
the official newsletter of the pcma capital chapter

Immerse Yourself

The growth, development and impact an organization has on an industry and its collective membership is in direct correlation with the contribution and commitment the individual members devote to it. Think of it as providing for a dog or cat. We feed them, walk them, take an active role in their training and upbringing. We expend a lot of energy on their well-being and health, and in return, the reward we receive is like no other. They teach us about patience, unconditional friendship and shape our lives and memories forever.

What makes each of us decide to immerse ourselves in a cause or community? What factors do we take into consideration when selecting to not just participate in an organization, but actively engage in it? Time is limited, and with a busy career and social life, you can't possibly get involved with all the organizations in which you might be interested in or with those who want you as a volunteer.

When you choose to become involved in an organization, are you looking for professional contacts? Do you need a mentor? Are you looking for educational opportunities and certifications that will further your industry knowledge? Perhaps you are interested in shaping the future of your industry? It may be that it is collectively a bit of each of these.

If these reasons, or many others are what initially got you involved with PCMA and the Capital Chapter, you are not alone. Most of our members have concrete reasons for their membership, but not all of us immerse ourselves. Regardless of your objective, becoming actively

involved in PCMA and the Chapter is about developing meaningful relationships from which you will learn and grow personally and professionally. This means a commitment of personal time and, often, resources in terms of membership fees. The bottom line is that active engagement and involvement is the key to successfully developing relationships and business opportunities.

Worried about the time commitment? Don't be! The Chapter can customize your volunteer involvement to work with your business and personal obligations. Contributing doesn't have to be a full-time job or conflict with work related deadlines. As a team of volunteers, we will collectively utilize your knowledge and expertise to build more vibrant and relevant content, shape a stronger community for our industry, and continue to nurture and care for others as we show compassion and give back as an organization through charity, community service, and mentoring.

So... don't just show up; volunteer! Attending the Chapter networking events and educational sessions are great for facetime but being an active participant will ultimately feed your passion. Serve on a committee, volunteer for an event, and/or become a board member. You will get far more than what you give. Just like owning a pet, the reward is far greater than you can imagine. •

By Vicki Johnson, CMP, Vicki Johnson & Associates, LLC

The PCMA Capital Chapter is where "You Belong"!

Mission: The mission of PCMA and the Chapter is to be the leading organization for meeting and event professionals by delivering superior and innovative education and promoting the value of professional convention management.



message from the board



Marcus Eng

Senior Meeting Manager, American Public Transportation Association
Membership Pillar Liaison

What does membership mean to you? As a member of the PCMA Capital Chapter, you belong to a group of over 1,500 business event strategists and hospitality professionals. Together, we produce education and networking events as well as advocate for the industry and mentor our up and comers. Coincidentally, we are celebrating 25 years as a Chapter! All of this would not be possible without you as an engaged member in our community.

It's inevitable during the beginning of a year that we get inundated with new trends. So far, I've seen these topics discussed several times: 1) Security, are we doing enough to protect our attendees? 2) Technology, is AI and the Internet of Things taking over our jobs and our lives? 3) Consolidation, what does that mean to the economics of our industry? Lately, we have become obsessed with reinventing ourselves. No one wants to be relegated to the dust bin of history as the next Blockbuster.

We are unique. Many of us work for member organizations and we volunteer for many other member organizations. What does that mean? It means we are seriously busy people!

As a Chapter, we are very cognizant of providing quality volunteer opportunities to our members. Whether that's producing education and networking events, getting sponsors and marketing those programs, providing internships or just plain retaining and recruiting members. There are many reasons one volunteers but we strive to make our volunteer opportunities, fun, educational and as easy as possible.

In my different roles with the Chapter, I've often looked at opportunities to learn something new to add to my bucket of skills. I've become better at reading financials and working with Excel and I've learned some basics on social media marketing. More importantly, I've made quality connections, great friends and have had some fun along the way!

This issue of the Chatter explores membership and volunteering as well as ways you can volunteer for the Capital Chapter. We are extremely grateful to have so many volunteer leaders dedicated to our Chapter. I hope this will inspire you to consider spending some of your valuable time with us. •

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If you have any comments, suggestions or would like to write an article for *The Chatter*, email: pcma.capital.comm@gmail.com





This is the best time of the year for the Meetings Industry and Government Affairs!

Hopefully you participated in Global Meetings Industry Day -- April 12th and were involved with our industry during ASAE Day on the Hill or US Travel's Destination Washington in March and have plans for IAEE Exhibitions Day on the Hill in June!

While our Cherry Blossoms are in full bloom, there is also a lot of legislative issues "blooming" that affect our Meetings and Association industries, following are a few:

1. Tax Reform- Non-dues Revenue like conference registrations, webinars, books, professional certifications and sponsorship revenue earned from vendors and suppliers is critical for associations. According to the ASAE Briefing Papers, as Congress looks to make corrections to the Tax Cuts and Jobs Act of 2017, ASAE Hill visitors distributed information to Members of Congress asking them to consider the critical value of non-dues revenue to the Country's association sector.
2. According to Terence Donnelly, Chair of the PCMA Advocacy Task Force, Legislative action by USTA relating to lifting the cap on Passenger Facility Charge

(PFC). This legislation allows airports to increase this fee up to \$8.50. It has not been increased in 15 years. Proponents (travel industry, airports, etc) feel this increased revenue for airports will support infrastructure spending that will enhance safety and security, and improve efficiency. Opponents (airlines mainly and also traveler groups) feel this is another "tax" passed on to consumers.

3. HR 4526 Stop Online Booking Scams Act of 2016 -- introduced in February, room block 'pirates' continue to be an issue for our meeting professionals by poaching attendees and exhibitors. The Bill aims to protect consumers from deceptive practices in hotel bookings. As of print, this Bill is still in Committee.

Remember to get involved in Advocacy! Social Media makes this easier than ever before! Some great resources: www.asaecenter.org, www.ustravel.org, www.meetingsmeanbusiness.com, and www.exhibitionsmeanbusiness.com.

By Jayne Carmona, Global Account Executive, Marriott Global Sales Operation

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Happy 25th Anniversary to the Capital Chapter! Honoring our members who were there from the beginning.

Did you know the chapter is celebrating its 25th Anniversary in 2018?

As the largest PCMA chapter, the Capital Chapter is known for its thought-provoking educational programming, impactful community outreach, amazing networking and more! We're excited to honor members who have been part of the chapter since the beginning. You'll meet these fine folks in the 2018 issues of the Chatter and will see them on chapter social media postings as well.



Pam Lackland, CMP

"I joined PCMA in 1990, around the same time they stopped limiting membership to people in medical meetings only, which was their original scope and focus.



I was their director of meetings and conventions from 1984 to 1999; for a lot of that time I coordinated and ran over 300 meetings annually including Presidential dinners and two annuals with over 150 events contained in each.

I've been a member of the Capital Chapter since the time I first joined PCMA National. I was part of the original Community Services Committee and Network for the Needy since its inception around 1994, started by Meg Galanty, have chaired it twice for over four years and still serve on this very important committee.

PCMA has and remains a very important part of my professional development.

Also – I was one of the first 64 CMPS having attained this achievement in 1986 and am now CMP Emeritus, another very important accomplishment for me."



Sonya Johnson, CEM

"I have been a member of PCMA since 1981, have attended the annual meeting every year for 37 years and have enjoyed every one. In 1981 the annual meeting was in Kansas City and in one hotel!



I met my husband at the 1994 Annual Meeting of PCMA in Dallas, TX at the Anatole Hotel. It was after the final banquet and we were married on New Year's Eve in Key Largo, FL on the beach at sunset in 1994. We go back every five years and renew our vows. Our passions are Theater, Classical Music, Mainly Mozart Youth Orchestra in San Diego and we have travel literally all over the world and been to all Seven Continents.

I have been in the Convention Industry a total of 45 years and am currently Director of Client Relations/Specialist with onPeak/GES

The Industry has been very good to me!"



Debby Tucker, CMP

"I was honored to be Vice Chair of the Charter Board of Directors of the Capital Chapter. We were one of the first few chapters and it was exciting to blaze the trail for other chapters to follow. It has been wonderful to not only watch the growth of the Capital Chapter but also how much PCMA and the grass-roots chapters have grown and expanded." •



By Amanda Clark, CMP, Associate Director, Office of Meeting Management, National Governors Association

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What does all the disruption mean?

Michael Dominguez with MGM Resorts visited the DMV in February and shared great insight in a room filled with PCMA Capital Chapter Members! More amazing opportunities will be available throughout the year, watch the calendar and online at <https://capital.pcma.org/events/> •



Membership Retention is only a smile and a handshake away

We have all been that attendee, the first-timer, whether it is going to an internal meeting with members or a PCMA event. Being a first-timer is stressful. They don't know what to expect or how people will treat them, putting them at their most vulnerable and out of their comfort zone. What is the trick to making our first-timers feel more relaxed?

We in the hospitality industry have to do a lot to make sure meetings and events go off without a hitch. Still, a top priority is ensuring our attendees are comfortable and happy so they will come back and hopefully bring friends and colleagues. The key is member retention, but how does that start with a first-time attendee?

The Registration Desk is always key. Having direct attention on a single person in the first five minutes can change an attendee's perceptions and calm that initial anxiety. Volunteers and Staff working the Registration Desk should be trained to give everyone, especially newcomers, their undivided attention. A smile, handshake and sincere "thank-you" for attending, will help first-timers to successfully kick off their first meeting.

This recognition and validation does not stop at the Registration Desk. Too many times we get caught up in conversation with someone we are familiar with and do not realize we are neglecting others. Here at the U.S. Grains Council, we have an anti-clumping rule. No more than three staff members should "clump" together during the meeting. Instead, we are directed to interact with members and get to know them as more than a name badge. In this way, we carry through the attention given from the moment they check-in. After all, if we keep smiling, they will too, and their first meeting will certainly not be their last. •

By Rebecca Kane, Meeting Manager, U.S. Grains Council





“Well” wishes for healthy travels!

We’ve seen the news reports about the horrendous flu season and how it has taken its toll on people, young and old, across the country. When we travel frequently as many of us hospitality peeps do, short of becoming a recluse like Howard Hughes and sealing ourselves off from humanity, how can we avoid coming in contact with those pervasive germ bugs that lurk all around us, in the airport, on the plane and in our hotel rooms? One option is to operate on automatic pilot, oblivious and unconcerned with the threat OR we can become aware of the worst culprits and take control of our own wellbeing.

Let’s start with the airport...

One might think public restrooms would be the number one place to encounter germs and those most certainly are on the list; however, your first encounter with the flu bug will be at the check-in kiosk. Just think about the many fingers that have touched the screen before you. Go ahead and finish your check-in and then fish out that hand sanitizer to exterminate any threat of bugs!

To be compliant, you emptied your water bottle before going through security, so you grab your belongings and head to the nearest fountain to fill up. Have you thought about how many people have touched that bar before you? Lots! The fountain is probably close to a restroom so after filling up, do yourself a favor and wash your hands.

Now it’s time to board the plane and you and hundreds of others crowd in line to get to your seats. If a fellow passenger sneezes, coughs or even breathes your way, they are happily sharing their germs with you. If at all possible, give yourself some space to avoid coming in contact with their bugs.

Aboard the plane....

Choose your seat wisely. You may like the extra leg room and freedom offered by choosing an aisle seat; however, you’re exposing yourself to many more people traveling up and down the aisle than encountered at a window seat. When seated, open the air vent to keep the plane’s circulated air flowing around you. Silver lining, you stay healthy and enjoy the view!

You’re in the air and the flight attendant asks you what you would like to drink. In anticipation of refreshments, you lower the tray in front of you and lay your hands on the arm rests to await your beverage. Consider this, if the plane has taken five flights that day, you’ve just been exposed to the germs of five different travelers. A little pack of disinfectant wipes for the tray and arm rests comes in handy to keep those bugs at bay.

Tip: stay hydrated with water and nose spray, avoid caffeine and alcohol. The air on a plane has a lower humidity level than your home and caffeine and alcohol contribute to dehydration. Keeping your mucous membranes moist will greatly influence your wellbeing.

Your hotel room

Aww! You’ve made it safely to your destination and have checked in to your hotel room. You unlock the door, hit the light switch, start a cup of coffee, grab the remote and pick up the phone to order room service for a relaxing night. Switch, Coffee Pot, Remote, Phone...oh my! Where did you put those disinfectant wipes? You may want to use them to wipe down these surfaces. Germs thrive on hard surfaces, touched by many and not necessarily cleaned by housekeeping on a daily basis. Wiping down and washing up is the healthy way to go.

Of course, your sheets and towels have been freshly washed for your arrival, but did housekeeping wash the bedspread? Most likely not. To avoid any lurking germs, abandon the bedspread, adjust the thermostat to a comfortable temperature and snuggle into those clean, cozy sheets to stay well.

Summation

Everywhere we go in life we encounter germs, there’s no getting around it. Not all these bugs will germinate and cause us to be sick and by taking control, we can do what’s necessary to safeguard against them. So be aware, be well and travel healthy! •

By Marilyn Atchue-Zuill, Global Account Director, HPN Global

Micro-Volunteering 101

We all know the more engaged the member is, the more likely they are to renew their membership, attend conferences and encourage others to join. But we also know that in today's busy world, it seems that professional and personal demands are making it more difficult than ever to engage members as volunteers. We need to rethink volunteer roles, and maybe smaller is better. That's why we're finding success when we help our clients offer micro-volunteering opportunities to their members.

Micro-volunteering is focused on completing small tasks that make up a larger project. It differs from our traditional view of volunteering where members donate substantial time to serve on boards, committees, or task forces.

Micro-volunteering is unique because:

- The tasks take only minutes to a few hours – rather than weeks, months or even years.
- There is no long-term commitment. This isn't about sitting on a board for four years before you even get into the "officer-track."
- It typically does not require an application process, screening or training period which can often intimidate a potential volunteer.
- It is often virtual or digital-based, as tasks are completed online rather than via phone calls or in-person meetings.

Within MCI USA, an association management company (AMC), several of our clients have enjoyed great success utilizing micro-volunteering to increase member engagement:

- A professional society that previously had one over-worked committee review hundreds of conference speaking proposals now uses micro-volunteers to evaluate the number of proposals resulting in an education schedule set weeks earlier than previous years.

Micro-volunteering is focused on completing small tasks that make up a larger project. It differs from our traditional view of volunteering where members donate substantial time to serve on boards, committees, or task forces.

- Another trade association formed a group of micro-volunteers who are always at the ready to develop content. These volunteers now jump in and write a blog whenever they have time or are inspired, rather than always relying on staff or an editorial committee for content. We now view "liking", tweeting and posting as micro-volunteer opportunities.
- And as meeting planners, micro-volunteers can often take on roles previously managed by staff. Do you need human directionals? Do you need dinner hosts? Do you need greeters? Next time, think about tapping into your association's micro-volunteers to help.

By developing micro-volunteer opportunities, you are giving your members the chance to gain experiential leadership and engage with the association without a long-term commitment. •

By Amy B. Lotz, CAE, HMCC, Senior Vice President, Client Partnerships & Performance, MCI USA

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Joyful Food Markets – PCMA Adopts-A-Market!



On March 1st, the Community Services Committee held the first event of the year. 10 Capital Chapter volunteers arrived at Democracy Prep Congress Heights Public Charter School in Southwest DC ready to help feed over 200 students and their families at the Joyful Food Markets.

Martha's Table, in partnership with the Capital Area Food Bank, launched Joyful Food Markets to increase access to and encourage consumption of fresh fruits and vegetables east of the Anacostia River. In 2016, with the help of over 18,000 volunteers like us, Martha's Table distributed over 1.6 million meals and held 33 free, monthly pop-up markets like this one in Wards 7 & 8.

Our first task was to get the market ready for our customers. We set up several stations with colorful drapes and carts of food. There was a fruit section that consisted

of tangerines, apples and bananas, a vegetable station that consisted of corn, potatoes and kale as well as a dried goods station with canned protein and legumes. As always, our over-achieving group was extremely organized and we all appreciated being ahead of schedule!

While festive music played, families and children “shopped” at our market. Based on their family size and preferences, they were able to take various combinations of the fresh, seasonal produce and healthy pantry items totaling 23 pounds of food per enrolled student. The volunteers were responsible for various tasks to keep the market running smoothly including registration, stocking, grocery bag filling and cooking demonstration assistance among others. Families and children could also mingle with volunteers and school administrators while picking up an energy efficient power strip and learning how to make their homes more energy efficient.

The Market also featured kids’ cooking activities, recipe samples, and chef-led culinary demonstrations designed to get children excited about healthy eating and cooking.

At the end of the day, we presented Martha's Table with 140 boxes/jars/canned pieces of food that we collected from the chapter members at the February 15 Capital Chapter educational event.

Hearing the students get excited about picking their own food made the event a truly rewarding experience for us. It was great to be able to network with my peers while also interacting with and helping feed our DC community.

If you would like to be added to our list of volunteers, are interested in joining the committee, or have a suggestion for a great volunteer activity, please contact Jennifer Bond at capital@pcma.org. •

Community Service Alert!

Join us as we return to the Humane Rescue Alliance for a fun volunteer and networking opportunity!

Humane Rescue Alliance
15 Oglethorpe Street, NW
Monday, June 18, 2018, 4pm-6pm

Join us as we make dog toys, read to and be a calming presence for the cats, take a private tour of the adoption center, meet the adoptable animals and hand-out treats and the toys you just made to the dogs. More information can be found at capital.pcma.org/community-service.

Registration details forthcoming!

By Jennifer Bond, CMP, CMM, Deputy Director, American Astronomical Society



As Seen on PCMA Catalyst

PCMA's Catalyst Community is the go-to place for PCMA meetings industry professionals to communicate and collaborate, ask questions, share opinions and find useful resources.

Contributions and topics abound ranging from the very serious GDPR initiative which is currently affecting the industry, to lighter discussions such as trying to determine if badge ribbons are still in (that would be a resounding YES!).

PCMA's Capital Chapter forum participants consistently demonstrate their willingness to help fellow industry colleagues by sharing their industry knowledge and experience on Catalyst. Here are some examples

Rebecca Kane, Meeting Manager for the U.S. Grains Council in Washington D.C., recently posted to Catalyst seeking helpful information on GDPR. "The problem is all the webinars, articles, etc. – all discuss what GDPR is AND NOT what we need to do to become completely compliant," writes Rebecca. In less than 24 hours, Susan D. Haning, CEM, CMP, Business Development Officer for Freeman in Alexandria recommended an IEEE webinar to assist Kane in navigating the murky waters of GDPR compliance.

Giovana Peroni CMP, CPCE, and Manager, Meetings and Travel for the American Society of Health-System Pharmacists in Bethesda seeks information on meditation rooms: "I would like to make a non-denominational/meditation room, and wanted to see if anyone has had experience in creating an environment like this?" Nancy Needel, Director, Meeting Operations for the Heart Rhythm Society shares her experience, "Our meeting has always offered a Quiet Room. It is multi-purpose, for nursing mothers, prayer, or just for a place to rest. It is monitored through our onsite Society office and is equipped with minimal furnishings and a small fridge and water cooler. It is something we believe strongly in providing for our attendees."

Amy Durkin, CMP, CEM, Director of Events for the National Catholic Educational Association, chimes in with what her organization does for a chapel onsite: "For the chapel, we typically have a "few" chairs, low lights, and a table to serve as an altar. The planning committee will sometimes add additional elements depending on the space. We also have a sign posted outside the door that reads 'Chapel, Thank you for ensuring a respectful

silence in this sacred place."

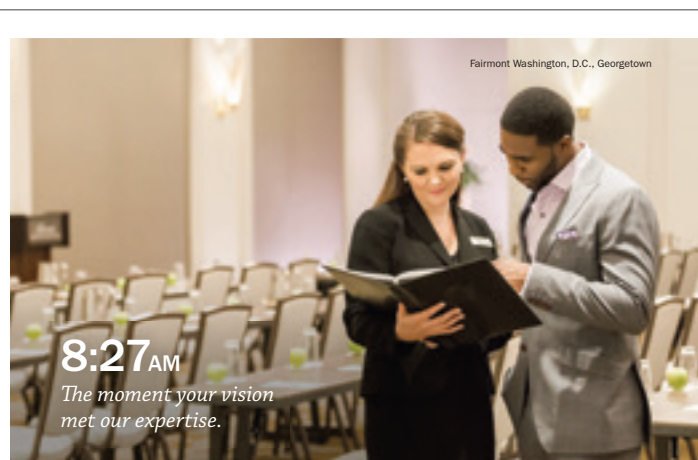
Kim Bercovitz PhD, President and Chief Exercise Officer of Exercise Bytes in Potomac, MD shares: "I like the idea of a "Zen Den" – quiet space with soft lighting and music, spa like atmosphere for people to detox from their cell phones, meditate, pray, read, rehydrate with fruit/herb/vegetable infused water, re-energize with healthy superfoods snacks, and just relax."

With the incredible knowledge base PCMA members bring to the Catalyst Forum, this member benefit has proven to be an invaluable resource to participants. Make sure to visit the Catalyst Forum often and watch this space for highlights from Capital Chapter members.

You can personalize your settings, read and contribute on the PCMA Catalyst Forum at:

<http://catalyst.pcma.org/home> •

By Tracy Bliithe, CMP, Heart Rhythm Society



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Added PCMA Member Benefits

Being a member of PCMA and the Capital Chapter is so much more than great networking, opportunities to give back, building friendships, learning through educational content and earning CMP credits. It is access to people and information.

Check out the Catalyst Forum on PCMA's website. You will find a group of engaged individuals, asking important questions and getting help from their colleagues from around the country.

Membership is more than a name on a list, it is access to a dynamic group of individuals who are willing to share their experience. Check out the Catalyst Forum on PCMA's website. You will find a group of engaged individuals, asking important questions and getting help from their colleagues from around the country. This forum allows you an opportunity to get involved and easily

connect with a group of people who are ready to share knowledge, many from the Capital Chapter. For those of you not familiar with this resource, check out Tracy Blithe's

feature for an idea of the questions asked and some of the answers provided.

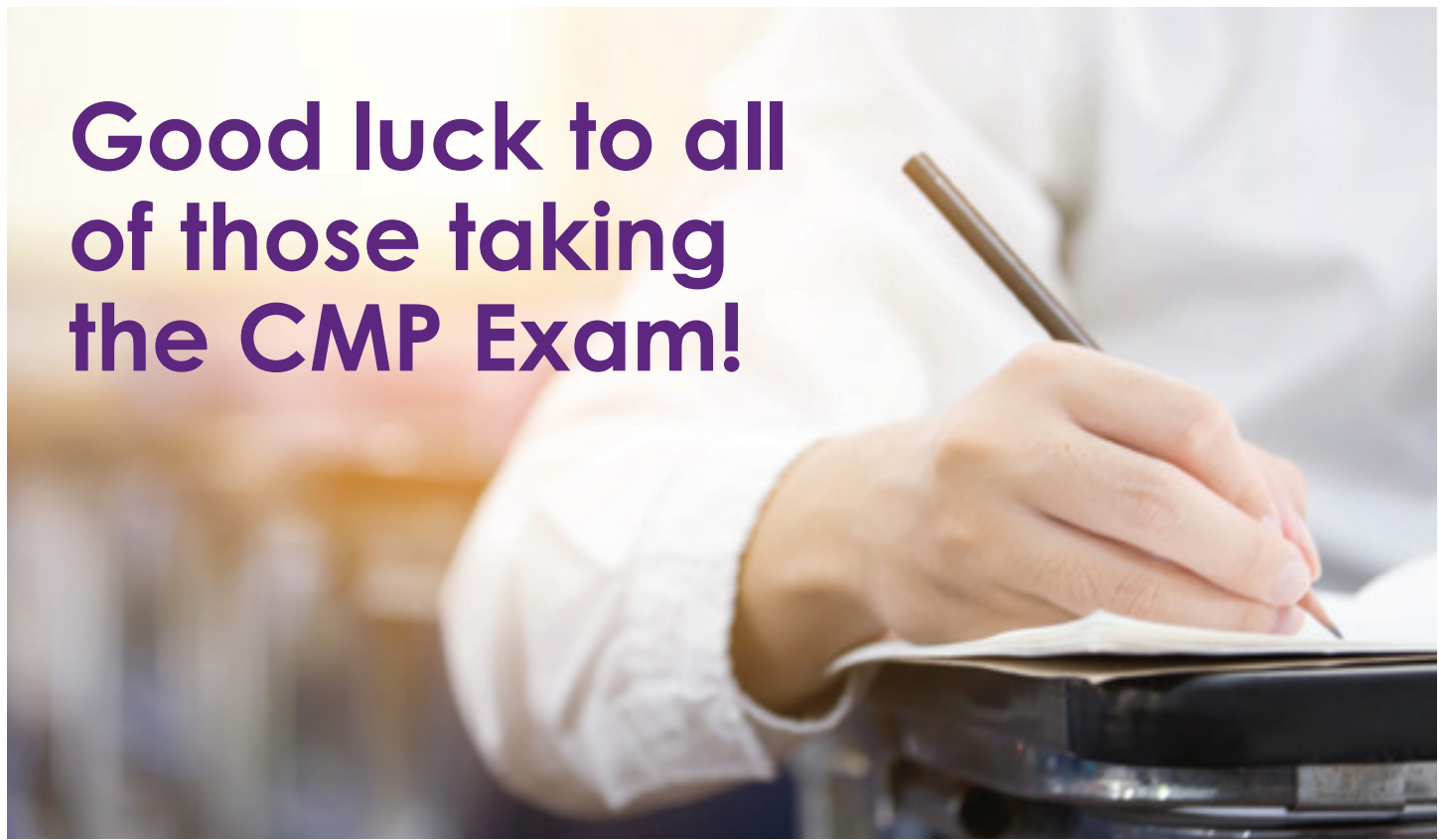
Catalyst is part of your PCMA membership and a great way to create relationships. Many friendships have been developed through email, phone calls and communication from connections in the forum.

Online, you will also find an abundance of resources included in your membership, ranging from webinars with industry leaders on a variety of topics, to articles and additional educational material or opportunities

Take the time, explore these online benefits available to you and get involved. If you are new to PCMA and take the time to foster new relationships, reach out your hand to a new or long time member, you will find people who enrich your life.

If you are a long time member to PCMA, perhaps you are not aware of these resources, go online and explore. You may not need the information; however, maybe someone needs you and your experience. •

By Tanna Pearman, Business Development Director,
Eldorado Resorts, Reno, NV



Good luck to all
of those taking
the CMP Exam!

CVBs use City Resources to Enhance Meetings

When planning your future meetings, be sure to include your local CVB for contacts and ideas for off-site events, tours or corporate connections.

The destination you are choosing likely has partnerships, contacts and information about businesses within the area. As an example, our team in Charlotte, North Carolina, makes it a point to educate business-minded peers on why meetings matter. In a banking city heavily influenced by Fortune 500 presence, our grassroots effort has fostered close ties with the City of Charlotte, economic development

Partnerships allow CVBs to show their cities' strengths, and while integral in the day-to-day operations of a CVB, they are also an asset to meeting planner partners. CVBs work with organizations such as the Chamber of Commerce to pinpoint key players in their market.

partners and our corporate community—relationships that are now integral to how we do business.

It is important for CVBs to present their destination not only as a place to visit and meet, but also as a lively, growing city. When the City of Charlotte hosted the National League of Cities in November 2017, we partnered with the City and the City Council to present a unified picture of Charlotte to meeting attendees. For this summit of municipal government representatives, we led mobile workshops in athletic venues, burgeoning districts and more. This allowed us

to educate National League of Cities attendees on how, through legislation, these tourism areas/venues came to be and what they mean for our destination.

Partnerships allow CVBs to show their cities' strengths, and while integral in the day-to-day operations of a CVB, they are also an asset to meeting planner partners. CVBs work with organizations such as the Chamber of Commerce to pinpoint key players in their market. In Charlotte, we realized just how important these partnerships were when pursuing the 2016 Bayern Munich International Champions Cup. The Chamber of Commerce helped us to identify 209 Germany-based companies in Charlotte. These businesses employ roughly 17,000 employees in Charlotte and this information proved helpful in earning Bayern Munich's business.

This knowledge and these partnerships are not limited to one event; you can expect your CVB to be connected and ready to help you with the resources needed to make your program a success! •

By Ned Blair, Senior National Sales Manager, Visit Charlotte



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travel smart

Travel Tip:

When you are tired, want to be home, are missing those you love and need a little pick me up: go find the nearest dog park! Just sit and watch for a few minutes, pure joy. - Jim Kelley



If you have ideas for future Chatter Issues, please send them to pcma.capital.comm@gmail.com - we are also accepting articles for our library to be used for future issues, if you would like to write something, send an email for article guidelines.

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in RALEIGH

William Lewis dances to the beat of his own banjo. In his role as the executive director of PineCone in Raleigh, N.C., he preserves and protects blues, bluegrass and other forms of traditional music. And that's not all. He helps nonprofits like the International Bluegrass Music Association make the most out of meetings and events.

Raleigh's passionate locals maximize resources to create events that hit all the right notes, helping draw more than 200,000 fans to World of Bluegrass.

Learn more at visitRaleigh.com/meet





newsbytes

Jennifer Bond, CMP, CMM is now Deputy Director of Meeting Services at the American Astronomical Society

Ashley Sarris-Jones is now Meetings Manager for the American Society for Cell Biology

Please let us know of any changes or noteworthy items for NewsBytes via email pcma.capital.comm@gmail.com



mark your calendar

Mark your calendar and check the capital.pcma.org website for updates regarding these upcoming events:

MAY 2, 2018
PCMA Foundation Visionary Awards

MAY 17, 2018
2:30 P.M. - 6:30 P.M.
**May Education Program,
Navigating Distractions**

JUNE 10-13, 2018
PMA Education Conference
Cleveland, OH

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THE CHATTER IS PUBLISHED BY

PCMA Capital Chapter

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