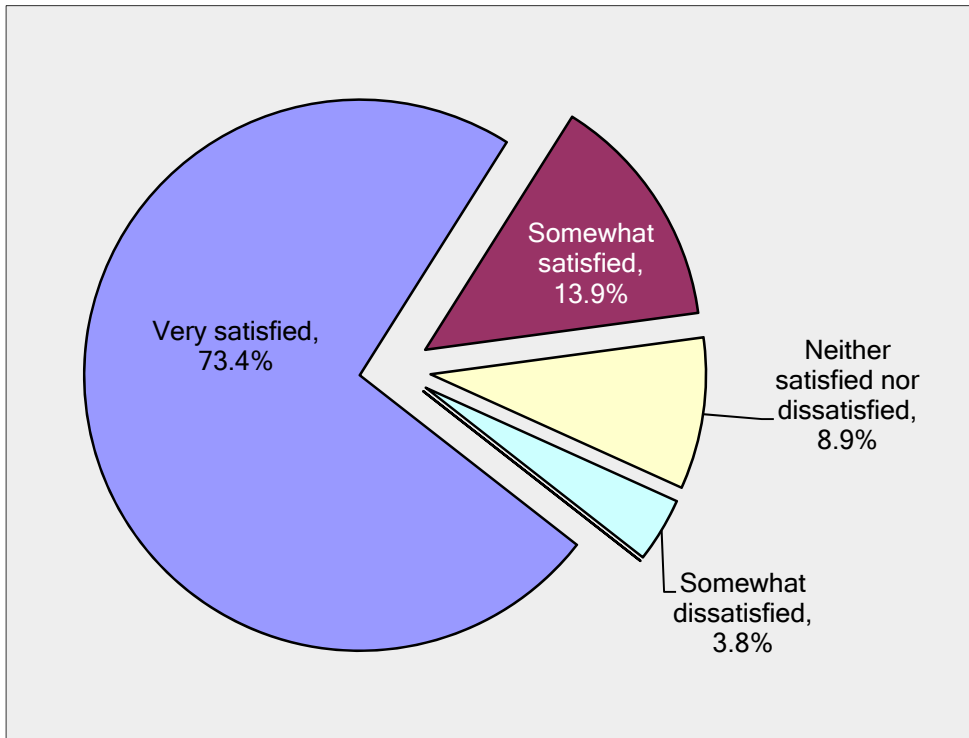


Overall, how satisfied are you with your experience as a member of OFSOA?



Respondents indicating 'somewhat dissatisfied' or 'very dissatisfied' provided the following written responses:

I attended the conference. It was a great experience to meet other Fire Administrators who have similar jobs to mine and to also see what differences the departments have. I enjoyed myself very much and this is a great group of women!

The conferences and workshops are informative and beneficial.

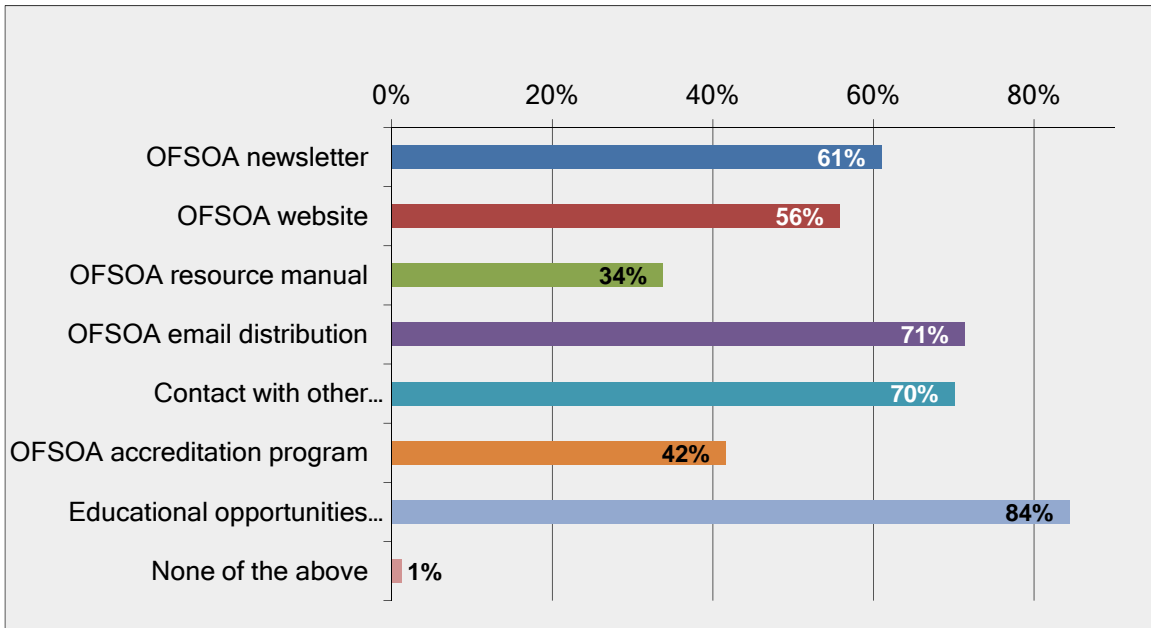
The mass emails are annoying, as are the folks who respond with 'reply all.' I felt like the conference I attended in Roseburg didn't have a lot to do with anything.

I'm not too happy with OFSOA this year with the scheduling of the spring workshop during the fire chief's conference in April and the fall conference during fire prevention week. Due to fire prevention week, I am unable to attend this year's conference.

After prepaying and registering for the last fall conference I was unable to get a refund when an unexpected circumstance arose. I didn't feel the compassion that I assumed would be there.

Need better communication between Board of Directors and members.

Which of the following membership benefits are valuable to you in your role as an office administrator? (Please select all that apply.)



Respondents indicating 'Other' provided the following written responses:

I don't have a login for the Resource Manual. I've never understood how to get one.

I haven't started the accreditation program yet; I know something about it, but I just need to sit down w/Susan Boyle to get going. I guess I have never received the resource manual because I don't know what it is; I'm sure I'll find out though.

Unfortunately, I have not been able to attend any of the seminars yet offered by this program. I'm sure all of the above would help me if I could pursue them. I am hoping to be able to participate in more events this year.

Being able to network and connect with other Office Administrators that do the same kinds of things.

I have never been able to get my resource manual to open. Maybe have a "success story" in the newsletter about someone who used the group as a resource on a project and the success that they had with that. That might allow the Chiefs or others who read the newsletter to see what the organization can do.

I think it has the potential to be valuable. The only valuable part of the Spring Conference was the hazardous materials presentation.

Networking with others that do similar tasks. I learn so much from others.

I wish I could get access to the resource manual. I believe it's online but I don't know how to access it.

The contact with other office administrators is a major plus in getting answers to questions and receiving support.

The ones that I didn't mark aren't because I don't think they are beneficial. It is only because I haven't really participating or used them. I love being able to send our questions out there to all of the other office administrators for answers and comments.

In your opinion, what is the most important thing OFSOA could do to improve the value of membership for you?

I think continue out workshops and conferences. I think we do a great job and offer good classes. Not all classes apply to each of us, but we can always learn something.

OFSSOA is great and really the only thing I can think of would be more educational opportunities.

Quarterly workshops

Update the email list! I also like the idea of photos along with names in a directory.

Improve the accreditation program. I have sent a few emails about accreditation and have received no replies.

Provide more training opportunities for volunteer office administrators of small rural districts. Too many of the training opportunities are aimed primarily at larger paid departments.

Continue to have quality speakers at the conferences and workshops.

I think OFSSOA is outstanding! It's been such a resource for me, and it's why I'm running for VP . . . because I want to be an active part of this great organization. One thing, though, when I came in as a new member a year and a half ago, I was very much welcomed by all members of the organization; but I don't remember receiving a new member packet if there is such a thing. It was probably an oversight or maybe I received something that I don't remember. Anyway, it would have been nice to have received some kind of resource manual or handbook or be directed to the website.

More opportunities for members to get together and network

Ease up on looking for help. It's all I can do to work a 40-hour week. I feel like a slug when I'm reading all your requests for help!

I'd really like to see some classes on software... like Caselle, access, emergency reporting etc...

I believe my membership value is peak and know of no way to make peak better.

Have literature from the missed conference/trainings available to those who couldn't make it.

It might be interesting to do some "optional" job shadowing of a couple other OFSSOA members and get training credit for it. If someone visited me, they might have helpful suggestions, and if I visited someone else, I might get ideas for improvement. This could be helpful, especially if someone had a procedure I was wanting to implement or improve.

Continue the wonderful training and networking opportunities. I think you are all doing a great job!

I think things are going great!

Continue education through workshops and conferences. Quarterly meeting within the region would be nice if district would participate.

I haven't been a member long enough to comment on this question. So far I've been happy with the email notifications and looking forward to the conference to network with other members.

They are doing a great job. One idea would be to have the regional reps greet the people from their area when they arrive or sometime that day. That way you have friendly contact with someone in case you are new or the people you do know, didn't come. Maybe you do this already, but I don't remember being greeted. It's a good way to get to know your reps.

Our abilities to broadcast questions when we need assistance is so awesome and the responses are so important, we get the "big" department way of doing stuff, the City the med and then small departments. I am always amazed at everyone's generosity and willingness to help others.

Offer a class on QuickBooks, Financial reports, etc. - the kind of class where you might have to pay to take because the training would be similar (kind of :-) to a Fred Pryor class - serious and controlled :-) Hope this doesn't sound bad because I do LOVE OFSOA and appreciate all the work everyone puts in and the great conf. and workshops we have.

I can't think of anything specific. I think that the training offered is outstanding and the connections made with the other administrators is priceless.

Materials related to the job, not just random questions about 'who has cable?' and 'who has card tables?'

The most important thing is to continue the excellent job. I believe things are working.

Just continue to provide the quality educational opportunities. The validity that the course subject matter lends to OFSOA in the view of our Chiefs is of the utmost import in order to continue to have the backing of OFCA and its members.

The opportunity to network is very beneficial.

Periodic educational opportunities with networking like we are already doing. I don't want to get into the mode of thinking we need to do more. Many of us are working very busy positions and we don't have the time to do any more with OFSOA.

I have just begun to take advantage of what they have to offer. I'm very pleased and impressed by the organization.

Keep providing pertinent, quality, affordable training

I really enjoy seeing the email communications more than in the past. I like the idea that you can email other OFSOA members and ask them questions on what they do at their fire district/department. Also, make sure the dates of the spring workshop and conference do not occur during other fire department events or conferences. Perhaps change the month that the spring workshop happens so it doesn't conflict with the fire chiefs conferences, maybe have the spring workshop the beginning of March or mid May? The conference could be in September versus October? Or have the conference the end of October? It was earlier this year. To me, it's important to attend the conference and workshops for education/learning and networking with other fire agencies and OFSOA members. Maybe OFSOA could have webinars on topics once a quarter?

I was very interested in working on my accreditation, but felt the process of plugging classes in was not very user friendly.

Continue to offer regular training to members

adding themes for those of us that have been around for more than 10-15 years

Training opportunities have always been the main draw for me. With tight budgets need to offer pertinent, professional and shorter training sessions. Has become harder to justify 3 days away.

Continue with job specific education topics at conferences. (payroll laws, IRS regulations, budget info, perhaps some break-out classes like website design or Excel. Overall, I really appreciate the education that's been offered and the help from others already in the business.

I honestly can't think of a thing!

I really cannot think of anything, my membership has been wonderful for me.

To keep offering their support.

Aside from the semi-annual training opportunities, maybe let us know of relevant training (not offered by OFSOA) that comes up throughout the year.

Provide a way for members to send out a mass e-mail to all of the other OFSOA members if we have questions or ideas about a program at our own department and want samples information about what others are already using.

Oregon Fire Service Office Administrators
Membership Survey 2011 – Summary Results

The active members do a wonderful job now! Receiving emails (like today) about what other Districts do for this-or-that is a tremendous help that I know is available. I always help when I can. I have not had an opportunity to go the website and really research it to see what is available, but I will now that I am reminded of it by this survey.

I like everything the OFSOA does.

Provides resources to look outside the box on how to do things, where to look for answers, etc.

Just continue to be there providing education and support.

I think OFSOA does a wonderful job already. I can't think of any other way to improve the value, for me particularly.

Web classes or taping conference speakers and having the recording saved on the web site to use as a continuing resource for everyone

Continue quality training

How can OFSOA best support you in your role as a fire service office administrator?

Cant think of anything. I think OFSOA is great!

OFSOA is great support with all of the open communication between all of the members. This helps a great with my role in working with the fire service.

contacts with other fire service office administrators --

I like that members can email each other with questions.

The classes are great. Payroll law and Office Gossip liked it.

Being active participant in the organization.

Access to resources and networking.

The networking is wonderful and the e-mail's with answers to questions are great. I cannot think of anything I would add right now.

Continue the blasts through e-mail; not only do I learn from other OA's, but my Chief and Board are impressed with this resource and how much we have gained form it. And, of course, the workshops and fall conferences are absolutely great for networking and learning.

get the chiefs buy in.

I think the best part is having everyone's contact information and support! I love you guys!!

They are currently doing it. Networking with other departments is key!

I am not sure.

The conferences are huge. I'd be interested in classes on professionalism (not just dealing with the public, but ideas to appear more professional). I'd like to hear of training opportunities that other members have found helpful--outside of conference.

Same as above.

Continue doing what they are doing.

I believe OFSOA does a great job of outreach and supporting fire service office administrators. I can not think of anything for improvement.

Don't have an answer for this yet.

Everything is good. I don't know if someone could do this, but it would be nice to get an email from someone when there are changes in IRS laws or payroll laws.

Keep website current

For me I need to take advantage of what OFSOA has to offer, you support me as much as I will let you.

They do a great job now - being able to email out a question and get the responses from different departments in invaluable to me and my Chief.

It would be great if I could get my resource manual to open.

Introduce me to other office administrators.

n/a

Please continue to offer continuing education.

Keep doing what you're doing! :-)

continue to provide educational opportunities and the networking resource

Offering the affordable training opportunities. Knowing that there is someone out there in our

membership that is experiencing the same problem as I and they can refer me where to go for a solution to my problem. The website offers "Where to go when you need to know."

Education once or twice a year. No more than two, there is not enough time to arrange it and attend it.

Maybe the question should be, How can I best support the organization? Last year I made the commitment to become more involved with the organization.

Pertinent, quality, affordable training. Good communication amongst members

I would like OFSOA to share more information via email. Share questions (that's already being done), events, trainings, etc. Maybe instead of the newsletter, OFSOA could save some money and email out the newsletter? Sorry, I think I gave ideas, versus support information?

Continue to provide classes more suited to the office professional. The email chain works great!

Provide current / up-to-date training

Offering more information/classes for those of us that have been in the business for more than 10-15 years. It feels like OFSOA is catering to the newer members/less experienced in the field which is good but I think remembering the community as a whole and continuing ed for us dinosaurs would be helpful

Continue with the email contact for questions/requests out to members. This has been helpful. Continue to offer quality training.

Continue with the networking and education topics pertinent to our business.

You're already doing it.

Continue offering the conference's with the wonderful classes.

Keep reminding us of our value in the fire service is the best support.

I think they are already doing it.

The e-mail list serv has been an invaluable tool. Being able to connect with other office administrators, network & compare notes is really helpful. The only thing I can think of to improve upon that would be maybe we could have occasional regional meetings. Different districts could take turns hosting a quarterly luncheon or something. It's hard to get to know other office admins when you only see them once or twice a year. Being able to put faces with names would help to strengthen the bonds among members.

Can't think of anything. Keep up the good work.

I have been in my position for more than 25 years. If I see something on a conference list that interests me, I attend. Some of the conferences that involve tours, extinguisher & CPR training, etc. I don't see I can leave my job to attend. I receive extinguisher & CPR training at my station. I enjoyed the Quickbooks reviews. I think the committees do a great job helping those that are newer to the world of FIRE & EMS!

I like the idea that you can email everyone and get information you need.

Keep doing what it's doing!

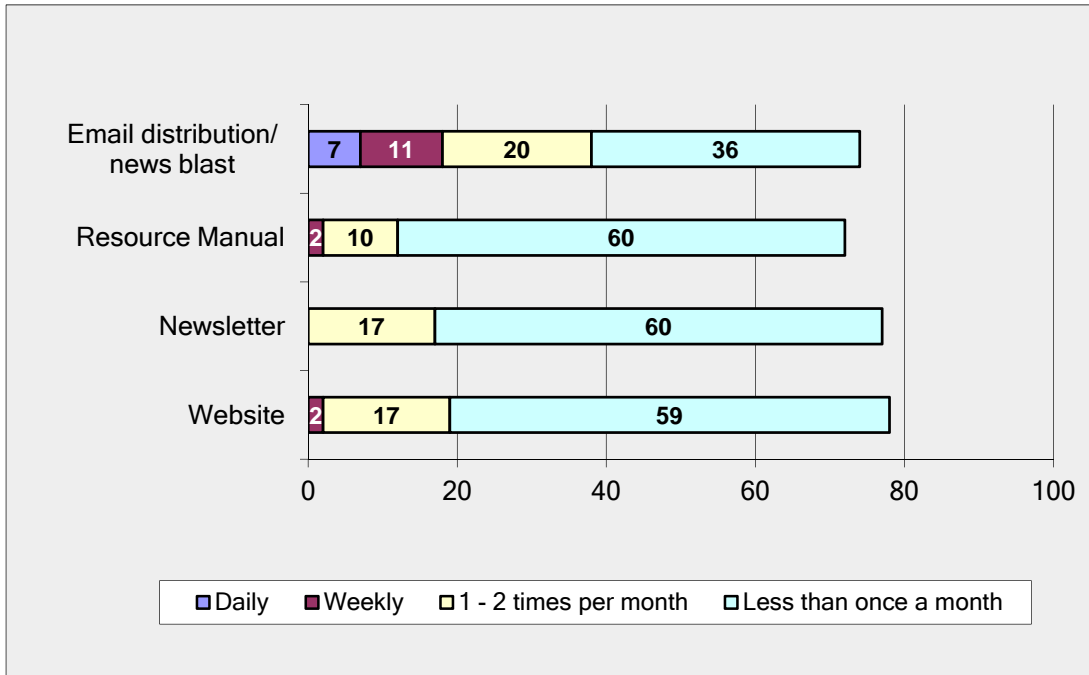
Continue the networking tools.

By keeping the email component for asking questions to our other office administrators. :)

Question #3 had the answer to this one

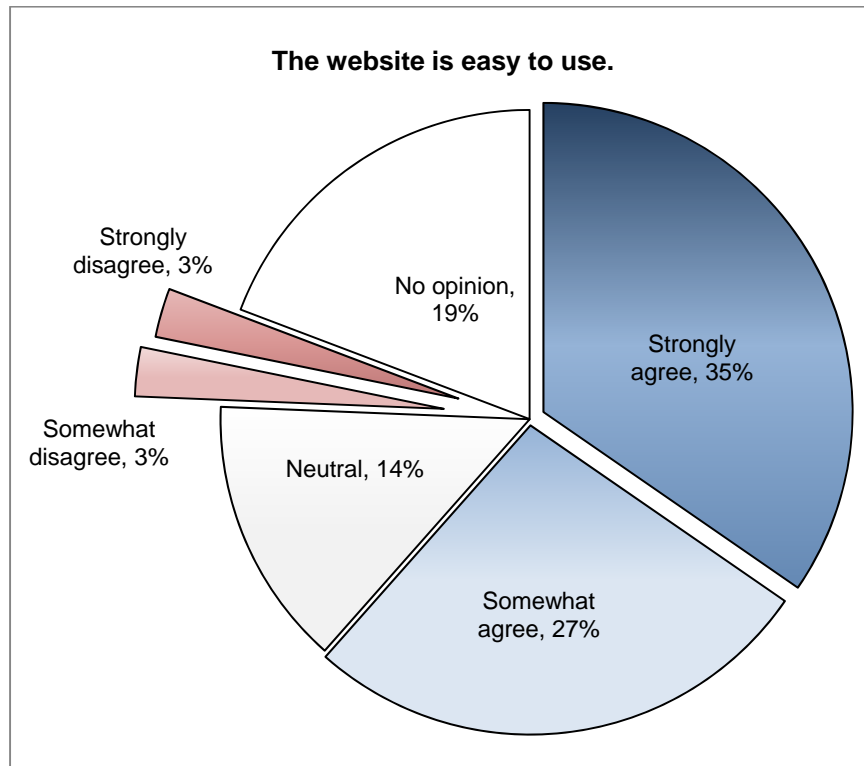
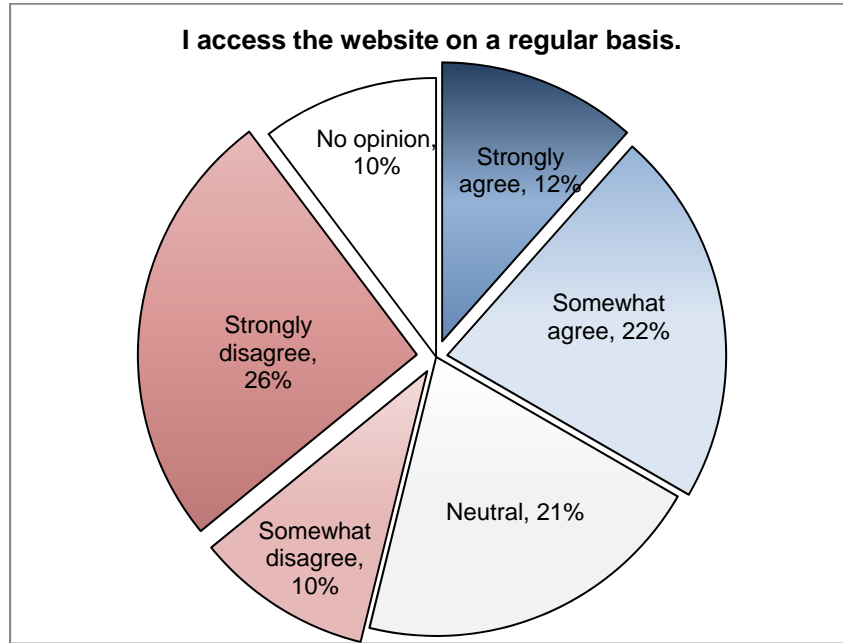
the use of newsblasts to gather information/documents

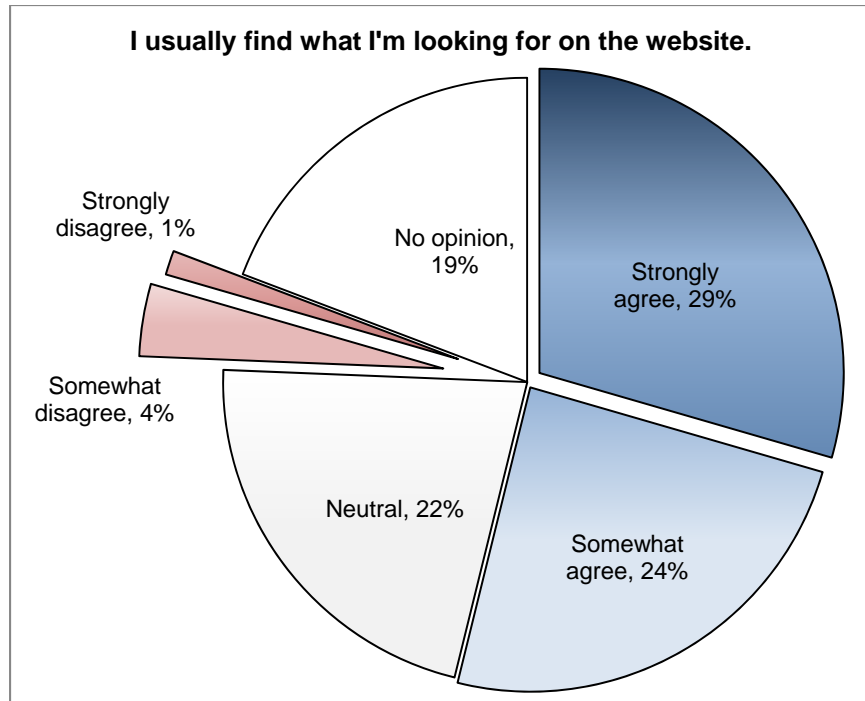
Approximately how often do you access or use the following informational tools?



Note: Data points represent actual number of respondents reporting.

Please note your level of agreement with each of the following sentences about the OFSOA website.





In your opinion, what features, tools, or links should be added to the website to increase its usefulness?

Needs to be updated more regularly

I don't know. Haven't used the website.

Change the layout.

I would like to see an updated membership list available on the website. I really have just started using the website in the last six months, so I'm not as familiar with it as I should be.

Quick search for admin names in the fire stations.

Contact information for members. The other OFSOA members at my work and I all cannot access the member section...

Since I am retired, I have little need to access the website.

I really haven't had the time to go on-line and check out the website, just maybe once or twice and really don't remember what is on it.

I wasn't aware of the website or the resource manual. I'll have to check into them.

I have rarely used the website and don't remember having any issues the few times I went to it.

Not having used it, I have no opinion. I will be looking at using it on a more regular basis.

1. When a registration form is filled out have it automatically print out an invoice for the person who registered. 2. Membership time – send an email blast that it's time to renew and have a link to the website where they can go to the membership tab, find their membership form, make the changes, submit and have it send to the treasurer, membership chair, plus print an invoice for them. 3. When you login as a member and you get your login wrong it just blips you back but doesn't tell you your login was wrong. So you're not really sure if you are in or not - could be just me. :-) Just my thoughts :-)

I don't access the web site much. I can't get the resource manual to open, so I don't visit the web site very often.

I have never accessed the website.

Can't think of anything at the moment. It is easy to navigate and that's not always true of websites.

Perhaps some independent continuing education opportunities that are available to us, outside of OFSOA or that are recommended by OFSOA and that would dovetail with the accreditation program.

How I use the website: I only access the website when needing information on the spring workshop and conference. I went looking for the resource manual on the website and couldn't find it. I think it might be in the members only section, but I don't know how to access that part of the website. In the past, I've printed off the accreditation documents. Other than those items, I don't access the website much. Suggestions for the website: Provide us with emails when training or anything is added to the website. Have the newsletters on the website, versus mailing them out. Have better access to the membership section.

I have always found what I needed there

Online accreditation process would be great.

Basic information for all departments that are members - i.e. number of staff, main phone number, paid or volunteer, yearly budget, etc.

Don't use enough to really have input.

"Position" related training offered around that state.

Make it easier to access, I have not been able to get on to the web site.

I've never been to the website.

I think it's good as is. Lots of useful features.

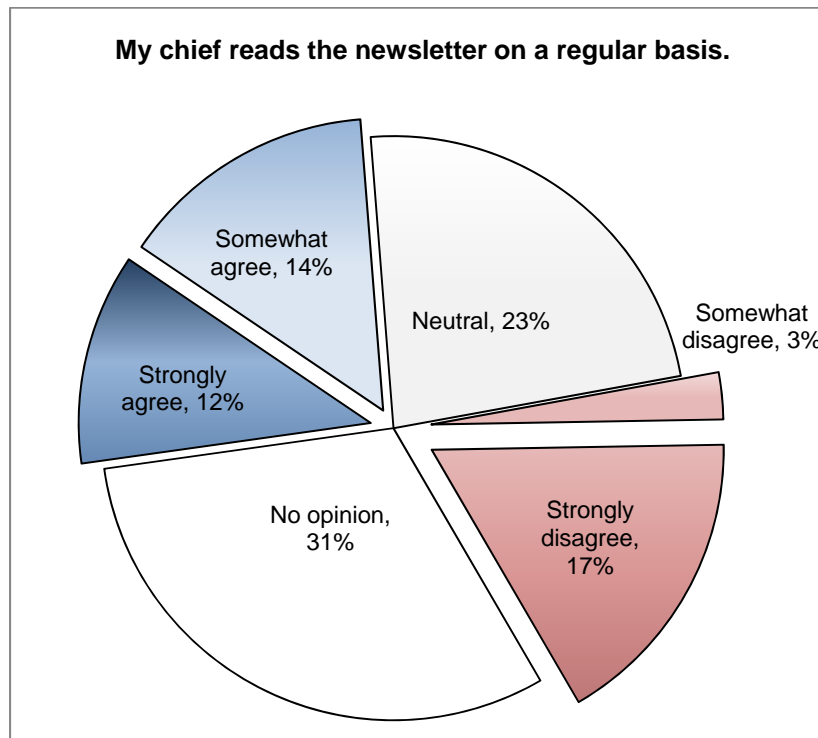
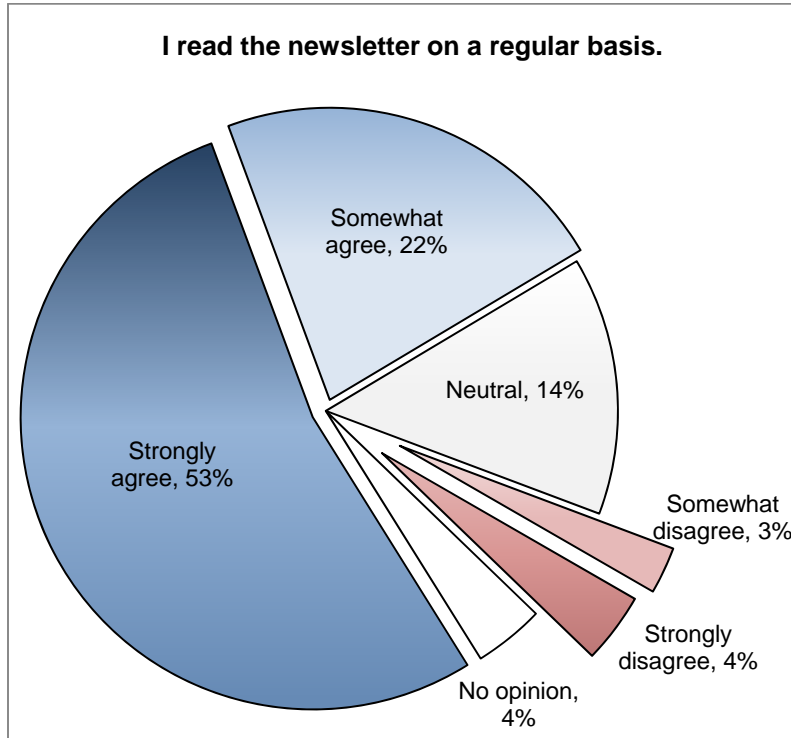
More sample policies and programs at other districts

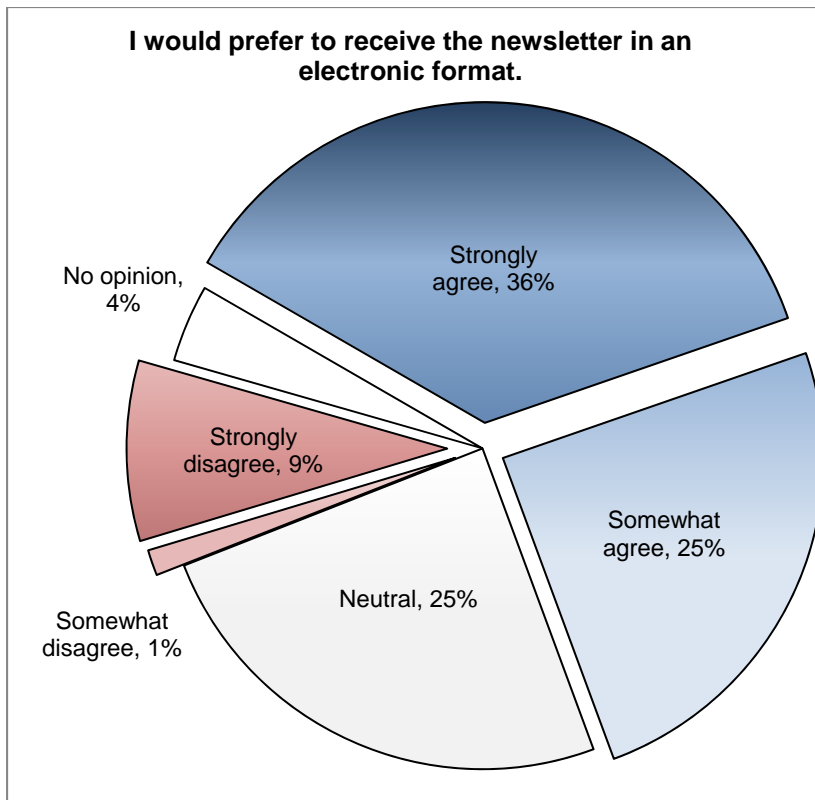
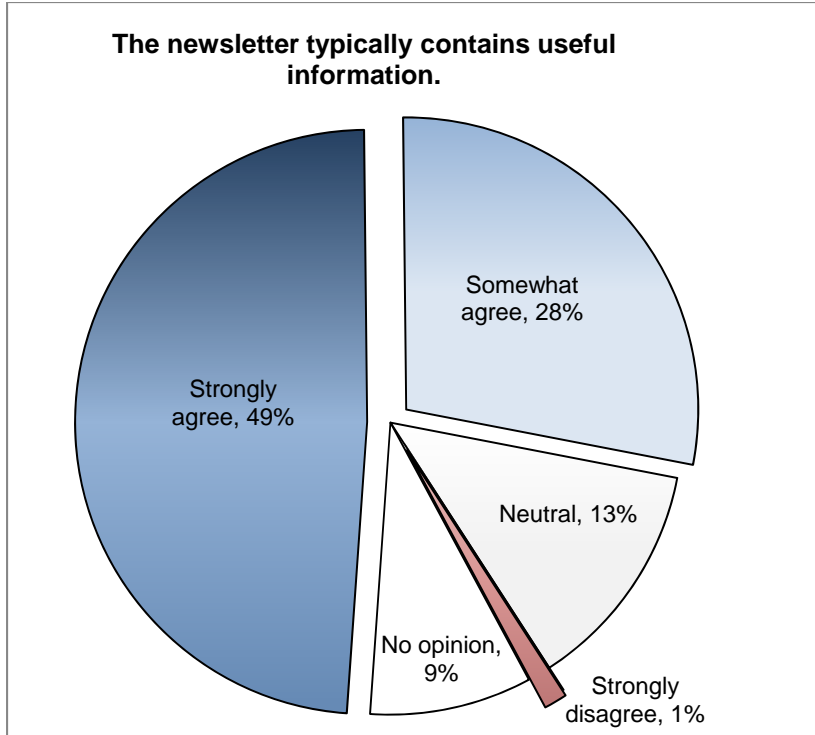
I need to access the website.

It seems like the site is not regularly updated. It would better if the information could be kept for current.

Keeping the site current and include future training as soon as known

Please note your level of agreement with each of the following sentences about the OFSOA newsletter.





In your opinion, what improvements could be made to the newsletter to make it more useful?

I would like to see a section with question/answers, multiple choice on grammar, spelling, or office procedures.....

I love the computer tips...thank you!

The newsletter is sometimes redundant information. Most the information in the newsletter has usually already been sent out via email.

Email!!!!

Put some of the questions that are put out to the membership with summaries of the "answers/suggestions" so those other than the one who asked the question could see the answer.

I look forward to receiving it and wish it would come more often; however, I know everyone's time is precious and this is probably not possible.

Don't forget us over here in central oregon!!

I love the newsletter! I'd like to see it more often.

It would be more practical and save money if it was sent electronically.

I'll have to look into the newsletter.

Articles and help for Admins. Most of the time it seems the newsletter is predominantly info on upcoming seminars.

I love it and totally appreciate all the time it takes to put it together beings we all have full-time jobs to boot. And I appreciate the chance to submit something if I would like to.

I am not sure what you currently do, but maybe ask for submission for updates on departments. Like someone could write an article on their department winning a grant. Or a success story of a new program. Have a meet the new members section with a picture and a short article.

I think you should send out the newsletter by email. I'm sorry, I don't typically read the newsletter, I mainly use the newsletter for the workshop or conference documents.

How about an ask the senior member section... where we could send in general office protocol questions or issues that come up.. or a column that reflects reasonable answers to general office issues

I don't have a problem receiving the newsletter in electronic format but I am afraid that most of the Fire Chief's, especially in my area might not read it. I realize it is a huge expense but for some volunteer departments it is necessary to continue in paper format.

Maybe put out a smaller Bulletin in the quarters there is no newsletter. Currently the newsletter only goes out before workshop (so around March) and before conference (so around Sept). Maybe we can put out a one page, double sided bulletin in June and January with follow up info from the recent training, congrats to newly elected members, helpful reminders or office tips, other available training through other agencies, etc.

Electronic version would be great

Electronic would be nice, it would ensure I always see it

Distributed on a regular basis.

Electronic would be great because I can save it and go review it when I have time.

Continue including helpful tips, maybe have little tidbits on things like archiving information (how long you should keep certain things, etc.)

It goes to another dept and I don't receive it.

I didn't know there was a newsletter other than the conference info that comes a few times a year!

It would be nice to have an event calendar so that we can see what other departments have going on at their station or in their area during the year.

What suggestions do you have for improving the OFSOA Resource Manual?

I've only looked over it once. Maybe I need to review it again to see if I could use it in the future.

I just need access to it.

As I stated, I'm not aware that this existed; this is probably my fault.

it is great the way it is.

The other OFSOA members at my work and I all cannot access the member section...

none as I am not sure what is in it.

I'll have to check it out.

I have not seen this manual.

I can't get mine to open.

I don't know because I don't know how to access the OFSOA resource manual.

It is a great document

Need to keep it current - which means we need more volunteers to help with it. Also, members need to take the time to provide all the information in a timely manner.

Not sure

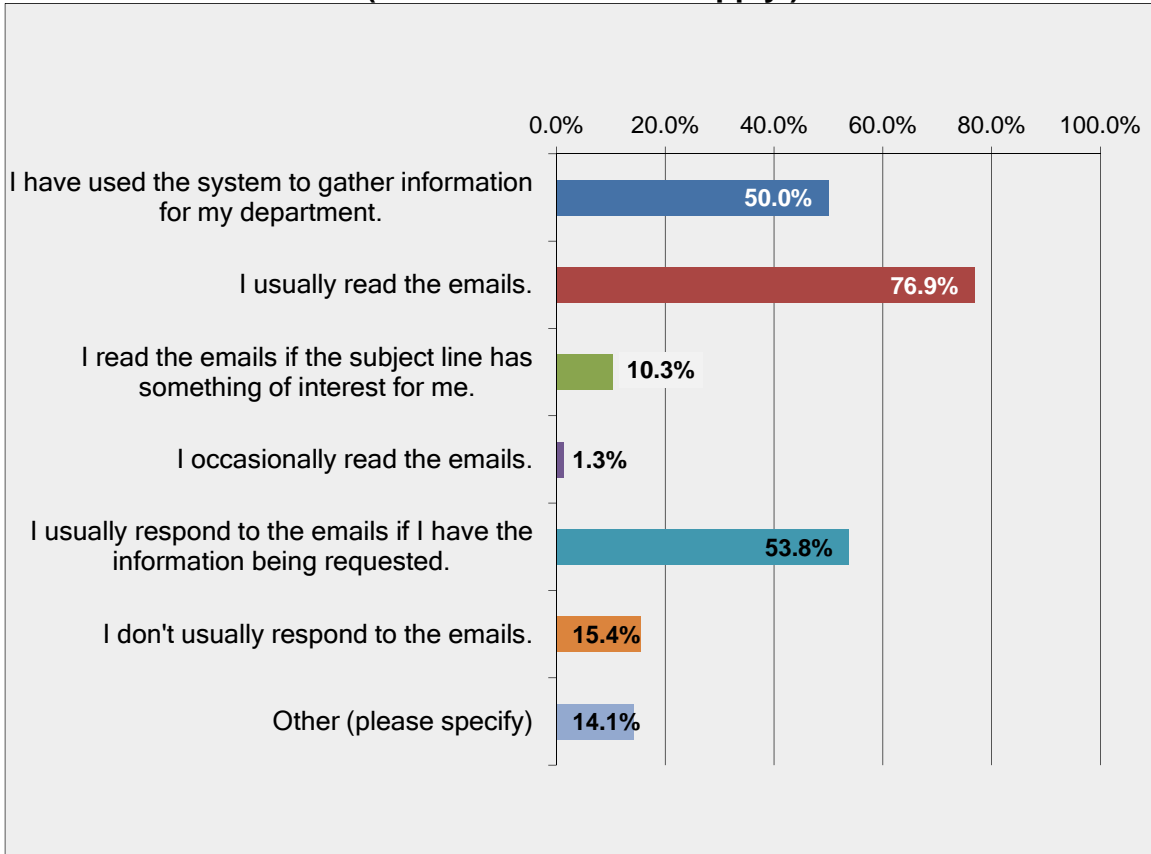
I haven't seen the resource manual.

None. I think it's great.

I have not had the opportunity to use it - I need to get a user name and password.

Keeping the information current

**Which of the following most closely reflects your experience with the OFSOA email distribution/news blast system (ofsoa_newsletter-owner@ofsoa.com)?
(Please select all that apply.)**



Respondents indicating 'Other' provided the following written responses:

I rarely respond to the emails.

I have used the information to gather information. I always read the emails and respond if I have needed information and I think it is a great tool.

There are far too many of them and many of the questions could be answered with a little research.

LOVE the resource! Thank you so much for its availability!!

I think it is a great tool for us to function more efficiently.

There are too many sent out.

I always read the emails and respond if I can help and even if I can't

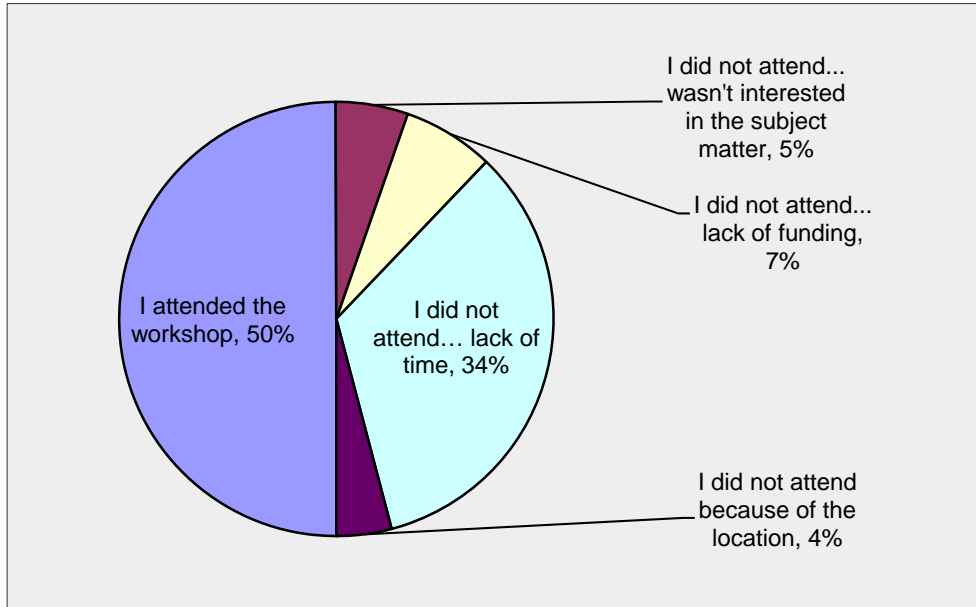
I didn't know there was an e-mail distribution.

I have never gotten one of the emails asking about anything. I didn't know we could do that.

I find this to be one of my favorite tools.

Other than training events I think the news blast system is the best part of our organization's communication system

With regard to the OFSOA workshop hosted in Roseburg last spring, which one of the following is most accurate?



Respondents indicating 'Other' provided the following written responses:

The last couple of years I've been dealing with aged parents and caregiving on weekends, so I haven't had much free time available outside of work hours.

I did not attend because I had something else going on at that time.

I did not attend because I'm retired.

Lack of funding...even if funding was available this year I would not have attended due to personal issues.

I was on vacation for the two weeks following the conference and I did not feel I could take more time off.

I had to stay home because our Chief was out. (And boy, did he hear about it!)

I was lucky that my fire chief allowed me the opportunity to attend since it was the same time as the fire chiefs' conference.

Amy did a wonderful job!

I attend every OFSOA event I can because the training has been invaluable to me over the years.

Due to losing funds from the previous conference I was not able to attend the spring conference

It is very hard for me to get out of the office.

Family obligations interfered with my ability to attend.

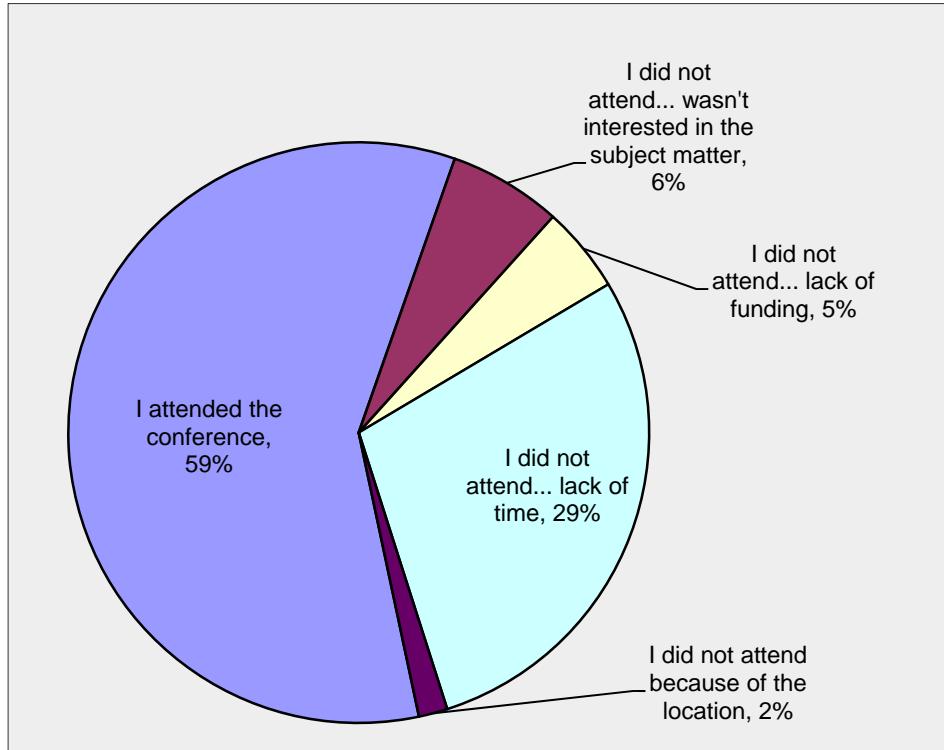
The main reason was the timing, but funding is also a factor.

Part of the reason was the location, part of the reason was I had a young baby. If my husband would've traveled with me, I would have been able to go, so please don't discount this area in the future.

When the workshops fall on the timing of our payroll I am unfortunately unable to go. :(

I can't remember the subject matter, but and lack of time would be the answer.

With regard to the OFSOA conference hosted in Bend last year, which one of the following is most accurate?



Respondents indicating 'Other' provided the following written responses:

The last couple of years I've been dealing with aged parents and caregiving on weekends, so I haven't had much free time available outside of work hours.

I did not attend the conference because I was not yet a member of OFSOA.

I did not attend -- was not a member

I was not a member.

I did not attend. Sick.

we sent one-two members, we need to maintain office coverage.

Conflict with other personal things have been common for me when it comes to the fall conference. I wish I could go to more of them, but have not been able to these last several years.

I did not attend because I'm retired.

I have wanted to attend a conference or workshop in Bend ever since I have been in OFSOA but have either been unable to because of medical situations. Still want to go there :).

Go Region 5 - Let's do a Bend Conference Again :-)

I did not attend due to an emergency surgery

I didn't attend the conference because I was a new member and wasn't aware of the conference.

This year's conference, I won't be able to attend due to fire prevention week.

I was not a member of OFSOA at the time of this conference

due to unexpected circumstances I was unable to attend

Family obligations interfered with my ability to attend.

The Fall conference usually doesn't work for my schedule since our city starts our budget process in Sept. Usually from end of September thru February, I am buried with the budget.

New baby. Nuff said.

There wasn't much I was interested in and the location was not convenient at the time.

Was unable to attend due to health reasons.

I did not attend as I was on vacation!

Please use the space below to share any thoughts or suggestions you might have for improving OFSOA and the services and benefits we offer to our members.

I would like to know more information about those that run the agencies....when i come to banquet and see the Chiefs or other distingushied guest, it bothers me that I know nothing about their fire background.

I love OFSOA and I think everyone does a great job.

I think OFSOA is doing a great job!!

I think we need to make a concerted effort to assist new members with what we can offer them. Deb Keehne, my rep, welcomed me with open arms, and we e-mail fairly regularly about many things. However, somehow it would be nice if OFSOA's services could really be showcased to a new member. This takes time, and I'm not sure it is totally the responsibility of area reps to carry this task alone.

this is a great organization. thanks

I really would like to see larger size clothing offered at the conferences, or make the logo available so I can get get clothes made in my size (2x)

I can honestly say that this is one of the best organizations I have ever been involved with. The information is great, the training is key, the people are fantastic, and the networking makes everyone's jobs much easier. Great job all and I miss you very much!! My suggestion is to retire as soon as you can!

I can not think of anything that really needs to be improved. You are all doing a great job for what I can see.

Firefighters have an Academy. OFSOA members might need something targeted to them to make them aware of all that OFSOA offers, and maybe a list of frequently requested resources; those available, and those needing to be developed for the group. I get a lot of information about what I need to develop for my district (i.e., Roseburg Spring Conference made me aware of a need for a documentation retention procedure and agreement with Oregon State Archives), but my workload does not allow a lot of time for creative work. If nothing is ever added or improved, OFSOA has been a great encouragement and I look forward to the conferences. I get so stressed with the responsibility and workload. How about a training on steps to planning a vacation.

I love all of the support (professionally and personally) that we show each other!

Again, I think everyone does a wonderful job of making our conferences and workshops valuable and fun. I look forward to each and every one of them.

I think OFSOA is a great organization and the ladies whom do everything are doing a great job, thank you!

I am content with OFSOA - I believe electronic is the way of communication that will save money and still be effective. I believe the heart of the members has to change to make the group more effective. Most of us are busy and have too much on our plate to participate at a level that we would prefer. OFSOA is a valuable resource. Thank you!!!!

None.

In my just over a year as a memeber I have found great benefits in the information sharing among the members. I only with our district could allow me to get away more to attend more of the workshops and trainings, because I thing the networking would be invaluable. I would really like to put a face with a name of those who have provided me with answers to my questions and those who have questions of their own. Keep up the great work.

Neutral No Opinion. I like these options.

I pretty much said it as I went along :-) OFSOA is wonderful!

OFSOA is a wonderful organization and I have used it many times as a resource. I am grateful that this

organization exists. Someone once told me that if you surround yourself with the best people in your profession, you will become one of them. I truly believe that the members of this organization are the best in this profession and I am honored to be among them. I strive to become like them!

I felt like the layout of Roseburg wasn't conducive to networking. There was very little space. Also the material presented was either self-improvement, (eat right!), or uninteresting (retention policies!). The hazmat stuff was interesting and the venue was beautiful, but it was claustrophobic in that little room.

I really think OFSOA is a great program! I have learned a lot about the fire service by attending the workshops and conferences. I have also met a lot of wonderful woman that work for the fire service. I would like to thank OFSOA for all the great opportunities they have given me when I've attended a workshop or conference, and to all the individuals that give their time to service on the board. I know that I would like to help OFSOA by being a board member or a region rep, but unfortunately I am only one person my office. My only complaint is this years with OFSOA is the scheduling of events. I hope I can attend both events next year.

As a thought about the Workshops and Conferences...is it possible to post the materials from those events after its taken place? It would be a useful resource for those of us who did attend; as well, as helpful for those of us who were unable to attend.

This is a great group of people and I enjoy having this membership.

I want to impress on all the departments in Oregon how wonderful this organization is and that all fire service office administrators should have the opportunity to attend if at all possible. If the Fire Chiefs or City Administrators or the persons in charge can see the value of this organization, they will not hesitate to provide the funds for their personnel to attend. We need to stay very current and proactive with our training. We need more people to get involved with the Education committee and Accreditation committee to seek out quality classes and instructors and to work on the next level of Accreditation!!! I'm ready, let's roll :)

No suggestions. I need to take advantage of all they have to offer.

Utilize more of our membership for training. Using Rhonda Grant to teach a class about office procedure manuals was a great idea.

I enjoy the conference and workshops. It's really been helpful to meet other people who are doing the same job and gaining knowledge from others who have been in their positions for many years. It's great to exchange ideas and information.

OSFOA has been a big part of my work. I am able to use my attendance at workshops and conferences to achieve my work goals and justify my raises! OSFOA also challenges me to step outside my comfort zone and get involved by meeting new people and volunteering. Most of all, OSFOA members are great people and we always have a good time together!

Continue the good work and share with others, expand into forest service admin and other related fire services.