diverse areas, and are scheduled on weekends interspersed throughout the Spring, the camp sites are announced to the PAVO membership. Then the real fun begins!

Electronic registration needs to be setup; marketing materials are created and forms are updated; staff are assigned; travel arrangements made; educational content is selected, created, revised by the National Coordinator and Secretary-Rules Editor, and revised again and again; advanced camp applications reviewed and advanced campers are selected and notified; scholarship applications reviewed; logistics for equipment planned; and lots and lots of emails and phone calls between camp hosts, camp participants, camp staff, and PAVO staff are exchanged.

Once each camp has concluded, the work continues as camp evaluations are reviewed, host impressions are gathered, camper evaluations are shared with assignors, expense reports are reviewed, and staff payments are issued; and work begins to plan and improve the next year's camp experience. I get tired just thinking about it!

The point of all this is to share with you just how much PAVO values the camp program. The camp program is heavily subsidized by PAVO; registration fees alone do not come close to covering the significant costs of this program. It may not be a money-maker, but the camp program is an essential part of PAVO's mission: "...PAVO strives to increase the number of competent officials through education, training, and mentoring..." Camps are important to fulfilling PAVO's mission to our members by offering a valuable opportunity to learn, improve, and network with some of the best. If you haven't taken advantage of a camp yet, please consider fitting one into your schedule next year.

The full camp schedule should be announced by mid-February – sooner if possible – and camps are typically offered from late March through April. This is a great program! Take advantage of the resources – educational, social, and experiential – that are provided to you.

### **2017 By the Numbers**

This year's program:

- reached **65** camp attendees (53 referees and 12 line judges)
- from **25** states
- involved **27** staff at
- **6** sites on
- **4** weekends.

In addition, **5 of the 7 camps sold out** within four days of the opening of registration!

All of this investment of time and resources is done with great expense to PAVO in an effort to better the cadre of officials at all levels of play all over the country. It doesn't matter if you're a first-year referee, a National referee, or a level of experience somewhere in between – PAVO offers a camp just right for you.



## THE ABCs OF MANAGING YOUR ONLINE PAVO MEMBER PROFILE

### Part 1 of 2 – Managing the Visibility of Your Profile Information.

by Katrina J. Meyer  
Executive Director

A new membership year and the dawn of a new volleyball season seem like an ideal time to revisit a section of the new PAVO website that holds tremendous relevance to your member experience ~ your member profile pages! When PAVO launched the new website in October of 2015, there was a transfer of power, if you will, in how individual member information is electronically updated and maintained. There was also a significant shift toward strengthening the protection of our members' personal information. Today, it is UP TO YOU to CHOOSE the visibility of nearly all of your personal information (e.g., your name, address, other contact information, certification, etc.). YOU decide what information is accessible to the public, including non-members such as coordinators, assignors, and conference staff. These 3rd party groups often turn to the PAVO website in an effort to access your current contact information, so it is critical that you fully consider the benefits of making some of your contact information public. The new profile page is also flexible enough to allow YOU the ability to limit accessibility to either other members or administration only. You'll see that our default settings provide a high level of privacy, but YOU can make changes to increase your visibility.

The level of visibility YOU select for each element of your member profile information will determine who can see your information, and what they see when they look for you on the PAVO Website. There are four (4) visibility options available for you to choose from:

- PUBLIC – Ensures visibility of information to anyone utilizing the search feature on the PAVO website. Does NOT require website login to view.

As you consider this choice, remember that some assignors and other third-parties seeking officials for assignment (referees/line judges/scorers) are not PAVO members.

- MEMBERS ONLY – Sets a visibility limitation on information to only current PAVO members. Requires website login to view.
- ADMIN ONLY – Sets a visibility limitation on information to only PAVO Administrators.
- FRIENDS AND GROUPS – DO NOT USE. Doing so will ensure that the information is NOT available to anyone.

It is recommended that you review your online PAVO Member Profile from time to time, especially when you've had any change in pertinent contact information. Pay particular attention to the level of visibility you've assigned to each piece of your information.

PAVO has developed two learning and guidance tools designed to assist you through this entire process.

1. **PAVO Instructional Module 2: Managing member profile information**
2. **Step-by-Step Guide: The ABCs of Managing your online PAVO Member Profile ~ Managing the Visibility of profile information.**

It is our sincere hope that you'll take time to become familiar with your individual PAVO Member Profile and the management of the information. However, feel free to reach out with specific questions at either [pavo@pavo.org](mailto:pavo@pavo.org) or [pavohelp@gmail.com](mailto:pavohelp@gmail.com).



## MEMBER PROFILE

### Bill Stanley, The Family Man with an Impressive Volleyball Résumé

by Bill Thornburgh  
Board Delegate

Somebody had to do it, and Bill Stanley stepped up to be the referee on his USAV men's team. That's how Stanley got his start as a volleyball official and a career that has taken him from player referee in the Great Plains in his home state of Nebraska to national collegiate and youth championships and international matches around the world.

His résumé includes serving as head official at AAU and USAV Girls' Junior National Championships, head scorer at USAV Girls' Junior National Championships, a member of the USAV National Rating and Training team, page layout guy for *The Official Word*, and most recently the new USAV rules interpreter.

But what makes Stanley stand out and highly admired is his aura of goodness and dedication to family.

"He is a model of excellence and a voice of reason," those who know him say. "Bill is never boastful of his accomplishments in volleyball, and I admire him because he is a family man."

Stanley is a model of professionalism, others said.

Stanley has a list of achievements a mile long - National USAV (2002) and PAVO National (2005) patches, as well as his FIVB International (2010) patch to go with several appearances in the NCAA Division I tournament, including the 2016 National Championships. Since 2002, he has showcased his skills in the Big Ten, Big XII, SEC, and a variety of other conferences. He also worked the NAIA National Championships in 2006 and 2007.

When asked about his accomplishments, the humble and modest Stanley chose to focus on family and wanted people to know that he has an identical twin brother—Bob.

He is married to the lovely Tina Stanley—that friendly face we often see in the officials' work room at the Girls' Junior National Championships. The couple have two very nice (and quiet) children, Michaela and Marshall, who you've likely seen hanging out near the

officials' workroom or maybe even hiding under a table.

Stanley exudes his passion for volleyball through his constant smile, all backed by his dedication and hard work. He became an official in 1996 when his team needed somebody to blow the whistle. From there his career took off, helped a lot by his time working in the Great Plains Region office under the tutelage of Commissioner Sue Mailhot.



It was Mailhot who saw his potential and encouraged him along, Stanley said. By 2004 others noticed his dedication and skill and rewarded him with the Silver Whistle Award. A decade later, he picked up the Gold Whistle Award. But it's not only as a referee where Bill shines. He likes to put the pen to paper too, earning his National Scorer patch in 1999.

Stanley also credits much of his success to watching high-level referees work and emulating techniques used during the match, he said.

"It's amazing how much you can learn by watching the right referees and doing what they do," he said. In fact, this is key advice he offers to new members of our cadre: "Watch other referees. Watch how they handle coaches, benches, or the match in general. Figure out if that's your style or something you can use. Not everything may work for you, but you will figure it out over time."

That advice has worked well for Stanley who has succeeded in every job he has performed, whether that be at local or national tournaments or in the collegiate world. But by far, he enjoys blowing the whistle most.

"I appreciate being asked to do different things, and I like working in those positions, but honestly, I like refereeing because it's what I was trained to do."

**The Official Word**  
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