IMPORTANT NOTICE — PLEASE READ!

TO: PTG Council Delegates, Alternates and Chapter Presidents
RE: 2014 Council Meeting

Enclosed you will find your copy of the 2014 Council Agenda Book. Please bring it with you to the Council Meeting scheduled for July 14 and 15 at the Hyatt Regency Peach Tree in Atlanta, GA. If you are a chapter president, but not your chapter’s representative this year, please pass it on to your Delegate. Delegates registering for Council onsite must present proper credentials (a delegate registration form or letter signed by a chapter officer).

This book is being sent to you in advance so you (and your chapter) will have ample time to carefully review the materials. Please plan to devote time during upcoming chapter meetings to thoroughly study and make decisions about the proposals listed in the agenda. This notebook should be made available to all in your chapter who wish to study the material included. A PDF copy of the material in the Council Book will also be available for download from the Forms & Documents section in the Member Area of www.ptg.org.

Should you have questions or concerns about any of the items to be considered during the Council Session, please contact your Regional Vice President immediately for clarification. For information regarding Delegate rules, please refer to page 106 and 107 in your Council book. Regional Caucus rules can be found in Section 6.

It is important to remember that meeting time is limited, so the better prepared each Delegate is, the more efficiently the meeting will run.

Should your Delegate and/or Alternate be new to the Council experience, a copy of “Off to Council” is included in your book. You can also find this guide, designed to help introduce new attendees to Council rules and processes, online in the Forms & Documents section of the Member Area at www.ptg.org.

Thank you in advance for your careful consideration of this material and your willingness to serve as a representative of your chapter.

2014 Council Schedule

Sunday, July 13
5:00 – 6:30 p.m. – Delegate Check-In (Next to Registration Desk)

Monday, July 14
7:00 – 7:45 a.m. – Delegate Check-In (Regency V)
8:00 a.m. – Call To Order (Regency V & VI)

Tuesday, July 15
8:00 a.m. – Call To Order (Regency V & VI)

General convention information can be found at http://convention.ptg.org. Register by June 20 and save on registration and hotel rates.
PIANO TECHNICIANS GUILD
2014 COUNCIL AGENDA

July 14 – 15, 2014
Hyatt Regency Peach Tree • Regency V &VI
Atlanta, GA

July 13, 2014
5:00 – 6:30 p.m. – Delegate Check-In • Next to Registration Desk

July 14, 2014
7:00 – 7:45 a.m. – Delegate Check-In • Regency V

Delegates and alternates who have not previously checked in must do so before being seated in Council. Check-in will cease promptly at 7:45 a.m. Any arrivals after that time will be required to check-in during the morning break.

8:00 a.m. – Call To Order

I. Opening
   A. Report on Delegate Registration and Quorum: Secretary-Treasurer
   B. Adoption of Council Standing Rules .................................................. 106
   C. Adoption of Regional Caucus Rules.................................................... 601
   C. Adoption of Council Agenda............................................................. 101
   D. Appointment of Council Minutes Approval Committee:
       _________________________________________________________________, Chair
       _________________________________________________________________
       _________________________________________________________________
   E. Acknowledgement of Antitrust Policies.............................................. 107

II. Receipt of Officer Reports
   President, Norman Cantrell, RPT ............................................................. 201
   Vice President, Phil Bondi, RPT .............................................................. 204
   Secretary-Treasurer, Paul Brown, RPT .................................................... 205
   NERVP, Patrick Draine, RPT ................................................................. 207
   SERVP, Wesley Hardman, RPT .............................................................. 208
   SCRVP, Steve Walthall, RPT ................................................................. 210
   CERVP, Maria Pollock, RPT ................................................................. 211
   CWRVP, Malinda Powell, RPT ............................................................... 213
   WRVP, Larry Messerly, RPT ................................................................. 214
   PNWRVP, Dan McElrath, RPT ............................................................... 215
   IPP, Jim Coleman, Jr., RPT ................................................................. *

III. Receipt of Other Reports
   A. Standing Committees
Awards, Kent Swafford, RPT ................................................................. *
Bylaws, Ruth Van Dine, RPT ................................................................. 401
College & University Technicians, Paul Milesi, RPT ................................ *
Council Minutes Approval, Milton Horne, RPT .................................... 303
Economic Affairs, Dale Probst, RPT ..................................................... 304
Editor Advisory, Steve Brady, RPT ....................................................... 305
Electronic Communications, Aaron Heppler, RPT ................................ *
Ethics, Scott Helms, RPT .......................................................... 307
Examinations & Test Standards, Marc Poulin, RPT ............................... 308
International Relations, Frank Emerson, RPT ..................................... *
Members’ Rights, Paul Adams, RPT ...................................................... 315
Membership Application Review, Ashley Turner, RPT .......................... 318
Nominating, Jack Stebbins, RPT ......................................................... 319
Teacher Relations, Eric Davis, RPT ..................................................... 320
Trade Relations .................................................................................. *
Visually Impaired Concerns, Loren Bunteymeyer, RPT .................................. 322

B. Special Committees and Task Groups
Chapter Resources, Richard West, RPT ...................................... 323
Institute, Mark Purney, RPT ................................................................. 324
International Tour Task Group, Patrick Draine, RPT .......................... *
Continuing Education Task Group, Wesley Hardman, RPT .................... 327

C. Other Reports
Journal Editor, Ed Sutton, RPT .............................................................. *
PTG Foundation Report, Bruce Dornfeld, President ............................. *
PTG Auxiliary Report, Dawn Purney, President .................................... *

D. Operations
Executive Director’s Report, Barbara Cassaday .................................. 331
Long Range Planning, President, Norman Cantrell, RPT ....................... *
Committee Activity Report – Vice President Phil Bondi, RPT ................. *

IV. Proposed Amendments
A. Proposed Bylaws Amendments .......................................................... 401
Proposal 1: Disciplinary Procedures and Code of Ethics ..................... 402
Proposal 2: Authorization of Membership Denials .............................. 412
Proposal 3: Applications From Formerly Expelled Members ................ 413
Proposal 4: Submission of Bylaws Amendments ................................. 414
Proposal 5: ETSC: Committee Structure ............................................. 415
Proposal 6: ETSC: Tuning Exam Structure ........................................... 416
Proposal 7: ETSC: New Exam Versions ................................................ 417
Proposal 8: ETSC: Examination Manual Approval ............................... 420
Proposal 9: Madison Chapter: Elimination of Executive Committee .... 421
Proposal 10: Madison Chapter: Elimination of Executive Committee ... 423
Proposal 11: Madison Chapter: Emergency Reserve Fund
Disbursement Authority ........................................................................ 424
Proposal 12: Board: (Members’ Rights’ Committee): Application
Process ............................................................................................... 425
Proposal 13: Board: Reduced Dues and Benefits .................................. 428
Proposal 14: Board: Regional Conference Organizations (RCO) – RPT Exams ................................................................. 430
Proposal 15: Board: Regional Conference Organizations (RCO) – Financial Reports ...................................................... 432
Proposal 16: Board: Regional Conference Organizations (RCO) – Scheduling ................................................................. 433

V. **Election of Officers – 11:00 a.m.** .............................................................................................................. 501
   A. Election of President
      1. Nominating Committee Report ................................................................. 319
      2. Additional Nominations
      3. Election
   B. Election of Vice President
      1. Nominating Committee Report ................................................................. 319
      2. Additional Nominations
      3. Election
   C. Election of Secretary - Treasurer
      1. Nominating Committee Report ................................................................. 319
      2. Additional Nominations
      3. Election

VI. **Regional Caucuses — 3:00 p.m.** (See Section 6 for rules.)
   A. Election of RVPs and Committee Nominations
      *Any member nominated for election to the Members’ Rights or Nominating Committees must be present in the Council meeting during committee elections.*
      *Regional caucuses should adjourn at 3:45 p.m. Delegates are to report back to the Council room no later than 4:00 p.m. Caucus Secretary is to report immediately to the PTG Secretary-Treasurer on the results of the RVP election and submit names of candidates for committee posts. The Secretary-Treasurer will announce RVP election results prior to the break for the day. Committee candidates will be posted and elections will take place the following morning. (Please remember that each Caucus must nominate a candidate for each committee. Nominations for the Editor Advisory Committee should take place in odd-numbered years only.)*
   B. Presentation of Regional Vice Presidents
   C. Introduction of Committee Nominees
July 15, 2014
8:00 a.m. Council Reconvenes

VII. Committee Elections

A. Ethics Committee *(Region 1- Do Not Nominate)*
B. Members’ Rights Committee
C. Nominating Committee
D. Membership Application Review Committee

VIII. Operations/Financial

B. Revised 2014 Budget
C. Membership Dues Review for 2015
D. Proposed 2015 Budget

IX. Chapter/Member Activity

A. Chapter Sustaining Nominations
   1. .................................................................
   2. .................................................................
B. PTG Sustaining Nominations:
   1. .................................................................
   2. .................................................................
C. Chapter Charters
   1. Applications
      a. .................................................................
      b. .................................................................
   2. Dissolutions
      a. Modesto Chapter ...........................................
   3. Changes
      a. Oklahoma Chapter Name Change ................................
      b. .................................................................

X. Late Submissions

A. .................................................................
B. .................................................................
C. 

D. 

Announcements

Adjourn Sine Die

*No documentation received

4/28/2014
AGENDA
The Council agenda may be amended before adoption by general consent or by majority vote. After adoption the agenda may only be amended by 2/3 vote.

Times set for recess or adjournment may be changed by majority vote of the Council.

MOTIONS
Main motions and amendments must be put into writing and handed to the Secretary. Speakers should use a microphone at all times.

A point of order should be raised only to draw attention of the Council to the fact that something has just happened, is happening, or is about to happen, which is in violation of the laws of PTG or the parliamentary rules adopted by PTG. A point of order must be raised immediately as the situation demands it and, if a proper point, will be given priority attention by the presiding officer.

Questions regarding procedures may be raised at the microphone as the situation demands and will be handled promptly by the presiding officer. Dilatory motions and questions raised to delay the session will not be accepted.

DEBATE
Debate is limited to two minutes for each member on any one debatable motion.

• A member may not speak again to a motion if another member who has not spoken desires the floor.

• A member who wishes to speak a second time (or more) may do so by general consent of the Council or by 2/3 vote.

• A member who wishes to speak longer than the two minutes may do so by general consent of the Council or by 2/3 vote.

Total debate time for any one debatable motion by Council is ten minutes. This may be extended by general consent or by 2/3 vote.

Voting cards must be used in order for your vote to count.
ANTITRUST POLICY

1. ANTITRUST POLICY
   a. PTG shall comply with Federal Antitrust Laws. [79-138]
   b. PTG's antitrust policy shall be based upon the most recent federal anti-trust laws, and shall be developed and maintained by the Home Office. To promote a common understanding of anti-trust issues, PTG's anti-trust policy document will be distributed as necessary to PTG members. [98-080]
   c. As a means to promote the societies best interest by encouraging healthy competition and promoting legitimate business growth, to promote economic liberty aimed at preserving free and unfettered competition among its members, the Piano Technicians Guild, Inc. (PTG) pledges to support national antitrust and consumer protection laws and regulations. There is no reason for an individual or company to withhold participation in, support for, or membership in PTG for fear of violating the antitrust laws. There are, however, areas of the law that PTG members should know about in order to maintain strict compliance with the antitrust laws.

   The antitrust laws prohibit "combinations or conspiracies in restraint of trade." Strict compliance with antitrust laws by trade associations and their members is essential, since members of trade associations are usually competitors. Because trade associations are by definition a "combination," they are viewed with suspicion and, by definition, are half of an antitrust case. The other half of an antitrust case is the anticompetitive conduct. Generally this means that PTG members should not discuss with other members pricing, markups, division of markets or allocation of customers. The penalties can be severe! The PTG Antitrust Policy provides more detailed guidelines with which you should familiarize yourself and with which you should comply.

   People join the PTG to pursue common business interests and purposes. PTG provides useful services for the benefit of members, including education, information sharing and advancing the interests of members. PTG and each of its directors, officers and members should conduct themselves so that no antitrust laws are violated when engaging in these activities. Even seemingly casual or inadvertent discussions at meetings or social gatherings (whether or not sponsored by PTG) can have antitrust consequences if misconstrued by government investigators. A conviction for violation of the antitrust laws can carry stiff fines for the association or its members or both. Individuals who participated in the violation may receive a jail sentence.

   The PTG Board of Directors has established this Antitrust Policy in order to alert PTG members to those types of activities, which are most likely to raise antitrust concerns and to provide guidance for avoiding antitrust liability.

   Discussion at association meetings may cover a broad range of issues pertinent to the interests or concerns of participants, most of which do not have antitrust implications. A number of topics that might be discussed at association meetings raise antitrust and trade regulation issues; some of these topics are:

   1) **Price Fixing.** Historically, association members have been most likely to violate, and the government has been most likely to strictly enforce, the pricefixing prohibitions of the Sherman Act. A price-fixing violation may be inferred from similar price behavior by members, even in the absence of a written or oral agreement. If price-fixing is established, PTG and its members may not defend the claim on the basis that the prices set are reasonable or that the ends sought through the price-fixing behavior are beneficial to consumers.

   2) **Agreements to Divide Customers.** An agreement among members of an association to divide customers is, in and of itself, a criminal act. The antitrust laws expressly prohibit any understanding or agreement between competitors or
members of an association involving division or allocation of customers. Even an informal agreement whereby one member agrees to stay out of another’s territory will constitute a violation of the antitrust laws. As with price-fixing, PTG and its members may not defend the claim on the basis that the allocation is beneficial.

3) **Membership Restrictions.** Assuming that the members of an association derive an economic benefit from membership, the denial of membership to an applicant may constitute a restraint of trade because it may limit the ability of the applicant to compete. Therefore, membership criteria must be carefully established with a view toward avoiding antitrust problems.

4) **Standardization and Certification.** An association that develops voluntary industry standards may face antitrust problems if the standard favors some competitors and discriminates against others. Similarly, association certification activities which further the interests of certain groups, to the exclusion of others, may result in antitrust problems.

5) **Industry Self-Regulation.** Associations commonly establish codes of ethics for their members, including procedures for enforcement of such codes. PTG must guard against any efforts to enforce such codes of ethics unreasonably if such enforcement would result in economic injury to certain members. Further, PTG must give a member due process before taking any significant disciplinary action against the member.

6) **Boycotts.** Members cannot use trade associations as a tool to suppress competition by refusing to deal with nonmembers, or refusing to deal with those who deal with nonmembers. Accordingly, PTG and its members must not enter into any agreements to refuse to deal with certain competitors, customers, or suppliers.

7) **Information Exchanges.** Associations, such as PTG, may conduct economic surveys and exchange information regarding costs and how to accurately determine the cost of doing business. “Price surveys” of current prices or charges are prohibited. Any survey that collects current data on revenues on an item-by-item, product-by-product, or service-by-service basis creates major antitrust issues and must be reviewed by counsel prior to circulation.

Accordingly, participants at association meetings, whether they be formal or informal meetings of the membership, the governing board, officers, committees, or subcommittees, must be made aware that discussion of certain subjects raise grave antitrust dangers and therefore must be avoided. Ordinarily association meetings should avoid discussions of the following issues lest an understanding or agreement on the subjects, expressed or implied, be effected and subsequently challenged as violating antitrust or consumer protection laws.

There must be no discussions at association meetings that may in any way tend to:

1) Raise, lower, or stabilize prices or fees
2) Regulate schedules
3) Affect the availability of products or services
4) Allocate markets, territories, or customers
5) Encourage boycotts or exclusions of products or services
6) Foster unfair practices involving advertising, merchandising, standardization, certification or accreditation
7) Encourage anyone to refrain from competing
8) Limit or exclude anyone from manufacture, sale, or practice
9) Result in illegal brokerage or rebates
10) Affect improper reciprocity in dealing, or
11) Regulate current or future prices
In addition, there should be no discussion of what constitutes a fair profit or margin level, possible increases or decreases in prices, standardization or stabilization of prices, pricing procedures, refusal to deal with a firm because of its pricing or distribution practices, whether or not the pricing practices of any industry member are unethical or constitute an unfair trade practice, market share, customer or supplier classification, allocation or selection, decisions to quote or not to quote, or sales territories.

Other topics lead to antitrust and trade regulation issues that are complex and have long series of court and agency decisions and opinions relating to them, but are not per se illegal. These areas include membership restrictions, categories, and termination; membership services to nonmembers; trade show restrictions; business or professional codes; statistical programs; cost programs; standardization and simplification; product certification; professional restrictions and credentialing; joint research; credit reporting; and group buying. Each of these areas has separate antitrust implications so should be discussed only with advice of counsel.

From a positive point of view, ordinarily there can be appropriate discussions at association meetings that have as a purpose or result:

1) Reporting on general industry or profession economic trends
2) Describing advances or problems in relevant technology or research
3) Demonstrating methods by which an individual or firm can become more profitable by acquiring better knowledge of its own costs
4) Summarizing effective methods of purchasing, manufacturing, and marketing
5) Educating about various aspects of the science and art of management
6) Considering industry or profession relations with local, state, or federal governments
7) Reporting or experiences and developments in employment relations
8) Relating efforts toward improvement of products
9) Developing ways to respond to consumer or environmental issues and
10) Effecting energy use and supply

Because the area of antitrust and consumer protection laws is so important, the discussions held at PTG meetings justifies constant and intense monitoring by legal counsel experienced in antitrust implications of association policies and programs. The ramifications of antitrust laws and trade regulations are subtle and dynamic. They are not necessarily avoided merely by avoiding discussion in the areas indicated in this policy. It is therefore PTG policy to have counsel review agendas and minutes for meetings to guide and assist PTG on what are appropriate and inappropriate subjects for discussions at meetings. [04-058]
PTG President’s Report To Council
July 2014

It has been an interesting year in PTG. We had a good planning meeting in Atlanta in September and I am looking forward to a great convention this Summer. Mark Purney has done a great job of planning and putting together a quality convention.

In October I had the privilege of representing PTG in China at the IAPBT convention. This was an interesting and rewarding experience both personally and professionally. One thing that I have come to understand better is the role PTG plays on the national and world stages. We are in our 57th year as an organization and we have the largest membership of any piano technicians group in the world. Our financial standing is quite healthy and having a Home Office and paid Executive Director and staff is somewhat unique among our peers. This is no small achievement and is something in which all of us as members can take pride. Sure we have our differences and disagreements but in the end we are all members of PTG because we feel a connection to other technicians and have a desire to share our experiences and knowledge. This willingness to share is also a major benefit of our organization and something some of our sister organizations cannot say. It is one more of the intangible benefits of being a member of PTG. This is something on which it is very difficult to put a dollar figure.

In January I attended the NAMM show once again. This was my third time to represent PTG at this event. Each year the acoustic piano area gets smaller and the number of manufacturers exhibiting seems to be fewer. This trend cannot bode well for the long term health of our industry. I wish there was a magic formula we could all use to reverse the trend but I am not sure what the collective best answer is.

While at the NAMM show Vice President Phil Bondi, Barb Cassaday and I had the opportunity to meet with Dr. Gary Ingle, CEO of MTNA along with his assistant Brian Shepherd. We discussed the recent situation that MTNA faced in regard to the US Bureau of Labor. Many of you have read stories regarding the penalties they have received in light of charges of violating the Anti-Trust laws. They will be forced to make some changes that will have to be implemented for the next 20 years or face fines. We should all thank those in previous leadership who have made sure that PTG has made a concerted effort to not only observe the Anti-Trust laws but to advise our members and chapters of the importance of observing the Anti-Trust Guidelines adopted by our organization.

In March I attended the MTNA Convention in Chicago. Once again I found myself learning the role PTG currently plays as we partner with MTNA and the potential we have to increase that partnership. There are many parallels between our two organizations. There is no requirement legally to be a member of either organization in order to practice our respective crafts. There are different levels of membership in both organizations. The National Certified Teacher of Music (NCTM) is the equivalent of our RPT. Once again there is no requirement to achieve this designation but having the credential shows a commitment to professionalism. There are non-member teachers out there who know enough to be dangerous and can actually damage the techniques and work ethics of their students. There are non-members of PTG who also sometimes damage customer’s
pianos. In both industries there are qualified non-members as well. They have opportunities for continuing education through local, state and national conventions. PTG also has continuing educational opportunities. We do have a great opportunity to work with music teachers to help educate them about what is going on behind the keys. At the booth this year we had a vertical piano that was about 18 years old. I regulated the upper half of the piano and left the bottom half basically the way I found it. We challenged the teachers who visited the booth to play the piano and try to determine the difference between the two halves. Some were able to tell the difference in just a couple of notes in each hand. Others, sadly we had to talk through the differences of what they were feeling. I remember one teacher who commented to her friend, “Oh, that’s what a regulated piano is. I always wondered what that meant.”

Mid Year Board was very productive and we had a fully packed agenda. Your Regional Vice Presidents have informed you in their respective newsletters the details of what we dealt with. Once again we found ourselves in the midst of a literal snow storm forcing the meeting to move from the Home Office to the hotel. I had the misfortune to fall victim to the flu virus half way through the morning of the second day and turned the gavel to Phil Bondi for the remainder of the meeting. I wish to personally thank Phil for stepping up to the challenge and Paul Brown for being able to keep up with all the “play by play” without the usual second pair of eyes that come from the Vice President. Your Board of Directors has been a pleasure to work with this year. They have come up with several new ideas. They have also asked a lot of questions including, “Why are we doing things this way?” They have been supportive of one another and I thank each of them for their contributions this year.

A couple of things are still on our horizon. We continue to look at our Continuing Education in light of our Long Range Planning. We are still looking at the possibility of offering Continuing Education Units or CEU’s as part of our educational package. Kathy Maxwell from the Home Office compiled a chart of items we are currently doing in light of things we would need to complete in order to offer CEU’s and have that program accredited. We have about 70% of what we need to do already in place. There have been no extra funds spent to this end this year, we have just codified what we are doing administratively. It is still a worthwhile goal to pursue and hopefully our Continuing Education Task Group can provide us with additional guidelines in the near future.

Recently I have been involved in several exchanges regarding the Fish and Wildlife Department changes in the regulations concerning the import and sale of objects that have ivory as part of their makeup. Obviously there are many pianos out there that have ivory keytops. We are trying to distill all the current regulations along with some upcoming proposals in order to communicate with the membership. By the time you read this we will have published an article in the Journal regarding specific details in place by the time of publication. We have discussed as a Board some possible options that we as an organization may want to pursue. We have communicated with leaders from other organizations that have keyboard instruments such as pipe organ technicians groups. We are trying to communicate options to our membership as soon as we can so they can operate their respective businesses and at least know what the current regulations are and how they can potentially affect them and their customers.
I wish to thank you all for the opportunity to serve as your President. I look forward to serving you again next year as well.

Norman Cantrell, President
PTG Vice President’s Report To Council
July 2014

This 2013-04 session for PTG has been one of new beginnings, and I am learning to use
different muscles..ones that are different than what we use in our everyday lives of Piano
Technicians. There is a lot going on with educating our membership(GAR37 – Exam Prep
On The Road – Chapter and Exam Grants, etc). It's a great time to be a member of the
PTG. There's a lot going on and opportunity to expand our knowledge of pianos. There's
help at every level of the organization.

I have encouraged the RVP’s to get on the road and go visit chapters in their
regions. They have responded! So much of our history and sense of community comes
from the chapters. Their response back has been very positive. There is some concern with
the level of participation at the Chapter level, and that is noted. I think we will all admit that
we are an organization in the mist of change, and for some, change is not necessarily a
good thing, but change it is. The Board Of Directors believes that involvement at the
Chapter level is important to the organization. I thank all the RVP’s for getting up and out to
the Chapters. As of this writing I have not seen how much we have spent approving
chapter visits, but I would not be surprised if we are near the end of our budgeted money
for this. I have seen and approved a lot of requests.

One of the primary responsibilities of the VP is to oversee the Committees. Every
year at the Convention, for as long as I have been on the Board, we spend an awful lot of
time seating the Committees and making sure that the Chair person is the best fit we have
for that Committee. This year has been particularly rewarding for me seeing some new
faces stepping up to chair committees, and some not-so-new faces holding down yet
another volunteer position for the organization. Thank you Richard West and Dale Probst.
Couple that with some new faces on the Board acting as Liaisons and you have an
interesting mix of results from the Committees this year. Some went above and beyond –
some got going late with their charges(I'll take the blame for that) and some got off to a
slow start. Regardless, committees as we know them for our organization are also going
through a change. There are less people stepping into these leadership roles, and this is a
trend we will need to address in the very near future.

It continues to be my pleasure to serve the organization in my present capacity. I
feel fortunate to be surrounded by truly caring people who want nothing but the best for all
of us. Thanks to President Norman Cantrell, Secretary-Treasurer Paul Brown and all the
RVP's for a very productive 1st year to this current line-up. There's experience coupled with
new energy. Barb Cassaday and all the people in the Home Office are nothing short of 1st
rate. I would be remiss if I failed to mention them and their importance to the organization.

Thank you for the opportunity to serve.

Sincerely,
Phil Bondi
Vice-President
PTG Secretary-Treasurer's Report To Council
July 2014

It has been an interesting experience this year as your Secretary/Treasurer. I want to personally thank Norman Cantrell and Phil Bondi for getting me quickly acquainted with my new volunteer position. I will do the best that I can to ensure that PTG membership money is properly spent and accounted for. As stated in Board Policies: “The Secretary-Treasurer has a major role in keeping the membership well informed on PTG’s financial position.”

At the Home Office, the 21 year old HVAC (Heating, Ventilation and Air Conditioning) Unit for the classroom area was replaced because it quit working. There is an additional HVAC unit in the museum area which is about 7-8 years old. The system for the classroom was much older and needed to be replaced. Humidity control was being added as part of the replacement project to protect our piano investment.

Our organization is in excellent shape financially. Using COLA (Cost of Living Analysis) over the last 20 years, our organization on average has stayed +.19% ahead of the rate of inflation. The Board is proposing a $9 (3.664%) dues increase for 2014.

If PTG’s only source of income was membership fees as of January 2014, then for the year 2015, PTG Members will have to pay about $366 for their dues. That dollar value does not take into account local chapter dues. Looking at the membership fees in this light clearly shows we are still getting a bargain for fees coming in.

At mid-year we discussed the option of allowing members to pay on a monthly schedule instead of having to come up with the entire yearly payment at one time. Investigation has shown that this is quite an expensive option and has to be carefully considered. It would be helpful for me to know the number of members who would like to avail themselves of this option in the future.

President Cantrell has asked each chapter to recruit one member per year. Every year, we lose members due to attrition, changing work situations, etc. Just as it is important to stay ahead of inflation, it is equally important to keep our membership numbers consistent from year to year so that we can continue to build and function well as an organization.

We also need to replenish our supply of examiners. Most of the examiners I know are middle age and have been examining for many years. For example, combining the areas of Canada and Alaska, a population base of about 35 ½ million people, there are only 4 tuning examiners. Exam Prep on the Road has been very helpful in getting members prepared for both the tuning and technical exams. We just need to supply examinees with more examiners and exam centers.

The document makes a bold statement that the “The Committee Model is Broken” and talks about volunteerism with regard to age, family, time available, and work situations. The document suggests that “Micro-Volunteering” is the way to go and gives several case studies. How many of you have been asked to serve on a committee but had to decline because of time constraints? How many of you have served on task groups, for limited periods of time, where you were able to offer valuable assistance because of your expertise in specific areas? Many PTG profiles are missing valuable information about our talented members. This information could be added to what has already been collected by our Association Management Software that keeps track of committee members, chapter roles and RPT exam participant information. If you are able to give even a limited amount of volunteer service to PTG, our organization would be truly grateful.

Your Bylaws Committee has been working very hard as usual. The first 3 Proposals deal with Disciplinary Procedures and Code of Ethics. There are 16 Proposals in all. Be sure to discuss all of these proposals with your chapter so your delegate can come to the council meeting well prepared.

Finally, be sure to carefully study the “Statements of Financial Position”, including the Budget Report in the following pages. Comparing figures from 2012 and 2013, a few categories stand out. Literature and Merchandising Income (Journal advertising, subscriptions, educational literature, etc.) was down. However, directory and resource guide ads were up. Also, there was an IAPBT expense this year because of PTG’s representation in Hangzhou China. Total certification and education (seminars, convention, etc.) income was higher. There were no deferred purchase costs this year. There is significantly more cash and cash equivalents this year than 2012.

The total net income for the year was $72,528 minus the mandatory 2% Emergency Reserve Fund Contribution of $27,199 leaving a net gain on the year of $45,329.

Respectfully submitted,

Paul A. Brown RPT
Secretary/Treasurer
Northeast Regional Vice President’s Report To Council
July 2014

Dear Northeast Region PTG Council Delegates and Alternates,

It has been a pleasure to serve as your regional vice president during the past two years. Thank you for allowing me to represent you on the PTG Board of Directors.

As I am writing this, it is just days before the New England and East Canada Seminar Organization (NEECSO) conference (hosted by the Boston Chapter). Gathering together for chapter, regional, and the annual convention-institute events is an opportunity for us to share our views on best practices in our craft and business, as well as the best ways for our association to serve you.

I deeply appreciate the work done by volunteers at so many levels in our Guild – for example, our elected chapter officers; instructors and event organizers at chapter meetings, regional conferences (NEECSO and MARC), and of course our annual Institute; mentors and examiners helping affirm the basic professional standards embodied in the Registered Piano Technician credential.

Thanks so much for volunteering your time in service to your Chapter and our entire organization. We need your input, and careful consideration of the various reports herein. Take time to read (and hopefully, reread) the reports from our Executive Director Barbara Cassaday, and PTG President Norman Cantrell. Consider the reports from our various committees, and how they bear on the future of PTG.

The Bylaws Committee Report contains sixteen proposals for your consideration. Please familiarize yourself with the topics under consideration and discuss them with your fellow chapter members.

If you have questions, please email (nervp@ptg.org) or phone (978-663-9690) me, and I will do my best to help you find answers.

Yours truly,

Patrick Draine RPT
Northeast Regional Vice President
Southeast Regional Vice President’s Report To Council  
July 2014

2013-1014 has been a very busy year in many ways. It is my belief that the presence of the RVP at chapter meetings should be witnessed as much as possible by the members of the regions. I have done extensive visiting this year within the scope of financial allowance of PTG and believe my visitation efforts will pay dividends in time to come.

My first visit of the 2013-14 year was with the Memphis chapter in Germantown, Tennessee; what a great way to start the year. I found the membership to be alive and well, giving all they have to keep the chapter going strong.

November found me in Williamsburg, Virginia, at a joint meeting of the Richmond and Hampton Roads chapters. It was encouraging to see the great attendance at this meeting at Parker Piano Company in Williamsburg.

My next stop, after the Richmond and Hampton Road meeting, was in Roanoke, Virginia, with the Roanoke chapter. It was an extremely cold evening on the campus of Hollins University in Roanoke, but it was a most interesting and enjoyable evening with a group of PTG members that has the PTG well-being at heart. Thanks to those folks for making me feel like I was among kinfolks!

Atlanta, Georgia, is only a three hour drive from where I live in Scottsboro, Alabama. It was my good fortune to have received an invitation from the Atlanta chapter to attend its annual awards banquet. In spite of the rain and the fog on a cold, January, Friday evening; I witnessed an evening of wonderful food, entertainment, and beautiful fellowship among PTG members, spouses, and guests.

The month of March found me driving 2,225 miles roundtrip through the state of Florida to see how well PTG was doing in that state. My pleasant experience found me visiting the chapters of Southwest Florida in Clearwater, South Florida in Miami, Central Florida in Sanford, and Northeast Florida in St. Augustine. I found members over the entire state working hard to build and maintain PTG membership, and they are to be commended. My appreciation goes out to the above mentioned chapters for so graciously working out meeting logistics to make it possible for me to conduct four chapter visits in that state during a period of seven days. I fully realize that it was not an easy task to perform. At the time of submission of this report, my next scheduled meeting is with the Baltimore chapter in Baltimore, Maryland. All I can report is what I anticipate the meeting to be like: one that will be well-attended, and one that will be promoting all aspects of PTG within the membership. I’m looking very much forward to that event.

Considering distance of travel for members to attend meetings, attendance could have been rated fair for the ones I visited. I did perceive from the leadership of chapters that they were not happy with attendance at meetings, for the most part. Thus, attendance at chapter meetings is a critical issue that needs to be dealt with. With various chapters, I shared a comprehensive list of ideas for meeting topics to counteract the age old problem of deciding what to do at the next chapter meeting. I encouraged chapters to post at
Region 2 community of my.ptg.org meeting dates and topics of upcoming meetings, in order to share region-wide what is happening in the local chapters. At most meetings, I conducted a brief overview of the navigation of my.ptg.org in order to create a better understanding of how to use a most valuable resource available to PTG members. All meetings were provided time for questions and answers.

In all of my travels throughout Region 2, I listened to the concerns of the members and brought those concerns I deemed most critical to the board room for consideration. I appreciate those members who understand that not all wishes presented to The PTG Board of Directors are going to be granted, but that those wishes will be given due consideration by the ten member PTG Board of Directors.

I appreciate all the emails and telephone calls from the membership of Region 2. I appreciate the hard work that is being done in Region 2 to keep our organization strong.

Kudos to Barbara Cassaday and the PTG Home Office Staff for their diligent efforts to keep our organization on the right track.

Submitted by:
Wesley Hardman, SERVP
South Central Regional Vice President’s Report To Council  
July 2014

Thank you for volunteering to be a delegate or alternate to our Piano Technicians Guild 2014 Council. I trust you will discover new information that benefits your career, and will become better acquainted with the challenges that are part of our organization. You will certainly return to your chapter with inspiration and information that will continue to promote the mission of the PTG. We are all grateful for your service.

This past March 12th and 13th, in Dallas, TX, we had a very successful associates seminar. Ricki Klos hosted the event at Steinway Hall, and had the help of many RPTs, who volunteered their time to teach classes and tutor sixteen associates. Some associates took the written exam, and two took the technical exam. Many thanks to Steinway Hall, and especially to Ricki Klos.

Our regional conference (SCRC) will be held October 2-4, at Canyon of the Eagles, near Burnet, TX. This is truly a wonderful Hill Country setting, on the shores of Lake Buchanan. Not only will it be another great seminar of classes, but it may be bit of a vacation as well. Check out the Canyon of the Eagles website: http://www.canyonoftheeagles.com/

I have not had the time to visit many chapters this year, but I have enjoyed reading some of our region’s newsletters. We have some very active and productive chapters, and wonderful members. I look forward to being with you at this year’s annual convention, and other upcoming events.

Sincerely yours,

Steve E. Walthall, SCRVP
Central East Regional Vice President’s Report To Council
July 2014

Connecting with Chapters

It was a pleasure to serve you as Regional Vice President for the Central East Region this year. Thank you for the warm welcome in your chapters. I was able to visit Bluegrass, Indianapolis, Detroit-Windsor, Central Illinois, Madison, Northeastern Indiana Tristate, Appleton, Chicago, Columbus, and Northshore.

I was also able to connect with chapters through a conference call in January. It was helpful for chapter leaders to hear from others. We will set up future conference calls, and I hope your chapter will chime in.

Gas prices in the Midwest hit a record high this winter. Since this is one of our biggest expenses as field technicians, it posed a challenge. I assisted many members with the renewal of their membership.

Initiatives

I am grateful for your initiatives that I could help promote.

Last year we had many questions about the inception of the Grand Action in 37 Steps, donated by Yamaha. The acquisition of ten pianos followed to implement the program. With the remodeling at the home office it enabled us to offer the 37 steps as a seminar.

To the Board of Directors I put forward a Request for Action (RFA) that future issues of the PT Journal list metric measurements along side imperial measurements. This will help you become more fluent in conversion and benefit our international members and subscribers.

Another member initiative was the proposal of a student membership level. I was able to share this idea on PTG-L. Chapters are free to decide if they want to refund their portion of the dues to a student, and some chapters already do.

My involvement with the Chapter Resources Committee led to the creation of a catalog of class topics. The catalog is currently shared on Google drive. Everybody is invited who taught a class, to register via Google. A member shared this approach of education: Watch One – Do One – Teach One.

Prompted by active members I alerted the Board of Directors to the impending Ivory Ban as proposed by the Department of the Interior’s Fish and Wildlife Services. This ban will greatly impact the resale of pianos and the members who offer key recovering.
Launch of New Midwest Regional Conference Organization

The most exciting part of my work this year was the planning of a new conference in the Midwest. Last year during the 2013 caucus meeting we approved the bylaws for the Midwest Regional Conference Organization. We are a charter of the Piano Technicians Guild, but our budget is independent of the home office. Many chapters have pledged money to cover upfront expenses for this huge endeavor. I helped contact exhibitors, select instructors, and participated in conference calls and email conversations.

The first conference will take place in Davenport, IA from 25 September to 28 September 2014. Malinda Powell, RPT, Central West Regional Vice President, negotiated a very reasonable and accessible hotel location at the Clarion, Davenport IA.

Joel Jones, RPT from Madison, WI, and Marty Hess, RPT from Wichita, KS, are the masterminds of this conference. I almost want to say that they are putting their life on the line for this conference.

Outlook

The new office as Regional Vice President has added new routines to my day. I read the daily digests of many PTG discussion boards, and return calls and texts. After traveling many miles from chapter to chapter I am wondering how we can connect with each other better in the digital age. On a personal level I want to share with you that I was diagnosed with Seasonal Affective Disorder. The long Midwest winter was an additional challenge. I am relieved that with light therapy (a 10,000 lumen lamp) and the onset of spring (longer days) I am able to gain my energy back.

Respectfully,

Maria G. Pollock, RPT
Regional Vice President Central East
Central West Regional Vice President’s Report To Council
July 2014

It has been my pleasure to serve as CWRVP.

I have spent a considerable amount of time in helping to organize the Midwest Regional Conference Organization (MRCO), a joint effort with both Central West and Central East regions to form an RCO. We were able to pass our bylaws at convention last year. With the help of Brian Evers RPT, our treasurer, and Ron Berry RPT, our secretary, a checking and savings account have been established. A non profit status has also been established. Both Central West and Central East chapters have been amazing in their willingness to contribute monetarily if needed. Our first joint regional will be held in Davenport, IO, in Sept. 2014. Exhibitors and instructors have been responding and the team is excited and doing a great job. In addition to Brian and Ron, I thank our director, Joel Jones RPT, and co director, Marty Hess RPT, along with Wayne Yockey RPT for his great work on advertising.

In Sept., I visited three chapters in Missouri…Columbia, Southwest, and St. Louis. It is very exciting to see the graciousness of members when their RVP visits and it is so appreciated by the chapters. In March, the Columbia chapter hosted a one day seminar called The Best of Missouri Seminar. The Twin Cities chapter hosted a one day rebuilding seminar featuring Dale Irwin, RPT.

I attended a seminar sponsored by the Colorado Springs Chapter featuring Richard Davenport in April and plan a visit to the Wichita Chapter in May.

I attended mid year board meeting in February. I feel that a lot was accomplished and I very much appreciate working along side my fellow board members.

As always, I am very grateful for our excellent home office staff. They work very hard for PTG. Please thank them when you see them.

Respectfully Submitted,

Malinda Powell, RPT, CWRVP
Western Regional Vice President’s Report To Council
July 2014

It is time for me with much regret to leave the position of Western Region Vice-President. In addition to everything else, my wife and I are moving to La Crosse, WI this fall and I will no longer be in the Western Region. I have appreciated the trust that this group has given me in representing them and will miss meeting members who come to chapter visits I have made. I have asked a few members to step up and assume this position with one “considering” it. If you have a desire to serve your region at this level please let me know.

We had cold weather in Kansas City for this year’s mid-year PTG meeting. As usual, we spent the first day in long range planning. This included discussing the changes in the piano musical world, and experiences from two of our board members that were in China last fall. There was also discussion of the changing role and demographics of volunteers in various organizations. The next day we had to leave and return to the hotel at 1PM because of snow. The Drury served us well setting up a small conference room so we could complete our business.

WestPac in Redwood City was not as much of a success as we had hoped, but will continue next year in the Los Angeles area. I hope you will take advantage of this terrific regional offering. This is a great introduction to what is offered at the national convention, plus most of you will be able to drive to it.

[Signature]
2013-2014 has been my “rookie” year on the PTG board and has been a VERY educational year thus far. A few hits, a few runs and a lot of errors later I still haven’t been kicked off the team for which I am grateful. There are actually meetings about meetings in order to discuss in which meeting one should meet……it can be confusing as you can easily see. Certainly one of the best lessons learned has been the extraordinary quality of the people in this organization at every level without which we certainly would not exist. It has certainly been a privilege getting to know on a more personal level chapter presidents, committee members, fellow board members, council members and just plain old rank and file folks who are committed to being the best they can be as piano technicians. One can’t help but be inspired.

Since last summer I have had the opportunity to visit numerous chapters throughout the Pacific Northwest and Canada including the Vancouver, Victoria, Idaho, Salt Lake City, Puget Sound and Portland groups and will soon be visiting the Spokane area. In addition I have had the opportunity to see the relatively new WESTPAC regional convention group hard at work at both the planning and execution stage. I have certainly been impressed by the strong leadership and accomplishments of this convention which met in San Francisco this past February. Mr. Larry Messerly was kind enough to show me the ropes of running a PTG store during WESTPAC where I got to meet a good number of members as they passed by as well as gain a better understanding of the excellent vendors who frequent our conventions. And I must say there is certainly no better way to get to know your fellow technicians than singing karaoke with them 😊

Much was accomplished during our mid-year board meeting. I was honored to have been able to play a small part in the rewriting of some of the ethics standards in the new bylaws proposals. Certainly the time has come to establish a baseline code for the men and women of PTG who so many trust in their homes on a regular basis. In addition I have put forth recommendations to explore the implementation of electronic voting in council and I supported an RFA to establish a task force to begin looking into how we might better evaluate ETD tuners as part of our present tuning test for RPT’s who use such devices. Clearly ETD’s are used by a significant number of our members and it seems obvious that the only question regarding the need for a more comprehensive tuning test focusing on ETD’s is not “if” but “when” will our testing structure include the comprehensive function and use of these devices.

In my chapter visits I have been doing a presentation called “The Future of Piano Technology”. In this presentation I have tried to challenge our membership to seriously consider the question of technology and its ever increasing role in our business and industry. There is much good in the PTG but there is also much that needs to change and change has never been easy to achieve. The wave of change is upon us all. As individuals and as an organization we can choose to ride it or we will be crushed by it. I would encourage us all, as we continue to respect one another and all those who have laid strong foundations for us in our past, that we move forward into the future boldly, not governed by fear, but rather by embracing the great opportunity that lies before us in finding ways to
motivate and inspire our members young and old with the extraordinary technologies now available to this industry.

Dan McElrath
PNRVP
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Awards Committee
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Council Minutes Approval Committee

COUNCIL MINUTES APPROVAL FORM
July 2013 COUNCIL SESSION
Chicago, IL

As Chairman of, and on behalf of the 2013 Council Minutes Approval Committee, the 2013 Council Minutes are approved as follows:

[Signature]

[Print name]

[Date]

2013 Council Minutes Approval Committee

[Chair]
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Economic Affairs Committee

1. **GOALS:**
   - Promote PTG marketing materials to members.
   - Submit a series of articles throughout the year to the Piano Technicians Journal editor.
   - Submit class proposal(s) (due August 15) to the Institute Director on topics that affect the economic well being of the piano technician. Areas of special interest for classes and articles may include business planning and retirement options, taxes, warranties, etc.
   - Compose an outline of class suggestions for the 2015 PTG Institute by Spring of 2014.
   - Report on progress to Mid-Year Board and PTG Council.

2. **PROGRESS:**
   We have done nothing on the first charge. Thanks to Tim Barnes we had several articles in the Piano Technicians Journal. A class proposal was submitted and approved for the 2014 Convention entitled "Mind Your Own Business". We worked on a handout for MTNA about digital keyboards.

3. **ACHIEVEMENTS:**
   The class and the PTJ articles by Tim Barnes

Submitted By: Dale Probst, RPT, Committee Chair
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Editor Advisory Committee

1. GOALS:
   To advise and assist the Journal editor as needed in questions of Journal editorial policy.

2. PROGRESS:
   Nothing significant to report. We were put in the loop on a few issues, but our intervention was not required.
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Electronic Communications Committee
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Ethics Committee

1. **GOALS:**
   Field any grievances forwarded to our committee from Member’s Rights committee and take appropriate and just action on those cases in a timely manner

2. **PROGRESS:**
   Happily, no complaints were forwarded to our committee from Member’s Rights, so we have no progress to report :-(

Submitted By: Scott Helms, Committee Chair
1. COMMITTEE CHARGES:

- Administer the CTE and TEC pools: Atsundo Aikawa (CTE) and Dave Davis (TEC) have done an excellent job with their respective pools, each having to handle a few troublesome situations with examiner issues as well as recruiting and retention of CTE’s and TEC’s. The total number of CTE’s at this time is 50, down a total of 8 from 58 in 2012. The total number of TEC’s at this time is 71, up from 68 in 2012. This number of CTE’s includes two newly certified examiners.

This attrition rate for CTE’s continues to be a matter of concern. The ETSC actively and aggressively recruits new examiners at the time the exams are passed. We have generated many overseas Examiners by doing this. We now have examiners in Japan, New Zealand, Puerto Rico, Norway, and Germany. The main reason given for examiners ‘retiring’ is that they have been doing it for a long time, and are just no longer interested. There was a small percentage that stated they were not interested in the recertification process as it now contained a written exam as well as a requirement to give an observed exam with a skills reviewer. The proficiency of the examiner pools has greatly increased since the adoption of the observed exam rule, limiting the amount of examiner ‘drift’ from approved practices. At this time there are enough CTE’s and TEC’s to administer exams, but if this downward trend continues, other avenues to recruit and retain qualified examiners may need to be researched. Thoughts put forward were to allow a CTE or TEC to advertise the fact that they are trained to provide testing for the PTG. This is not currently allowed, but is the suggestion given most often of how to encourage Examiners to stay part of the program.

The ETSC will continue its efforts to recruit and train candidates for initial CTE and TEC certification.

- Recommend candidates for certification to the Board:

  11 CTE’s were Re-certified in 2013/14
  4   TEC’s were Re-certified in 2013/14

- Approve all testing sites: Ongoing. If any Delegates are aware of testing sites that are not currently published please forward this information to the ETSC as soon as possible for publication.

- Maintain the official Examination Manuals: Ongoing. A new CTE exam manual is in the process of being compiled, with a new TEC exam manual published in 2011. The CTE manual has been delayed due to the Tuning Exam revision in
process. To publish and then replace entire sections within a year is a bit shortsighted and wasteful, so it will be delayed until the new exam revision is approved.

As most that were at Council last year are aware, there is a revision to the tuning exam currently planned. This will see a combination of the unison portion with the stability resulting in a slightly more realistic sample of skills. The stability will be checked before the unisons are scored, preventing the unison section from being tampered with to attain a passing score. A “frankentest” was completed by select CTE’s to generate data for score comparison using the old system vs. the new. The final results showed about on and one-half times as many point errors in the unison section using the new system. This can be misleading as examinees whose scores were solid on the old system were solid on the new. The new system appears to amplify stability issues with examinees.

Robert Guenther has produced a spreadsheet that allows us to feed in the raw data from the exam, adjust the multipliers for each section, as compare the results. It has been a very long time since the multipliers have been adjusted, and we anticipate having to do so as a result of the upcoming changes. The exam results are showing trends of certain sections being easier than others, so we may change these to tighten up the results.

The ETSC has submitted multiple proposals to be acted upon at Council. Two of the items are simply housekeeping to keep the language in the Regulations consistent regarding exam processes. The ETSC has submitted another to return the structure of the ETSC to the format it held until approximately 6-7 years ago. The current structure with the Policy Board has resulted in complaints of a lack of a clear ‘chain of command’ as well as a perceived lack of communication amongst the examiners. We wish to return the Committee to its former structure as it worked very well, with an addition of a Written Exam Sub-Chair, which did not exist in the past.

The final proposal was language clarifying the procedure by which the ETSC changes the exams, be it technical, tuning, or written. As happened in Council this past July, the ETSC provided the information to Council as had been done many times in the past, but to be told by the Board that we cannot do it this way, never mind the precedence that had been set many times prior. The ETSC did not approve of this and has generated a proposal which should remedy this issue. Please see the proposal for the details, but it would confirm the authority of the ETSC to change the exam processes without Council approval, but with Board approval as all exam policies, manuals, etc, are Board approved documents. Council would need to simply approve the ‘version date’ for the paper trail of expiration dates on exams, etc.

Revised sections of the Examiners Manual have been produced and are ready for the change in July.
- Monitor exam records for accuracy and examiner performance levels: The Pool administrators continue to review every exam for accuracy, with minor corrections being made to scoring. A discussion of how to best handle these scenarios is being held as there are differing points of views on best practices. These can be especially difficult from a ‘humanistic’ standpoint, as occasionally an exam can go from passing to failing upon review and discovery of scoring errors. It has become standard practice that if upon review a passing exam is found to have become a fail, no change is made to the status of the examinee. The situation is discussed with the examiner in charge of that exam, but the examinee is not informed of what happened.

- Periodically evaluate the levels of difficulty and pass/fail ratios of all exams: Ongoing. There has been much discussion in the past few years regarding the difficulty of areas of the tuning exam as well as the possible combination of sections (unisons and stability) to better simulate real-world conditions. The ETSC is planning to implement this change as a formal new test version convention week 2014, with an official exam version date change to be put forward for Board approval if Council approves the Regulations change. The last exam date change was in 1998. If Council members have specific questions regarding this new protocol at the current time, please feel free to ask for an explanation on the Council floor during the Committee Reports section, where specific questions can be answered in depth.

- Provide articles for the Journal and classes at the PTG Annual Convention and regional seminars both to train examiners in giving Exams and to help Associate members prepare for them: Convention classes have been arranged. ETSC members continue to serve as Examiners and Instructors at Regional seminars. An article for publication in the Journal has been prepared and will be submitted for publication immediately following the approval of the new exam version. This article will cover the revisions to the Tuning Exam, which in all reality have not changed what the Examinee should have been doing in an exam all along.

- Provide both tuning and technical exams at the PTG Annual Convention and encourage seminars to provide exams either at the seminar site during the seminar or at another nearby location just before or after the seminar: Exam setup has been arranged. Effectiveness of seminar-based exams continues to be an issue. On the one hand exams at State and Regional conferences play an important role in training and recertifying CTEs and TECs. However, complaints have been received regarding the quality of the exam experience at temporary seminar sites from both examinees and examiners. These include inadequate facilities, inadequate help leading to examiner stress, and lapses in exam procedure. Many Regional Conference Organizations are hesitant to administer exams due to lack of financial and human resources. The ETSC suggests applying for an Exam Grant for financial assistance in staffing the exam center. ETSC staff may also be contacted to assist at these functions as a committee expense. The exam grant program continues to be rarely used. Funds are set aside specifically to assist these programs and ETSC is more than glad to help.
- Make class and exam dates and locations known by publication in the Journal and on the PTG web page as much as possible: Ongoing. All chapters hosting exam sites not yet published; please forward to the ETSC as soon as possible.

- Communicate directly with all known examiners via the Journal or an ETSC newsletter at least once a year after the PTG Annual Convention and more often as needed: Ongoing communication via e-mail lists. An examiner newsletter is written and ready for publication immediately post council 2014. This has been delayed until immediately post-convention, after final adjustments can be made to the new tuning exam procedure, as well as small housekeeping changes to the Technical Exam.

- Determine areas of need in terms of exam availability, efficiency of exam sites or exam resources and make recommendations to the Board directing PTG resources to those areas: Ongoing. Please contact the ETSC with concerns. Complaints are received and reviewed by the ETSC Chair with the assistance of the TEC or CTE Pool administrator. The complaints received over the past year were investigated. In one instance, examiner error with the master tuning data used to score the exam became an issue. The final score using the correct data had no impact on the pass/fail of the examinee, however it was decided to allow the examinee another exam free of charge to maintain the high standards people expect from our exam process.

2. Convention Planning for Atlanta 2014 and Denver 2015

Instructors and exam personnel have been contacted and have consented to serve for both Tuning and Technical Exams. For Atlanta in 2014 the ETSC decided not to provide the Tuning and Tech prep classes. This was due to the limited supply of exam suitable pianos provided by the Institute Team, as it requires a large number of instruments, as well as the decreasing numbers of participants in the Tech Prep class. Giving a year or two off will hopefully allow the pool of candidates for these classes to grow.

3. Tuning Exams

Atsundo Aikawa has been very busy as CTE Pool Administrator. There is a new Tuning Exam Manual in the works and will be published in the near future. He and I have been in communication with the Regional CTE’s as well as examiners and helped to field questions and issues that have arisen. A total of 84 tuning exams were given in since convention week 2013, up from 52 for the same time period last year. Some of this growth may be examinees anticipating a revision to the exam.

4. Technical Exams
Dave Davis has done an excellent job in his first year as TEC Pool Administrator. There was a new Technical Exam Manual published and released to all TEC’s in 2011. This second edition corrected many of the flaws from the first edition, covering many vague areas and setting a better standard for exam administration. Instructions for the new exam model were also included at that time. There are a few errors in this updated manual that have already been identified for correction in the future.

Renner, who currently produces the 1-note Grand action model for exams, has been approached to study the ability to produce a 3-note grand action model. The Tech exam has always required a 3-note vertical model to test for the ability to regulate three notes in unison, and the ETSC felt that this rule can and should be applied to the grand model as well. Renner has not yet responded with any concrete information at the time of this writing.

A total of 78 technical exams were given since convention week 2013, up from 40 for the same time period last year.

5. Written Exams

Robert Guenther has been responsible for reviewing the written exams. Suggestions for new or improved wording and complaints of “trick questions” continue to be received. No plans are currently in place for a new revision, but note taking continues. A total of 101 written exams were given since convention week 2013, up from 51 for the same time period last year.

6. New RPT’s

50 members became Registered Piano Technicians in 2013!

7. Communication

All the members of the committee have been valuable in providing input as needed throughout the year. The transition to the new message boards has been long, but most appear to be getting used to the new way of doing things. A negative side of many of us receiving e-mails via smartphone is access to the message boards to reply immediately is difficult on mobile devices. As a result many e-mails are sent directly to the person, bypassing the boards, or a phone call is made instead.

8. Exam Grants

Three exam grant applications were received during the past year:

- The Birmingham, AL Chapter submitted a grant for testing equipment which was approved with a 50% match ($450)
- The Nashville, TN chapter submitted a grant for testing equipment which was approved with a 50% match ($775)
- The Syracuse, NY chapter submitted a grant for testing equipment which was approved with a 50% match ($692.50)

9. Other items
   As with any Committee there is always work left over. Anyone interested in the exam process or in becoming an examiner can contact any ETSC member for information. Any member who hears of an exam issue from the field, please contact the appropriate ETSC member as well.

Respectfully Submitted,

Marc Poulin, RPT
CTE, TEC
ETSC Chair
PIANO TECHNICIAN GUILD COMMITTEE REPORT

International Relations Committee
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Members’ Rights Committee

In 2013 we received no complaints. On January 2\textsuperscript{nd} of 2014 we received a very serious complaint, which we brought to a satisfactory conclusion.

We have been working on a Handbook as requested in our charges and below is our suggested document:

\textbf{Members’ Rights Procedural Handbook}
\textbf{(Abridged Edition)}
\textbf{Version as of 4/14/14}

\textbf{A. Initial Process}

1. Filing of a written complaint by a member, group of members or a Chapter with the committee chair & the accused. The complaint must include the following:
   \begin{enumerate}
   \item The nature of the complaint and the circumstances out of which it arose including the date of occurrence.
   \item The remedy requested, i.e. what makes it “right”.
   \item The pertinent section(s) of the By-Laws relied upon or alleged to have been violated.
   \item The signature of the grievant
   \item The signature of the Chair of Members’ Rights.
   \item The date the statement of the complaint was prepared.
   \end{enumerate}

2. The committee shall determine if the complaint is valid according to PTG official documents. Do “the facts” support some violation of the PTG Code of Conduct, Code of Ethics, Membership Pledge, Professional Behavior or other violation of PTG By-Laws?
   \begin{enumerate}
   \item If not valid, the complaint is returned to the accuser & the accused with an explanation and no further action is required.
   \item If the committee determines the complaint is valid, the committee must solicit a response from the accused and the accuser re: their willingness to negotiate. If yes, then the formal complaint is suspended. The parties hereto recognize that the prompt and equitable settlement of member grievances is essential to the maintenance of sound relations within PTG. These differences are best settled at the lowest formal level. Every effort will be made to correct any violations.
   \end{enumerate}

\textbf{B. Mediation and Negotiation of an Acceptable Solution}

1. Identify the "wrong". Do both parties have the same understanding of “the facts”?
2. The Members’ Rights Chair and Committee serve as facilitators throughout the mediation and negotiation of the complaint. The goal for all parties should be to arrive at an acceptable solution.
C. Conclusion of the Case

1. When both parties agree to a solution that resolves the case:
   a. A letter documenting the agreement should be exchanged and retained by both.
   b. The case is dismissed

D. Options when there is no agreement

1. If no agreement is reached, the formal complaint is reinstated and forwarded to the chair of the Ethics Committee along with a detailed report that includes all documents exchanged during the proceedings as well as recommendations for further action.

   NOTE: More details can be found in the PTG Disciplinary Code, Section D-Members’ Rights Committee Procedures.- Items # 1-6

As a result of the 2014 case we were working on as well as proposed legislation on a similar case from the previous year, I submitted the following Request For Action to the Mid-Year Board. I asked that it be converted to a request from the Board in order to get same on the agenda for this year’s Council due to the serious nature of the issue.

   **RFA for Mid-Year Board Meeting re: Changes to Bylaws, Regulations, Disciplinary Code & Membership Application**

1. Bylaws, Article II- Membership, Section E Application for Membership. (Add)
4. If the yes box has been checked on an application re: the commission of a felony, a full background check on the applicant will be required along with a full review by the Application Review Committee of all the pertinent facts prior to the approval of the application. The cost of this background check will be the burden of the applicant.

2. Regulations Article III- Membership, Section A, #3 (Add)
   g. The inability to comply with all aspects of our Disciplinary Code & our Code of Ethics will result in the denial of this and any future applications for membership in PTG.
3. Disciplinary Code, Section B, #2 (Add the underlined portion)
...If the application is not approved, a re-application will not be considered for (1) year, unless Regulations Article III, Section A, #3, g. applies. (See Item 2. Above)

4. Membership Application Form (in the section questioning a Felony Conviction, if the YES box is checked (Add)
A full background check at your expense will be reviewed by our Application Review Committee prior to the approval of this application.

I wish to thank my fellow committee members Bill Davis, RPT and Ricki Klos, RPT for their efforts and Timothy Nixon, RPT from the Ethics Committee for his input as well.

Respectfully Submitted,
Paul Adams, RPT, Chair - Members’ Rights Committee
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Membership Application Review Committee

1. **GOALS:**
   The Committee shall, within 14 days of receiving a chapter objection, determine whether it meets the criteria set forth in Regulations, Article III, Section A and transmit the determination to the Home Office.

2. **PROGRESS:**
   The Committee has not received any chapter objections thus far this year.

3. **ACHIEVEMENTS:**
   Many of the committee members met together face to face at the Chicago convention. We have all communicated via email. We are prepared for any submission to our committee.

Submitted By: Ashley Turner, RPT, Committee Chair
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Nominating Committee

1. **GOALS:** The goals of this committee are to:
   a. request nominations for PTG offices,
   b. select candidates for President, Vice President, and Secretary/Treasurer,
   c. prepare a list of nominees,
   d. submit the list to the Home Office.

2. **PROGRESS:**
   Tasks have been carried out.

3. **ACHIEVEMENTS:**

   The Nominating Committee proposes the following slate of officers for election by the 2014 PTG Council:

   - Norman R. Cantrell, RPT for President
   - Phil Bondi, RPT for Vice President
   - Paul Brown, RPT for Secretary/Treasurer

Submitted By: Jack Stebbins, RPT, Committee Chair
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Teacher Relations Committee

1. GOALS:
   For the 2013-14 term, the TRC was composed of all new members with the
   exception of myself, the current chairperson. A promising amount of effort was
   shown by the members early on as ideas were proposed on how to best meet the
   charges that this committee is responsible for, but reaction became sluggish as the
   year progressed.
   I have attempted to focus the TRC’s efforts on finding ways to develop relationships
   between the PTG (both nationally and locally) and additional music teacher
   organizations; as well as to strengthen the ties between the PTG and MTNA. I
   requested that each TRC member join at least one local music teacher organization
   to gather input from teachers as to how the PTG can better serve the teaching
   community.
   Consideration has also been given to further development and refinement of the
   Piano Learning Center and updating the website for ease of access and better
   navigation.

2. PROGRESS:
   At the moment, the TRC is still debating what course of action should be taken
   regarding the PTG’s relationship with other music teacher organizations. Some
   members have listed positive results from their past personal experiences dealing
   with their respective local music teacher groups.
   The seemingly simple task of procuring additional piano-related games and
   educational activities/information for the Piano Learning Center is proving to be
   quite difficult.

3. ACHIEVEMENTS:
   The only real achievement by this committee this term has been to finalize and
   refine the winning submissions to last year’s Piano Learning Center Contest.
   Only minor changes have occurred to the Learning Center website.
   A change from past years, the Teacher’s Relations Committee did not represent
   PTG at the MTNA national conference held in Chicago in March. Instead that task
   was carried out by PTG President Norman Cantrell and Executive Director Barbara
   Cassaday.

Submitted By: Eric Davis, RPT, Committee Chair
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Trade Relations Committee
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Visually Impaired Concerns Committee

1. **GOALS:**
   A. Write suggestions and recommendations for PTG class instructors so persons that are blind or visually impaired can equally learn the information they provide. Encourage their instruction to be descriptive by voice not totally visual or by picture orientation. Also, recommendations for making the class accessible, friendly and enjoyable for everyone.

   B. Have all information that is provided by PTG accessible to all blind and visually impaired members. This would include information from our PTG store, Piano Technicians Journal, convention materials including hotel orientation information for our national conventions. Also provide accessible information to persons that are prospective PTG members or interested in PTG.

   C. Call all VICC members and confirm their present status in receiving the PTJ and the format they are using for reading it and other materials. Confirm address and contact information. Update past survey for computer use etc.

   D. Work with Clint Sears and Home Office to improve the web site and email program to make it accessible for all blind persons.

2. **PROGRESS:**
   A. Completed instructor suggestions list.
   B. Presently working with different programming to determine the best method for converting information into accessible format and how the materials are to be distributed. Providing DAISY format for NLS machines, etc.

   Sheffey Gregory is working on a descriptive tour of the National convention. He will be giving a text and voice description of the hotel layout so the visually impaired can travel more independently.

   C. Committee has completed telephone survey and information is being analyzed.

   D. Waiting for web programmers to make changes so site is more accessible. Clint Sears is staying in touch with designers.

3. **ACHIEVEMENTS:**
   A. Instructor suggestions have been completed and filed with Home Office.

   B. The PTJ is presently being read and provided by the National Library service and offered to the blind technician in a readable format. Presently working on other file types to make them accessible.

   C. Working on final report of survey

   D. Some improvements have been made to the web site, but still not accessible. Links and controls are being corrected so they are readable with screen readers. The email program is least workable and useless.

Submitted By: Loren Buntemeyer, Committee Chair
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Chapter Resources

1. GOALS:
   • **Chapter Leaders and Program Database.** 1) Work with the home office to help develop leadership. 2) Update information/create a database about topics that could be used as programs for chapter meetings and make that information accessible.
   • **Chapternewswire.** 1) Create an online generic newsletter for the Chapternewswire site. 2) Solicit ideas for criteria for a newsletter award.
   • **Toolkit Quick Reference Guide** Develop a one or two page quick reference to make it easier for chapter presidents to use the Chapter Toolkit document, especially during a chapter meeting
   • **Reviving Chapters.** Solicit input from RVPs concerning weak chapters/strong chapters in each region. Work to link up strong chapters with weak chapters to facilitate strengthening the weak chapter.

2. PROGRESS:
   This report is more about the lack of progress than progress. We started well with a conference call. Then the holidays hit, and predictably, not much happened. Since January first, there is still little progress to report. Maria Pollock helped our committee by developing software to be a database for chapter programs and program/teacher tracking. Not much has been done with that. The chapter newsletter award process got sidetracked by lack of participation by newsletter editors. Few editors are posting or checking the Chapternewswire community. No action has taken place with either the quick reference guide or reviving chapters.

3. ACHIEVEMENTS:
   Needless to say, I’m disappointed by the lack of progress. But I’m not giving up. I’m hoping to encourage more newsletter editors to sign in to the Chapternewswire Community. Kathy Maxwell provided me with a list, and I hope to email those on the list and see what happens. The database should be a fairly easy project, but we’ll see how much will get done before convention time. The same goes for the quick reference guide. I remain optimistic. The fact remains that trying to stimulate grass roots activity is difficult. There are a lot of chapters. Finding out what they want/need and what they’re up to assumes good two-way communication. In spite of our excellent efforts to open new pathways via the internet, participation is spotty at best. What we are trying to build through this committee should help, but it’s slow going.

Submitted by: Richard West, RPT, Committee Chair
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Institute Team

1. GOALS:

a. Design a class schedule to provide members with the most valuable educational experience possible, and plan carefully for a smooth execution of all tasks throughout the year and during the Convention event.

b. Remain organized and on schedule with all planning activities.

c. Train Institute Team members for their future duties and eventual directorship, and improve the system of documentation and communication in order to make the training process more efficient and effective for future team members.

d. Stay within budget.

e. Communicate to membership about the specific educational benefits offered to those who attend in 2014.

2. PROGRESS:

a. The 2014 class schedule represents the finest instructors and course material offered anywhere in our field. We were able to schedule some very special classes and all-day events, and some of these classes feature some groundbreaking new developments in Piano Technology. We feel this schedule fulfills our intention to uphold the status of the Annual Convention and Institute as the most significant educational event offered anywhere in the world for our profession.

b. The team successfully met the important deadlines and remained organized and efficient throughout the planning process.

c. We have made improvements in the way information is documented and communicated, involving refined use of Filemaker database software and real time file sharing.

d. The Institute is well under budget for 2014 and should remain so through the event. Our request to replace the paper flip charts was not approved due to the cost, but I would recommend this upgrade be re-evaluated again in the future. Feedback from instructors indicates a preference for dry erase boards over paper. Lightweight, combination easels with both dry erase white boards and paper would satisfy all instructors and be easier to transport.
e. We are incredibly grateful for the creative efforts and talent within the Home Office staff that enabled us to communicate to members about the 2014 Institute through the website, Journal and email. Sandy's idea for instructor videos was a success, and Clint's work on the Convention website and mobile site made it all come together and look amazing. I submitted a Journal article featuring highlighted classes from the 2014 schedule, which should be published prior to the event.

3. **ACHIEVEMENTS:**

I could not be more pleased with the way the 2014 Institute has been coming together. I believe the class schedule speaks for itself, but I welcome any advice or constructive criticism that I could pass on to help make things even better for future Institutes.

The Leadership Challenge scholarship program is not technically part of the Institute, but I feel it is an important way to introduce members to more of what PTG has to offer, and encourage more involvement. The Leadership Challenge is actually the reason behind the choice of "Pass the Torch" as the 2014 Institute theme. I am optimistic that the scholarship will have a lasting, positive impact on the future of PTG leadership.

In July, the directorship will pass to John Gallen for the Denver 2015 Institute. Together with talents of Cy Shuster, Lisa Weller and Bruce Stevens, the program will be in good hands.

Final note: With the bulk of the planning out of the way, one of the largest challenges for any Institute is that of getting a sufficient supply of pianos to the hotel's loading dock to cover the needs of the class schedule. This is a complicated process in which a lot of the details only come together in the days right before the event. Through the generosity of the piano manufacturers that support the PTG Institute, we seem to pull it off every year. I feel that as Director, one of the most important things I can do this year is communicate that this challenge is increasing in difficulty and we should not be taking this supply of pianos for granted. It is getting more difficult and costly for manufacturers to provide support in the form of physical pianos. The Institute Team has recently put more time and effort into building relationships with the piano dealers local to the events, and this has proven to be very effective in helping to secure pianos. As an organization, we need to continue to consider our relationship with and our dependency on piano manufacturers for the Institute program. The full page Journal ad to thank our piano suppliers is a great gesture, and a positive step made in response to this growing challenge.

Submitted By: Mark Purney, RPT
2014 Institute Director
PIANO TECHNICIAN GUILD COMMITTEE REPORT

Continuing Education Task Group

1. **GOALS:**
   To develop a Continuing Education Program Guide for the Piano Technicians Guild.

2. **PROGRESS:**
   The Draft has been developed and awaiting review by the PTG Board of Directors

4. **ACHIEVEMENTS:**
   The Draft is complete; Consideration for authorization by Council will occur in 2015.

Submitted By: Wesley Hardman, RPT, SERVP, Committee Chair
Journal Editor’s Report to Council
Executive Director’s Report to Council
July 2014

Overview: This report will cover administrative and organizational progress during 2013 with emphasis on work since the July 2013 Council Meeting. This report will explore what was accomplished and what tasks remain for 2014 and future years.

Membership Development/Benefits: As reported last year, the HO has been heavily engaged in creating a new membership campaign. I had hoped it would be ready to kick-off last fall but due to several circumstances, it did not happen. As of the writing of this report, specific elements of the campaign and a timeline have been developed. The physical material (i.e. postcards, online ads, prospect packets, new member packets, etc.) will be ready for Board approval at their meeting in July. Goals set for the campaign are to once again exceed the 4,000 member mark and to increase the number of non-member Journal subscriptions by 75. The active membership campaign, if approved, will go through December 2015 with plans to take what we learn into the future as an ongoing day-to-day activity. Membership recruitment cannot ever stop.

As of December 31, 2013 we mailed out 3,648 invoices totaling $1,055,010.50 for 2014 dues (keep in mind this number does not take into account those members who will not renew or will go to reduced/sustaining categories). Invoices were mailed to 2,112 Registered Piano Technicians and 1,536 Associate members.

Applications came in pretty consistently in 2013 as they did in 2012. A total of 211 new applicants or reinstatements were received in 2013 as compared to 213 in 2012. Of these, PTG gained 163 new members. As of the writing of this report we have 3,513 members who have paid their dues for 2014. As you can see, only about 70.5% of those who apply actually pay dues to join the organization. At this rate our membership campaign will have to generate at least 3 ½ times as many applicants over the next two years in order to reach our goal but we believe it is attainable with every aspect of PTG working together.

The company that has been operating our VISA card affinity program was sold to FirstBank and there are now more options available to members who choose to carry a PTG credit card.

Chapters: We continue to work with chapters to get everyone to comply with federal, state and local laws especially those regarding income tax requirements. A few of our chapters have reported losing their tax exempt status due to noncompliance. Reinstatement costs several hundred dollars so it is imperative that every chapter complete the appropriate tax return on or before May 15 of each year (assuming your fiscal year is January – December). If you lose your tax exempt status you must file a “for profit” tax return (regular form 990) for your chapter and pay taxes on ALL income i.e. dues, donations .... everything. We do not know how many are out of compliance at this time. But, we do have to get the rest of the chapters into compliance or risk that it could trigger an IRS audit for PTG and all other chapters/regions. Please contact Jason Hensley or myself if you have further questions regarding tax requirements.
At the advice of our attorney, we created a new Chapter Charter in 2011. The idea of the Charter is to define the legal and financial relationship between PTG and its chapters. To date we still have not received signed charters from the following chapters:
Blue Ridge 228
West Virginia 251
Tallahassee 323
Youngstown 445
Peoria 616
Little Egypt 629
Baton Rouge 708
Tulsa 741
South Texas 784
Northwest Texas 791
El Paso 799
Colorado West 815

If your chapter is listed above, we ask that you please sign and return these Charters to the Home Office as soon as possible.

The following Chapters received Creative Marketing Grants in 2013:
• Los Angeles, CA
• Milwaukee, WI
• Eugene, OR
• Ft. Worth, TX

Clint Sears has been working on a template that chapters can use to set up their Web site using my.ptg.org. In addition, some chapters have set their own sites up using other formats. I’ve put links to two of those Web sites here so that you can see what is being done.
Twin Cities: http://my.ptg.org/twincitieschapter/home
Denver: http://my.ptg.org/denverchapter/Home

Finally, there is one area that PTG is addressing in 2014 that I find most interesting and that is one of leadership. PTG is a “Professional Association” by definition; that is, “an association of practitioners of a given profession.” The problem is that as such, our volunteers may have little or no experience in business management, personnel, budgeting, long range planning or any other number of areas needed to successfully lead – be it as a mentor, on a chapter level, a RCO or as a member of the PTG Board. I am hopeful that the leadership class being developed for Atlanta will help to educate those individuals hesitant to step up and volunteer due to lack of information. In 2014, my goal is to begin developing classes, online seminars, and other materials to assist in leadership training.

Note: With all the work that is being done on Bylaws, Regulations & Codes there is a real need to review all organizational documents to make sure there are no conflicts, and
references are still accurate. The staff will be doing a lot of this over the next few months in preparation for the leadership class in Atlanta.

**Regional Conference Organizations (RCOs):** The Home Office continues to aid RCOs by providing online registration services, credit card processing, equipment, exam grants and facility contract reviews. I started reviewing contracts a few years ago and have been pleased with the response. If your RCO staff is not familiar with facility contracts, please feel free to send them to me and I’ll look them over for you. What you don’t know, can hurt you.

There was a page created on www.ptg.org for use by RCO staff and those putting on seminars. We have gathered several useful documents to create an archive of resources that we hope will be added to by the RCOs themselves. My hope is that this will become be an interactive area where RCOs help each other. A community was created at my.ptg.org for discussions facing RCOs. If document sharing works as we hope, those currently posted on www.ptg.org will eventually all be reviewed for relevance by an experienced group.

**Journal:** Ed Sutton continues to do a great job as Editor with the assistance of John Granholm, John Parham and Jason Wheeler as Graphic Layout/Designer. I am happy to report that both John G. and John P. have signed contracts to continue as Associate Editors for another two years. Ed’s contract runs through February 2015.

For those who don’t know, the Visually Impaired Concerns Committee took a giant leap in 2012 and got approval from the Library of Congress for the Journal to be included in their audio library. Each issue is now professionally read and made available to any visually impaired person free of charge. The process has been working well this past year.

We recently gained the ability to allow our members to opt-out of the printed Journal. We continue to investigate the best way to create an electronic Journal to be sold through the PTG Store for purchase by non-members. It is our hope that piano technicians from around the world will purchase the Journal and join in Pianotech discussions if we can get the information to them in a timely manner. There is more research to be done but we hope to have this option available soon. In the meantime, we will continue to post complete PDF files of the Journal on the Web site along with any supporting documents and videos used to enhance or further illustrate articles.

Advertising revenue fell again in 2013. While we continue to maintain most of our advertisers, several have scaled back on the number and/or size of ads. Revenue from advertising is expected to remain about the same in 2014 although this may be very optimistic as a couple of big advertisers have not made contracted commitments. It is our belief that, in the future, supporting the printed Journal through advertising will become impossible.

Presently we have 96 non-member Journal subscriptions, 112 in 2013. The numbers of outside subscriptions has been decreasing each year since 2009 when the price of a yearly subscription rose from $95 to $150 per year. Journal subscriptions will be part of the
membership campaign information in hopes that if technicians don’t join, they will at least purchase a subscription.

The promotion and sale of online subscriptions is two-fold, increased revenue and more traffic on the PTG Web sites. Increased use of our Web sites is imperative to advertising income as user statistics are what drives value for the advertiser. More people using the Web sites means we have more appeal to online advertisers. Online advertising is a source of income that can at least partially replace what has been lost in print advertising.

Online or electronic advertising takes many shapes. It isn’t simply pop-up ads that appear when you open a Web site; it can also be stationary, banner or rolling ads, or something as simple as a company sponsoring our online newsletters.

**Electronic Communications:** We are using our Web site much more heavily than in the past. I believe the health and usability of our Web sites is therefore imperative to ongoing efforts to engage our membership as well as to promote PTG to the public. Our Web sites are maintained at the Home Office, primarily by Clint Sears. Clint is not only responsible for posting new content, he also handles broken links, user questions, and works with the software developers by suggesting future improvements. The discussion site (my.ptg.org) has taken a lot of time over the past few years but we hope to work on a redesign of www.ptg.org this coming year. Our hope is to streamline content and usability.

We recently gained the ability to allow our members opt-out of the specific emailed newsletters. We try to make sure that blanket “opt out” requests do not happen because that means our members won’t get any information from us at all. By separating the options, a member can opt out of just the convention news or just the HO news but still get the important notifications that our entire membership needs to see.

Throughout the past few years there has been much controversy surrounding the PTG member database and the discussion forums and, Home Office needs as they relate to the two. I believe that the member database has become a very useful tool for PTG management and I wish we would have made the switch much sooner. The historic information that is captured saves us a great deal of time (and therefore money) when we go looking for things. We have a cleaner database due to pull-down menus and field restrictions which will make exporting information into other software much easier in the future. There is a mistaken belief that Higher Logic (HL) was chosen as the forum software because of HO needs but this simply isn’t true. HL was chosen because it integrated with the database software which gave PTG more control over who could participate, community restrictions, security for committee discussions, and most importantly, the capability to gather information on non-members for marketing purposes. HL simply appeared to be the best option for PTG. While there have been many complaints regarding the choice, I don’t believe that there has been any suggestions made for a replacement that can accomplish as much.

If you or someone you know is having trouble using either Web site, I encourage you to contact the Home Office. We are happy to assist you and if you have any suggestions on improving content or usability, Clint Sears is the one to make those things happen.
Convention & Institute: The 2013 Convention & Technical Institute was held in Chicago, IL on July 10-14 at the Hyatt Regency Rosemont with John Dorr as Institute Director. Total attendance at the 2013 convention was 629 which includes Auxiliary members. This was 136 more than 2012 but we expected more since the event was in Chicago. Convention attendance continues to fall below expectations.

We started to change the way we marketed the convention in 2012. In the past we published a large catalog of classes and information at the beginning of each year. In 2012, we published only a small booklet and used the balance of the funds to do direct marketing to different audiences, i.e. RPTs, Associates, non-members, beginners, etc. We also started distributing convention e-news, an electronic newsletter about convention. Electronic newsletters are discussed further under Electronic Communications.

We had our first mobile site for convention in 2013. This allowed attendees to access convention schedules and other information via their smart phones. We also set up a Twitter account that allowed us to use the service for special announcements, room changes, texting individuals, notifying attendees of cancellations, etc. It was a quick and easy notification system for use during the convention. Both of these services will be used in 2014.

On a side note, we were able to get a nice human interest story in the Chicago Tribune during convention. We’ve tried to do this in the past but it doesn’t always work out.

The 2014 convention is being held in downtown Atlanta, GA. If you haven’t been to Atlanta yet, I hope you’ll be joining us this summer. The downtown area is beautiful. Within blocks of the hotel is Centennial Park, the Coca-Cola Museum, Georgia Aquarium and CNN Center. There are numerous restaurants outside the hotel and an attached food court in Peachtree Center for quicker (cheaper) food options during the day. As of the writing of this report, the convention brochure is out and the convention Web site is up and running at convention.ptg.org. The site will continue to be updated as new information becomes available.

The 2015 Convention & Technical Institute will be held in Denver, July 15-19. The host hotel is the Denver Marriott Tech Center which has 616 guest rooms, free internet in all guest rooms, $5 per day parking, and lots of eateries and shopping close to the hotel. Room rates are just $119 per night. The hotel is set in a very pedestrian-friendly area and just a short distance to the commuter train which goes into downtown Denver. The perfect sized hotel for our annual convention, we look forward to seeing you there.

Education / Certification:
In the fall of 2012 the initial offering of “Exam Prep on the Road” took place in Birmingham AL, followed by Willow Grove, PA this past fall. The PTG HO will host the third “EPOR” class this coming fall. These classes are intended to evaluate those individuals who are preparing to take the RPT exams.
The feedback from both those attending and instructing has been very encouraging. We knew that PTG would have to supplement these seminars to make them affordable to Associates but it makes good financial sense due to the long-term commitment of our RPTs. We retain 98% of our RPTs each year so the more members we can get to upgrade, the higher the renewal rate from year to year.

There were 263 exams given in 2013 with 50 members receiving RPT certification; this compares to 31 in 2012 and 37 in 2011. The number of exams given this past year more than doubled from 2012.

On May 15-17, 2014 the HO will host the fourth FULL class on Grand Action Regulation in 37 Steps and another session is being scheduled for this fall.

We continue to look for ways to integrate the IACET standards into our educational offerings. We take every opportunity to compare our current curriculums with the standards and identify missing elements. We developed a standardized template for a class evaluation form and use it for both the Grand Action and Exam Prep classes. An online form was created for 2013 institute instructors that included new questions related to class objectives, teaching methods and assessment tools. These questions help instructors design their classes to meet the IACET standards. There’s also a PTG Instructor Resources community at my.ptg.org where we began posting a variety of educational resources, including some related to IACET.

There has been an increase in the visibility of chapter seminars over the last few years. The Home Office is now able to support chapters by supplying guidance in organizing events, email notifications and calendar promotion, credit card processing, and printed materials.

In 2013, Exam Grants were awarded to:
- Birmingham, AL
- Nashville, TN
- Portland, OR

Public Relations/Promotions: In 2012 PTG continued to advertise in Music Trades, and the American Music Teacher (MTNA). We also exchanged ads with the publishers of Europiano twice in 2012; once promoting the Seattle convention and the other a more general membership promotion. Since they publish quarterly, it makes it tough to do specific promotion of events. Marketing efforts have been primarily focused on promoting the use of Registered Piano Technicians with PTG membership, products and services secondary. We were able to continue our arrangements to trade-out ad space in all of these publications so it cost us nothing out of pocket.

NAMM - PTG was represented at NAMM’s winter show in Anaheim, CA January 23-26, 2014 through the attendance of President Cantrell, VP Phil Bondi, myself, Shawn Bruce (Sales & Marketing) and Cy Shuster (Institute Team). Cy spent the time meeting piano manufacturers as he will be reaching out to them in order to obtain pianos for convention. The Journal Editor, Ed Sutton, also attended as evidenced in his April article.
MTNA - The PTG continued PR efforts by attending the 2014 MTNA convention in Chicago. PTG was represented by President Norman Cantrell and myself. We staffed a very busy exhibit booth. In fact, by the end of the second day we had barely anything left to hand out. Norman made arrangements through PTG member Thomas Zoells, to have an upright piano in our booth. He was able to regulate half of the piano and left the other half alone. The idea was to let the music teachers experience the difference. It was enlightening for everyone. The teachers learned about a well regulated piano. Norman learned more about communicating with teachers and their concerns and I learned about piano regulation. PTG once again sponsored the Certified Teacher’s Reception and two scholarships. MTNA selects recipients of the PTG and PTGF scholarships each year and they are announced during the awards luncheon. Next year’s convention will be held in Las Vegas, NV.

Pianobuyer.com - Through the end of 2012, we exchanged a discounted rate for a 1/3 page four-color ad in the Journal and received two full-page color ads in the print version of Acoustic and Digital Piano Buyer. Beginning in 2013, the agreement was modified so that the Piano Buyer ad in the Journal is free and PTG got a banner ad promoting RPT’s on Pianobuyer.com with a direct link to our Find a Registered Piano Technician feature. This ad is on the local services page for technicians. In addition, all PTG Members receive a discounted rate of $69 per year to advertise in the local services web page of Pianobuyer.com.

Pianoworld - They receive a free ¼ page ad each month in the Journal and, in exchange, PTG gets an ad on the Pianoworld Web site. We have also purchased a banner ad on PW’s find a technician web page and negotiated for all PTG members to receive advertising on PW for a reduced rate.

Google - As you know, Adwords receive the largest share of our marketing budget. We allot $48.88 per day or almost $18,000 per year toward this marketing campaign. This marketing effort directly affects all members of PTG through the “Find a Technician” link on the PTG Web sites. It is a huge member benefit.

<table>
<thead>
<tr>
<th>2013 Total Clicks to the Find a Technician Page</th>
<th>37,314</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Impressions (ad appeared)</td>
<td>2,683,113</td>
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</table>

PR Newswire – Shawn Bruce created an article on how to “Avoid the Cost of a Free Piano” which went to multiple news outlets across the country.

IAPBT – The bi-annual meeting of the IAPBT took place in October 2013 and PTG was represented by President Cantrell, NERVIP Patrick Draine, twenty other adults and one very adventurous 5-month old infant. President Cantrell and Fengsheng Chen both taught classes as part of the conference. These bulletins went so fast that Cantrell had to print more overnight. The next meeting of IAPBT is scheduled to be held in Russia in 2015.

Merchandise: Aside from the translated bulletins, 2013 saw the introduction of grey and blue t-shirts and we started selling the revised edition of On Pitch. We also revised the
consumer brochures with updated verbiage and photographs. These brochures had been out of stock for some time but became available again last fall.

One of the most unusual accomplishments this year was the translation of the technical bulletins into Mandarin (Chinese). A huge “thank you” to Fengsheng Chen for his quick and efficient work on this project. He was of great help as he not only translated the document but he worked with the HO to ensure proper layout and design of each brochure before they were printed. We have recently put the translated versions on the Web site for purchase. We’ll be tracking these to see if we can fill a need in that particular market.

The International Relations Committee is working on updating the nomenclature books for the European and Asian countries which will enable us to then translate the Pace books using consistent terms in all publications.

**Building / Land:** We continue regular maintenance and improvements to the building. The HVAC unit for the classroom was replaced this past fall after the old unit quit working. It was actually perfect timing because a new unit had already been ordered. As a result we weren’t without heat for very long. The new system has a humidity control unit on it so the pianos housed in that room are maintained well.

Due to a very hot summer in 2013 we lost one tree and possibly some shrubs. Those things may need to be replaced this fall. Otherwise, I don’t know of any major work that needs to be done to the property at this time.

**Home Office Administration:** Thankfully, the Home Office staff remains stable with Sandy Roady on Membership/Convention, Kathy Maxwell on Education/Development, Shawn Bruce on Sales/Marketing, Jason Hensley on Accounting/Employee Benefits, Jason Wheeler on Graphic Layout/Design, Clint Sears on Internet Development and Sara Stephens as our Executive Assistant.

This is truly the best staff that I have ever had the pleasure of working with. The creativity of Jason Wheeler and Clint Sears, combined with the institutional memory of Sandy Roady, the enthusiasm of Sara Stephens, Shawn’s determination, Kathy’s research and organizational skills and Jason Hensley’s eye for details…….. the versatility and varied strengths of all my staff combine into one amazing group of people. Although our family may be a little dysfunctional at times, we always support each other when needed the most. I am most grateful that I have the staff that I do.

The work load of the staff has probably doubled since I became Executive Director. When I started we did not have electronic newsletters – now we have two; we had one Web site – now we have two; we did not have classes outside convention – now we have classes at the HO and Exam Prep on the Road; we now have Twitter, mobile Web sites and many many other things in place that never existed before 2002. The budget for PTG marketing efforts and promoting the RPT has increased from $6,104 to $42,540, nearly 600%! Even with all this, we’ve only increased the staff by 1 new position. But, I want to warn everyone, the PTG staff is tired. Very dedicated – but very tired.
Financial Summary / Budget: Net income for 2013 was $72,528; the mandatory 2% contribution to the Emergency Reserve Fund was $27,199 which left a net income of $45,329. The annual audit was conducted according to PTG Bylaws and was once again completed and reports were available in time for the Mid-Year Board Meeting. I will be recommending that we continue to work with Christopher Clair as our CPA and auditor.

In 2013 we continued to see lower than expected income in nearly every category except exam fees. However, this is extremely important for the future of PTG as we have a 98% retention rate among our RPTs. With the increased number of exams we can assume an increased number of RPTs and a steady dues renewal rate.

Another piece of good news is that total assets have nearly doubled since 2002, going from $1,538,079 to $2,809,510. The main reason is that for the past 12 years, PTG has ended the year with an average net income (profit) of $126,203. This net income is kept in operating funds for use when unexpected expenses arise.

Other positive and noteworthy facts:
- Assets are up $1,271,431 (82%) since 2002.
- Liabilities as of 12/31/2013 total just $8,105 – not including membership dues.
- Net Assets (Equity) has increased 156% or $1,329,123.
- The Home Office building and everything in/on it is paid for in full.
- There are no unpaid loans, no substantial liabilities and no major repairs or cash outlays looming. PTG is a very stable, financially sound non-profit professional association.
- Reserve Fund (Savings) have doubled since 2002.

On the downside:
- Membership numbers have dropped off to 1988 levels (3674 as of 12/31/2013)
- More members than ever are taking advantage of Reduced or Sustaining options
- Advertising and Subscription income has been steadily declining.
- Convention income has declined

In conclusion, I want to say that I have enjoyed working with everyone at PTG i.e. my Executive Committees, Executive Boards, staff, council and all the members. This is a high stress position but I truly like my job. I look forward to working with you in the future.

Respectfully Submitted,
Barbara Cassaday
Executive Director
2014 BYLAWS COMMITTEE REPORT

PROPOSAL 1 – Disciplinary Procedures and Code of Ethics. ..........................Page 1
PROPOSAL 2 – Authorization of Membership Denials ..................................Page 11
PROPOSAL 3 – Applications from Formerly Expelled Members. .................Page 12
PROPOSAL 4 - Submission of Bylaws Amendments ......................................Page 13
PROPOSAL 5 – ETSC: Committee Structure ...............................................Page 14
PROPOSAL 6 – ETSC: Tuning Exam Sections ............................................Page 15
PROPOSAL 7 –ETSC –New Exam Versions ..............................................Page 16
PROPOSAL 8 – ETSC –Examination Manual Approval .....................................Page 19
PROPOSAL 9 – Madison Chapter: Elimination of Executive Committee ......Page 20
PROPOSAL 10 – Madison Chapter: Elimination of Executive Committee ....Page 22
PROPOSAL 11 – Madison Chapter: Emergency Reserve Fund Disbursement Authority .................................................................Page 23
PROPOSAL 12 – Board: (Per Members’ Rights Committee): Application Process... ..................................................................................................Page 24
PROPOSAL 13 – Board: Reduced Dues and Benefits ....................................Page 27
PROPOSAL 14 – Board: Regional Conference Organizations (RCO) RPT Exams ........................................................................................................Page 29
PROPOSAL 15 – Board: Regional Conference Organizations (RCO) Financial Reports ........................................................................................................Page 31
PROPOSAL 16 – Board: Regional Conference Organizations (RCO) Scheduling ........................................................................................................Page 32
PROPOSAL 1 – Bylaws Committee: Disciplinary procedures and Code of Ethics

Introduction: This revision eliminates the Disciplinary Code as a free-standing document and distributes its content between a new Article VII in Regulations (titled “Disciplinary Procedure”) and the PTG Code of Ethics. Even though technically all of the text in this added Regulations Article is new, the text of the proposal shows only revised and added text in the customary underlined font and text formerly in the Disciplinary Code that is being removed or revised in strike-through font.

DISCIPLINARY CODE
(Delete in its entirety)

REGULATIONS
ARTICLE II – COMMITTEES
Section B – Standing Committees
8. Ethics Committee for the PTG Internal Code of Ethics – This committee shall consist of five (5) members and two (2) alternates led by a chair and a vice chair. Each year, the position of chair shall be filled by the previous year’s vice chair.
   a. (no changes)
   b. The duties of this committee shall include:
      1) Conducting investigations and, as necessary, serving as a hearing body concerning conduct of individual members who may have violated the PTG Code of Ethics.
      2) Acting as an advisory body, rendering opinions on the ramifications of contemplated actions by individual members in terms of the provisions of the PTG Code of Ethics and the provisions of Regulations, Article VII – Disciplinary Procedure.
      4) 3) Performing all duties and obligations prescribed by Regulations, Article VII - Disciplinary Procedure - in an unbiased, fair, impartial and unprejudiced manner.
      2) 4) Submitting articles to the PTJ on a regular basis to educate the current membership as to the correct use of the PTG name and emblems.
      3) 5) Assisting in the preparation of information for new members to aid them in the proper use of the PTG name, logos and emblems.
      4) 6) Acting as a board of review, with the authority to judge the propriety of specific cases of questionable use of the PTG name and emblems in any such cases as may be brought to them by any PTG member or staff member. A yearly report of any such actions shall be presented to Council, which shall retain final authority.
      6) 7) Formulating Internal Rules and Procedures designed to facilitate the expeditious, fair, discreet, and impartial handling of all complaints or matters brought before it. The Rules and Procedures, and any subsequent deletions, additions or amendments thereto, shall be subject to approval by the Executive Board in legal session, and to annual review and approval of Council.

402
ARTICLE VII – DISCIPLINARY PROCEDURE

Section A – Code of Professional Conduct

As a means to promote the highest quality of professional conduct of its members, the following constitutes the Code of Professional Conduct which is to be adhered to by all members of the Piano Technicians Guild and is agreed to through endorsement of the Membership Pledge.

Every member of the Piano Technicians Guild shall refrain from:

1. Exercising professional conduct adverse to the Mission, Objectives and Principles of the Piano Technicians Guild.
2. Providing any material misrepresentation of education, training, experience or area of expertise.
3. Willful violation of the laws of the Piano Technicians Guild and of the chapter in which membership is held.
5. Being found guilty by a court or jury of competent jurisdiction of a felony or other crime or misdemeanor involving moral turpitude.

Section B – Member Liability

1. Any member of the Piano Technicians Guild who has violated any of the provisions of the Code of Professional Conduct (Section A above) may be liable to restriction on membership in the form of reprimand, suspension or expulsion by action of the Executive Board, as provided in Section E.8 below.
2. Expulsion shall be for a minimum duration of five (5) years. An application for readmission from an individual whose prior membership was ended by expulsion must be reviewed and approved by the Ethics Committee before it can be processed under Bylaws Article II, A and E. If the application is not approved, a re-application shall not be considered for one (1) year.

Section A – Member Conduct and Discipline

1. Criminal Convictions - Since PTG members often work on clients' premises, it is paramount that a relationship of trust exists between clients, potential clients and PTG members. It is, therefore, against the interests of PTG and its members to have among its ranks those convicted of crimes against persons or property that could damage such a relationship of trust or impair diminish the standing of the RPT credential. Clients should be able to feel secure for their persons or property when a PTG member is present on their premises. Conviction of a crime may be grounds for denial of membership. Procedures in Section C (below) shall be used to determine in which cases removal from membership is justified, and to effect such removal.

2. Ethics Violations - Violations of the Piano Technicians Guild Code of Ethics may result in disciplinary action. Disciplinary action shall include the following forms, but shall not be limited to them:
a. Reprimand – a letter of reprimand shall be sent to the member. Copies shall be sent to the President of the member’s chapter and placed in his/her member file at the Home Office.

b. Suspension – Membership rights shall be suspended for a specified period of time not less than 6 (six) months and no more than 2 (two) years, at the end of which period rights shall be automatically restored. A suspended member shall:
   1) Lose rights to all PTG Member Discounts
   2) Be ineligible for all benefits that require “good standing”
   3) Lose the franchise and eligibility to hold PTG or chapter office and the right to serve on committees.
   4) Not count toward chapter strength for Council votes

Suspended members shall retain their Piano Technicians Journal subscriptions, their participation privileges on PTG electronic forums and other media, their right to purchase insurance through the PTG and the right to receive official PTG mailings. They shall be obliged to pay their full PTG and chapter dues. A letter detailing the terms and duration of the suspension shall be sent to the member. Copies shall be sent to the President of the member’s chapter and placed in his/her member file at the Home Office.

c. Expulsion – A member shall be expelled from the PTG for a specified period of time. An application for re-admission from an expelled individual is subject to the provisions of Section G below.

d. The Committee, at its discretion, may recommend a form of discipline of lesser severity than Reprimand.

Disciplinary action for Code of Ethics violations shall be conducted per the procedures in Section B, below.

Section C — Investigative Body
There shall be constituted a standing Ethics Committee the primary function of which will be:

1. To conduct investigations and, as necessary, to serve as a hearing body concerning conduct of individual members which may constitute a violation of the provisions of the Disciplinary Code Section A.

2. To act as an advisory body, rendering opinions on the ramifications of contemplated actions by individual members in terms of the provisions of the Disciplinary Code, Sections A and B and the Piano Technicians Guild Code of Ethics.

3. To formulate Internal Rules and Procedures designed to facilitate the expeditious, fair, discreet, and impartial handling of all complaints or matters brought before it. The Rules and Procedures, and any subsequent deletions, additions, or amendments thereto, shall be subject to the approval by the Executive Board in legal session, and to annual review and approval in the Annual Meeting of Council.

Section B — Disciplinary Procedures for Ethics Violations
1. A member, group of members or chapter of the Piano Technicians Guild may submit a formal written complaint of professional misconduct to the Chairman of the Members’ Rights Committee, and to the accused.

2. The Committee shall determine if the complaint is valid according to Bylaws, Regulations & Codes or other official documents of the PTG.
   a. If not, the complaint is deemed invalid, it should shall be returned to the accuser(s) with a letter of explanation from the Committee and no further action is required.
   b. If the complaint is deemed valid, the Chair of the Members’ Rights Committee shall contact the accuser(s) and the accused within ten (10) days of receipt of complaint to determine if the complaint can be interpreted as an issue of treated as a dispute that may be resolved by negotiation. If the accused and accuser(s) agree to negotiate in good faith within fourteen (14) days of being contacted by the Chair, the accuser(s) shall suspend the formal written complaint.

3. If a resolution is not reached within twenty-one (21) days of agreement to negotiate, either the Committee or the negotiating parties may agree to extend negotiations an additional twenty-one (21) days, or negotiations may be discontinued by the Committee or either of the parties. If negotiations are discontinued, or if no resolution has been achieved after an extension, the formal complaint shall be reinstated.

4. If the accused and accuser(s) are unable to agree to negotiate in good faith, or negotiations have failed, the formal complaint, along with a report and recommendations if any, shall promptly be transmitted to the Chair of the Ethics Committee within twenty-one (21) days of the complaint being reinstated.

5. If the accused and accuser(s) refuse resolution of the initial complaint though negotiation, the Committee shall forward the formal complaint along with a report and recommendations, if any, to the Chair of the Ethics Committee within twenty-one (21) days of the receipt of the complaint.

Section E—Ethics Committee and Executive Board Procedures

The following procedures shall apply to any written complaint of professional misconduct against a member of the Piano Technicians Guild.

6. The Ethics Committee shall determine whether the complaint falls within its jurisdiction and whether there is probable cause to believe that the complaint may be well founded valid.

7. If the Ethics Committee, in its preliminary determination, finds that it does not have jurisdiction or that there is a lack of probable cause to believe that the complaint may be well founded valid, it shall dismiss the complaint. It shall issue a report of such determination to the Executive Board, setting forth the basic facts but omitting the names of the parties, and stating the reasons for its decision to dismiss. Notice of such determination shall be sent to the accuser(s) and to the accused.

8. If the Ethics Committee finds that it has jurisdiction and that there is probable cause to believe that the complaint may be well founded valid, it shall give notice of the filing of a complaint to notify the accuser(s) and the accused, and, in accordance with the Rules and Procedures of the Ethics Committee assemble written data from both the accused and accuser(s) which will permit the Ethics Committee in order to determine whether the complaint requires a hearing.
4. The Ethics Committee may appoint one of its own members or a member of the Piano Technicians Guild (PTG) who is not a member of the Committee to investigate the complaint and present the charge(s) on behalf of the Piano Technicians Guild (PTG) to the Committee. A Committee member or alternate chosen to investigate a complaint and present the charges to the Committee shall not sit in deliberation on such complaint. Any persons involved with conducting or managing an investigation shall not have previous specific personal history with the member charged. The defendant shall have the right to request a substitution for just cause.

5. If, as a result of an investigation, the Ethics Committee decides to dismiss the charge(s) without a formal hearing, it may do so. It shall notify the accused and the accuser(s) of its decision and shall issue a report to the Executive Board setting forth the basic facts but omitting the names of the parties and stating the reason(s) for its decision.

6. If the Ethics Committee decides to formally hear the charge(s), it shall give both the accused and the accuser(s) a reasonable opportunity to be heard and to confront each other. The Committee shall schedule a hearing and notify all parties involved in a timely manner. Upon notification of a hearing, all voting rights of the accused shall be suspended (except as relate to the disciplinary process), and the accused member's chapter shall have the right to determine if the accused may attend chapter functions, pending disposition of the case.

7. The Ethics Committee shall hold the hearing to make a decision either to dismiss the charge(s), or issue a recommendation to reprimand, suspend, or expel. The hearing shall be conducted via a conference call or video conference, unless all parties agree to a different format. The decision shall be announced at the hearing, and written notice of the decision shall be mailed to the accused and to the accuser(s). The Ethics Committee shall then make a report to the Executive Board on its decision including reasons and any recommendations, if needed, for further action. Any persons involved with conducting or managing a hearing shall not have previous specific personal history with the accused. The accused shall have the right to request the substitution of a member with an alternate for just cause.

8. Within three (3) weeks of receipt by the Executive Board of an Ethics Committee recommendation and report from the hearing, the Executive Board, upon a vote of two-thirds (2/3) of the members present and voting shall make a decision either to concur with the recommendation of the Ethics Committee, make a decision to reduce the restriction on membership or dismiss the charge(s). The Executive Board shall then notify the accused, the accuser(s), and the Ethics Committee Chair of its decision within ten (10) days. No member of the Executive Board, who is the subject of a pending accusation under the provisions of this Code, shall sit in deliberation on any matter concerning professional misconduct.

14. Notifications of all disciplinary actions shall be sent to the President of the member's chapter, and to the Home Office. In the event that the chapter President is the person being disciplined, the Vice-President or the highest ranking chapter officer not under discipline shall be notified instead of the President.

Section F—Appeal Procedures
The following is the form by which an appeal is conducted:

1. The accused has the right to appeal from the action of the Executive Board to the membership of the Piano Technicians Guild. In effecting an appeal, The appellant must file a brief written notice of the appeal, together with any written statement he or she may wish to submit in his behalf, with the Secretary Treasurer not less than seventy (70) days prior to the next Annual Meeting of Council. The Secretary Treasurer shall immediately advise each member of the Executive Board of the appeal and shall forward to each a copy of the supporting papers submitted by the appellant.

2. The Executive Board shall then prepare a written statement of the reasons for its actions and file the same with the Secretary Treasurer not less than forty (40) days prior to the next Annual Meeting of the Council Delegates.

3. Within twenty (20) days thereafter, the Secretary Treasurer shall mail to each voting delegate to Council a copy of the appellant’s notice of appeal and his/her supporting statement, and a copy of the Executive Board’s statement.

4. A vote of two-thirds (2/3) of the delegates present and voting at the Annual Meeting of Council shall be required to overrule the action of the Executive Board in regard to reprimand, suspension or expulsion of a member. In overruling the action of the Executive Board, Council may choose to reduce the restriction on membership or dismiss the charges. The accused member’s chapter delegate may not vote on such questions.

Section C – Procedure for Persons Members Convicted of Criminal Offenses

1. Any PTG member who has knowledge of another PTG member’s conviction of crimes against persons or property may report such conviction to the Members’ Rights Committee.

2. The Members’ Rights Committee shall investigate the facts of this reported conviction, and – if found to be true – determine whether the crime meets the standards of Section A, Paragraph 2 (above) for expulsion.

   a. If the Committee finds that the report is factually untrue or that the reported crime does not meet the standard in Section A, Paragraph 2 (above), it may dismiss the complaint, or treat it as an Ethics violation per Section B, above. The Committee shall notify both the reporting party and the subject of its action.

   b. If the Committee finds that the report is factually true and the crime meets the standard of Section C, it shall immediately report its finding to a member of the PTG Executive Committee.

3. If the Members’ Rights Committee determines that the crime meets the appropriate standard, and finds the report to be factually true, a member of the PTG Executive Committee shall contact the convicted PTG member as soon as possible, and attempt to negotiate the member’s voluntary resignation from the PTG. If the negotiation results in such a voluntary resignation, the Executive Committee shall notify the Members’ Rights Committee Chair, who shall send a report containing the facts of the case and the outcome to the Ethics Committee.

4. If negotiations fail, the Executive Committee shall immediately inform the Members’ Rights Committee Chair. The Members’ Rights Committee shall report its findings to the Ethics Committee, with a recommendation for expedited action within seven (7) days of the Executive Committee’s notification.
6. The Ethics Committee shall contact the convicted PTG member within seven (7) days of receiving the Members’ Rights Committee report, and set up a hearing date no later than twenty-one (21) days from the date of initial contact. The hearing shall deal solely with the issue of whether or not the conviction merits expulsion from the PTG. The hearing format shall be conference call or video conference. The decision shall be announced at the hearing, and written notice of the decision shall be mailed to the convicted member and to the reporting party. Any persons involved with conducting or managing a hearing shall not have previous personal history with the convicted member. The convicted member shall have the right to request the substitution of a member with an alternate for just cause.

7. Any failure by the convicted member to respond to contacts from the Ethics Committee, to schedule a hearing or to participate in a hearing already scheduled shall be deemed as a plea of “No Contest.” In such a case the Ethics Committee shall make a determination without participation by the convicted member in the hearing.

8. The Ethics Committee shall make a report to the Executive Board on its determination including reasons and any recommendations, if needed, for further action.

9. Within seven (7) days of receipt by the Executive Board of an Ethics Committee recommendation and report from the hearing, the Executive Board, upon a vote of two-thirds (2/3) of the members present and voting shall make a decision either to concur with the recommendation of the Ethics Committee to expel the convicted member or not. The Executive Board shall then notify the convicted member, the reporting party and the Ethics Committee Chair of its decision within ten (10) days.

a. No member of the Executive Board, who is the subject of a pending accusation under the provisions of this Code, or the Executive Committee member who initially negotiated with the convicted member shall participate in these deliberations.

b. Member(s) of the Executive Committee who previously negotiated with the expelled member may not vote or participate in deliberations on such appeals.

10. Expulsion shall be for a minimum of five (5) years. Both in case of voluntary resignation (per paragraph 3 above) or expulsion (per paragraph 9) an application for re-admission from a convicted member is subject to the provisions of Section G, below.

Section D – Complaints Against Elected Officers
A formal written complaint against an elected officer, an elected committee member, or an elected committee chair for misconduct in performance of official duties shall be delivered to the Chairman of the Members’ Rights Committee and to the accused.

1. An elected officer, an elected committee member, or an elected committee chair may be removed for cause, which shall include willful negligence in performance of duties, and failure to disclose necessary information in business matters. Due process shall be according to Disciplinary Code Regulations Article VII, Sections D and E, B. except that basis of formal complaint shall be Section G.1, and liability Discipline shall be limited to removal from office., and Section G.3 shall apply.

2. If the Ethics Committee after a hearing recommends that an elected officer, committee member, or committee chair be removed for cause, and the Executive Board concurs with the Ethics Committee by a two-thirds (2/3) vote, the accused officer, committee
member or committee chair shall be suspended from his/her official duties pending an appeal.

Section E - Appeal Procedures

The following is the form by which an appeal is conducted:

1. The accused and accuser(s) have the right to appeal from the action of the Executive Board to the membership of the Piano Technicians Guild PTG. In effecting an appeal, the appellant must file a brief written notice of the appeal, together with any written statement he or she may wish to submit in his behalf, with the Secretary-Treasurer not less than seventy (70) days prior to the next annual Meeting of Council. The Secretary-Treasurer shall immediately advise each member of the Executive Board of the appeal and shall forward to each a copy of the supporting papers submitted by the appellant.

2. The Executive Board shall then prepare a written statement of the reasons for its actions and file the same with the Secretary-Treasurer not less than forty (40) days prior to the next annual Meeting of the Council Delegates.

3. Within twenty (20) days thereafter, the Secretary-Treasurer shall mail to each voting delegate to Council a copy of the appellant’s notice of appeal and his/her supporting statement, and a copy of the Executive Board’s statement.

4. A vote of two-thirds (2/3) of the delegates present and voting at the Annual Meeting of Council shall be required to overrule the action of the Executive Board in regard to reprimand, suspension or expulsion of a member. In overruling the action of the Executive Board in favor of the accused, Council may choose to reduce the restriction on membership or dismiss the charges. In overruling the action of the Executive Board in favor of the accused, Council may only reinstate the overruled finding of the Ethics Committee. The accused member’s Both the accused and the accusers’ chapter delegates may not vote on such questions.

5. Enforcement of Reprimand and Suspension shall be stayed pending appeal. Expulsion shall be enforced during appeal. If appeal results in action by Council favorable to the expelled member that calls for reinstatement, it shall be retroactive to the date of expulsion.

Section F - Rights of an Accused Member

1. An accused member has the right:
   a. to prompt written notice of complaint.
   b. to full confidentiality expect that with knowledge of complaint or any investigation thereof shall be restricted to those who have designated authority to have such knowledge involved in the proceedings.
   c. to reasonable notice of a hearing and a reasonable opportunity to attend participate.
   d. to the opportunity to confront and cross-examine the accusing member and to refute all complaints and allegations.
   e. to due process and a fair hearing before an unbiased panel.

2. If the accused offers to resign membership in PTG at any point during Members’ Rights Procedures (Section C), no action shall be taken until either case is resolved by the Members’ Rights Committee, or the case is referred to the Ethics Committee. If the case is resolved by the Members’ Rights Committee, the accused may resign subject to Bylaws, Article II, H. If a case referred from the MRC Members’ Rights
Committee to the Ethics Committee is accompanied by an offer to resign from the accused, or if the accused offers to resign while the case is in the Ethics Committee, the Ethics Committee shall decide within two (2) weeks upon receipt of such offer if it is in the best interests of PTG to accept it. The Chair shall notify the accused, the accuser(s), and the PTG Executive Board within ten (10) days of the Committee’s decision. If the accused offers to resign while the case is in the Executive Board, the Executive Board shall decide within two (2) weeks upon receipt of the resignation offer if it is in the best interests of PTG to accept such resignation. The Executive Board shall notify the accused, the accuser(s), and the Chair of the Ethics Committee within ten (10) days of its decision. If either the Ethics Committee or the Executive Board accepts the resignation, the accused may resign, subject to Bylaws, Article II, I. the resignation shall be processed, the circumstances of the resignation shall be noted in the member’s file and the case shall become inactive. In the event the member reapsplies for PTG membership, the membership application shall be subject to Ethics Committee Approval per the provisions of Regulations VII-G. below, and if the application is approved, the case may be reactivated.

Section G – Readmission of Expelled Members or Members Who Resigned During Disciplinary Process
1. An application for re-admission from an individual previously expelled from PTG or who previously resigned from PTG under threat of disciplinary action must be reviewed and approved by the Ethics Committee before it can be processed under Bylaws Article II, A and E. If the application is not approved, a re-application shall not be considered for one (1) year.
2. The PTG Home Office shall keep detailed records of all expulsions and discipline-related resignations, and shall provide these records to the Ethics Committee for such readmission reviews.

PTG CODE OF ETHICS
In order to promote the highest standards of professional conduct of Piano Technicians Guild members, and to foster a relationship of trust between PTG members and their clients, this Code of Ethics constitutes the standards for which each member will be held accountable, and to which each member agrees upon joining PTG.
1. I will act honorably and in a professional manner.
2. I will uphold the principles of honesty and integrity for which the Piano Technicians Guild stands.
3. I will represent my education, training, experience and area of expertise honestly and accurately.
4. I will uphold the Mission, Objectives and Principles of the Piano Technicians Guild.
5. I will render the best possible service, under the circumstances, always keeping the best interests of my client in mind.
6. I will strive to upgrade my professional skills and I will encourage and help others to do the same.
7. I will use the name and trademarks of the Piano Technicians Guild properly and will encourage others to do the same.
8. I will promote, in any way I can, good will towards my profession and towards the music industry.
7.9. I will engage only in business practices that are in accord with the antitrust guidelines as set forth by the Piano Technicians Guild.

**Bylaws Committee Comments:** The “Disciplinary Code” has been eliminated as a free-standing document and its content distributed between appropriate Articles of Regulations. Duties of the Ethics Committee have been moved to Regulations Article II, which deals with committee charges and already contains the bulk of this committee’s duties. This eliminates redundancy and puts all duties of the committee in one place. The former “Code of Professional Ethics” has been combined with the PTG Code of Ethics for ease of reference, and to remove redundancy. In the current item # 8 (originally #6) the phrase “in any way I can” that may be misinterpreted by the overly literal-minded as an impossible mandate has been removed (this has been suggested by the PTG Executive Board). Other unnecessary and redundant text has been removed throughout.

The disciplinary procedure has been thoroughly revised and reorganized as Article VII of Regulations. Definitions of “Reprimand” and “Suspension” (missing in the former Disciplinary Code) have been supplied. A separate procedure for dealing with members convicted of criminal offenses has been provided, mandating a negotiated resignation as the primary instrument to remove the danger of PTG liability for such a member’s possible future criminal acts in a client’s home. This is based on the reported success of such resolutions in the past. An accelerated expulsion process, with safeguards against “stalling” by the accused member is provided as a backup, in case negotiations fail.

This proposal also allows the unimpeded resignation of members who are in the midst of a disciplinary process. It is apparent that neither the Ethics Committee nor any organ of the PTG can force an accused member to cooperate in disciplinary proceedings if such a member no longer wishes to belong to the organization – so any attempt to impede such a resignation is most likely to be a waste of committee time and effort. Instead, conditions are imposed on any future reapplication of such a member to the PTG. **Recommend adoption.**

**Board Comments:** Board recommends adoption and agrees with the reasons provided by the Bylaws Committee.
PROPOSAL 2 – Bylaws Committee: Required by need for proper authorization of membership denial in bylaws and by possible adoption of Proposal 1

BYLAWS
ARTICLE II – MEMBERSHIP
Section A – Membership Definition
Membership in the Piano Technicians Guild is open to all individuals eighteen (18) years of age or over with a professional or avocational interest in piano technology, except as provided in the Disciplinary Code, B.2. Regulations, Article III.A.3 and Article VII.G. Only individuals may become members.

Bylaws Committee Comments: This revision is necessitated by the Disciplinary Code realignment, to update the reference to the new location of the text. It also adds a reference to Regulations III.A.3, to authorize membership application denials. The language that allows denial of admission to the PTG is currently being originated in the Regulations, without any authorization in the Bylaws. **Recommend adoption.**

Board Comments: **Recommend adoption.**
PROPOSAL 3 - Bylaws Committee: Alignment of texts dealing with denial of membership to formerly expelled members.

REGULATIONS
ARTICLE III – MEMBERSHIP
Section A – Application
3. Criteria for denying PTG new member applications shall include:
   (a. through f. – remain unchanged.)
   g. Previous expulsion or resignation from PTG for disciplinary reasons, per Regulations Article VII.G.

Bylaws Committee Comments: The word "new" in paragraph 3 may be misleading, by implying that these criteria may not apply to former members reapplying for membership. Sub-paragraph is being added to remove a contradiction between this paragraph which does not allow denial of membership to previously expelled members - since this text excludes anything not mentioned in it and the Disciplinary Procedure, which allows such denial of membership. Recommend adoption.

Board Comments: Recommend adoption.
PROPOSAL 4 - Bylaws Committee: Revised procedure for submission of bylaws amendments

BYLAWS
ARTICLE XVI - AMENDMENTS
Section A - Amendments to the Bylaws
1. No changes
2. No changes
   a. Proposed amendments must be submitted in writing, with supporting arguments, to the chair of the Bylaws Committee. Final text of proposals from chapters and PTG committees must be submitted no later than November 30. Chapter and Committee proposals requiring Bylaws Committee assistance must be submitted no later than October 31. Proposals from the Executive Board must be submitted no later than fifteen (15) days following the close of the mid-year board meeting.

Bylaws Committee Comments: Every year the Bylaws Committee receives at least one – if not several – chapter or committee proposals at the last possible moment that require major work to accomplish what they intend. Poor syntax, unfortunate choice of words, or inappropriate structure, results in unintended consequences, ambiguities, needless complications or extraneous verbiage in our bylaws. After the November 30th deadline, the committee is required to form an opinion about the proposals submitted to it and to make recommendations as to whether or not they should be adopted in a report to the Board. This cannot be done properly unless the text that is being judged is the final text and will not change. Fixing substandard texts requires much deliberation and discussion – which is why a deadline allowing a month for this process is being proposed to accommodate chapters and committees that require such assistance. Recommend adoption.

Board Comments: Recommend adoption.
PROPOSAL 5 – Examinations and Test Standards Committee: Revision of committee structure.

REGULATIONS
ARTICLE II – COMMITTEES
Section B – Standing Committees
9. Examinations and Test Standards Committee (ETSC)
   a. The ETSC shall consist of at least one (1) Certified Tuning Examiner (CTE) and
      one (1) Certified Technical Examiner (TEC) from each region and other advisors
      and administrators as needed. ETSC shall be administered by a policy board
      consisting of certified examiners appointed by the PTG President. Policy board
      members directly responsible for specific exams must be certified to administer
      those exams.
   b. The committee chair shall be assisted by three sub-chairs, each responsible for
      supervising the written, technical or tuning exam. Chair and sub-chairs must be
      certified examiners. Tuning and technical sub-chairs must be certified to
      administer the exam under their supervision. Specific duties of sub-chairs shall
      be detailed in the Exam Policy Manual.

ETSC Comments: The Examinations and Test Standards Committee wishes to revert to
the structure under which it operated before 2008, with the addition of a sub-chair to be in
charge of the written exams. The Policy Board structure which has been in place since
2008 has blurred lines of authority and responsibility within the committee, and has
interfered with communications within the committee – as the rank-and-file committee
members have been isolated from the committee’s leadership and removed from the policy
loop. As a result, the flow of information within the committee has been negatively
impacted, as also has been the grooming of future committee leaders as well as committee
leadership access to the collective memory of veteran committee members.

Bylaws Committee Comments: The judgment of the ETSC as to how the committee best
functions should be respected. Its leadership attempted to operate under the Policy Board
model and found it problematic. Recommend adoption.

Board Comments: Board concurs with Bylaws Committee and recommends adoption.
PROPOSAL 6 – Examinations and Test Standards Committee: Revised order of sections of the tuning exam

REGULATIONS
ARTICLE V – THE REGISTERED PIANO TECHNICIAN (RPT) EXAMS
Section A – Requirements for Passing the RPT Exams
4. To pass the RPT tuning exam, the candidate must score at least eighty percent (80%) in each section of the exam’s two parts: part 1 with pitch, temperament, and mid-range sections and part 2 with bass, treble, high-treble, stability, and unisons, and stability sections.
   a. Text remains the same
   b. Following evaluation of part 1 scores, candidates may then proceed to part 2, tuning the rest of the piano by any aural or electronic method (except that all candidates must tune unisons aurally) and receiving scores in bass, treble, high-treble, stability, and unisons, and stability sections.
   c. Text remains the same

ETSC Comments: This change is to keep the language in alignment with the proposed change to the tuning exam where stability is now to be scored after unisons, where previously it was scored in advance of the unisons section.

Bylaws Committee Comments: This revision reflects a change in exam procedures that is meant to fix a widely reported flaw in the exam. Recommend adoption.

Board Comments: Recommend adoption.
PROPOSAL 7 — Examinations and Test Standards Committee – Introduction of New Exam Versions (clarification of procedure)

BYLAWS
ARTICLE III – EXAMINATIONS AND PROFESSIONAL CREDENTIALS
5. Exams shall be the current PTG-sanctioned versions and may be given at any examination site provided proper procedures are used and requirements for equipment and qualifications of examiners are met. Such procedures and requirements shall be stated in the Regulations and treated in detail in the official Exam Policy Manual and the Examination Manuals.

REGULATIONS
ARTICLE V - THE REGISTERED PIANO TECHNICIAN (RPT) EXAMS
Section E - Administrative Requirements
1. In administering exams, all the requirements and procedures outlined in the Bylaws, Regulations, Exam Policy Manual and in the Council approved Examination Manuals or booklets shall be followed in every case so that all tests will be given as fairly as possible and the results will be comparable among all exam sites (see H-2, below).

Section H – Miscellaneous
1. No change
2. Revised tuning and technical exams shall become effective and deemed “current” upon publication of the manuals or manual updates by the Home Office and their distribution to Certified Examiners. Effective date for the written exam shall be the date exam booklets are published by the Home Office. Effective dates shall be approved by Council at the session immediately following introduction of a new exam version, and shall be inserted into this Section of Regulations. Every exam manual and booklet shall bear its effective date on the title page.

23. The effective dates of the current versions of the RPT Exams are: written exam version date: 1/1/08; technical exam version date: 6/1/05; tuning exam version date: 1/1/98 7/1/14.

ETSC Comments: The language in current E-1 is misleading, in that it implies that prior Council approval of exams is required for introduction of revised exam versions. The intent of the language is to mandate that the exams be the officially sanctioned PTG exams – and not any other exam. The intent was not to mandate prior Council approval for revised exams. Therefore, clearer language to that effect is proposed for the exam by-laws, Article III – which already mandates that exams be “current”. The ETSC is a Board Committee, its manuals and exam booklets are committee product and as such their contents are not subject to Council Approval – only approval by the Board. Council has always approved the exam version date – for the purpose of establishing an official record of the current exam version dates. These dates are required for determining deadlines for completing the exam process by RPT candidates, and do not become relevant until four years after the introduction of the new exam version. Therefore, requiring prior Council approval for new exam version serves no discernible purpose and unnecessarily postpones introduction of needed exam improvements. Paragraph 2 now contains language that codifies the
procedure that has been used for introducing revised exams ever since the standardized tuning and technical exams have been in use. Paragraph 3 (formerly paragraph 2) changes the effective date of the tuning exam to the current version.

Bylaws Committee Comments: This proposal clarifies language that has been a source of confusion for a long time. Past PTG presidents and ETSC chairs have confirmed that the above procedure for introducing new exams is, in fact, the correct interpretation of the language. An examination of the dates on which past versions of exams have been introduced shows that they were not contingent on prior Council approval – since these dates rarely immediately follow Council sessions. For example, the 1998 tuning exam version was introduced in January, as was the current written exam version. Council session records show that approval was given after their introduction. The reason for this is given in the ETSC comments above. **Recommend adoption.**

Board Comments: Board disagrees that this language clarifies the confusion because it puts exams in use prior to Council approval of the exam dates. By simplifying the language, and removing dates from Regulations, it becomes clearer which exams are current at any given time. Also, by taking the exam version dates out of Regulations there doesn’t need to be constant revision of Regulations in order to stay current, i.e. no Council approval. **Board recommends adoption with the following changes:**

REGULATIONS
ARTICLE V - THE REGISTERED PIANO TECHNICIAN (RPT) EXAMS
Section E - Administrative Requirements
2. 1. Revised tuning and technical exams shall become effective and deemed “current” upon Board approval, publication of the manuals or manual updates by the Home Office and their distribution to Certified Examiners. Effective date for the written exam shall be the date exam booklets are published by the Home Office. Effective dates shall be approved by Council at the session immediately following introduction of a new exam version, and shall be inserted into this Section of Regulations. Every exam manual and booklet shall bear its effective date on the title page.

4. 2. In administering exams, all the requirements and procedures outlined in the Bylaws, Regulations, Exam Policy Manual and in the Examination Manuals or booklets shall be followed in every case so that all tests will be given as fairly as possible and the results will be comparable among all exam sites. (See H-2, below)

Section H. – Miscellaneous
1. No change
2. Moved to E.1 above

2 3. The effective dates of the current versions of the RPT Exams are: written exam version date: 1/1/08; technical exam version date: 6/1/05; tuning exam version date: 7/1/14.

Delete #3 in its entirety.

Bylaws Committee Response to Board: The Bylaws Committee does not object to removing the exam dates from Regulations, as long as some other easily accessible public record of current exam dates is provided for the membership’s reference. Associates
planning their exam dates and chapter members or officers advising them need easy access to this information, since exam process completion ‘deadlines’ are contingent upon them. Also, this is especially important with regard to the written exam, as all RPTs are able to administer it, and there are always lots of obsolete exam versions in various hands that may be mistakenly administered if the current version dates cannot easily be ascertained by all RPTs who volunteer to administer written exams. Therefore we suggest a mandate that the dates be posted and published regularly on the PTG website and in PTG publications.

In addition, we have no objection to language mandating Board approval as one condition for adoption of a revised exam, but we do object to the elimination of language mandating the actual physical distribution of exam materials as an added condition of exam version change. Since there is a time lag between Board approval and actual distribution which could be of several weeks’ duration, a period of exam limbo is created whereby the old version is no longer valid – since a new version is now in effect – and the new version cannot be administered, since the materials have not been distributed. Thus, previously scheduled exams would have to be cancelled and exams actually administered during this period would technically be invalid. Requiring both conditions – Board approval and distribution of materials – for adoption eliminates this limbo period, as the old version would remain valid until distribution of materials takes place.

Bylaws Committee recommends adoption as follows:

REGULATIONS
ARTICLE V - THE REGISTERED PIANO TECHNICIAN (RPT) EXAMS
Section E - Administrative Requirements
2. Revised tuning and technical exams shall become effective and deemed “current” upon Board approval and distribution of revised exam manuals or manual updates to Certified Examiners or Board approval and publication of revised written exam booklets by the Home Office. Every exam manual and booklet shall bear its effective date on the title page. Current exam dates shall be posted in the Members’ Section of the PTG website and published in the Piano Technicians Guild Journal and in PTG newsletters.
4. In administering exams, all the requirements and procedures outlined in the Bylaws, Regulations, Exam Policy Manual and in the Council approved current Examination Manuals or booklets shall be followed in every case so that all tests will be given as fairly as possible and the results will be comparable among all exam sites (see H-2. Below).

Section H. – Miscellaneous
4. No change in text – but paragraph number is no longer necessary, as there are no subsequent paragraphs.
2. The effective dates of the current versions of the RPT Exams are: written exam version date: 1/1/08; technical exam version date: 6/1/05; tuning exam version date: 1/1/98.
PROPOSAL 8 – Examinations and Test Standards Committee – Clarification of examination manual approval language

REGULATIONS
ARTICLE V – THE REGISTERED PIANO TECHNICIAN (RPT) EXAMS
Section E – Administrative Requirements
1. In administering exams, all requirements and procedures outlined in the Bylaws, Regulations, Exam Policy Manual and in the Council-approved Examination manuals, booklets, and updates shall be followed in every case so that all tests will be given as fairly as possible and the results will be comparable among all exam sites. In exceptional circumstances for which no specific instructions are found in Policy/Exam Manuals, the examiner-in-charge may use his or her discretion to devise a course of action in keeping with the intent of manual instructions if the exam could not otherwise be continued. Such occurrences shall be reported to the ETSC chair or appropriate sub-chair as soon as possible after the conclusion of the exam.

ETSC Comments:
Council approved manuals: This proposal goes hand in hand with the exam version date proposal as the ETSC is a Board Committee, its manual and exam booklets are committee product and as such their contents are not subject to Council Approval – only approval by the Board upon recommendation by the ETSC.

Examiner discretion for exceptional circumstances: There has been discussion amongst the Policy Board regarding situations that are not specifically detailed in the Examiner or Exam Policy manuals. There have been two schools of thought:
1) A situation arises that is not specifically covered by a manual and an examiner in charge is NOT to be given any discretion in allowing a change to rectify the situation.
2) An examiner in charge faced with this same situation is given discretion to make adjustments not specifically prevented or called for in the manuals.

The ETSC feels that an Examiner in Charge should have the discretion to allow for an exceptional situation not specifically prevented or stated in policy. We thoroughly train our examiners to “think on their feet” to deal with these exact issues and most examiners have contacted the ETSC immediately following these exams to seek guidance on the issue and outcome. The ETSC wishes to have specific language allowing for this necessary examiner discretion.

Bylaws Committee Comments: This is a very reasonable suggestion by the ETSC. Sufficient safeguards appear to be provided to prevent examiners from altering the exam at will to suit their own convenience or opinion, while allowing for contingencies which would otherwise result in a cancellation of the exam. That would be an extreme inconvenience for examinees as well as an unfortunate waste of volunteer examiners’ time. **Recommend adoption.**

Board Comments: **Recommend adoption.**
PROPOSAL 9 – Madison Chapter: Elimination of Executive Committee

BYLAWS
ARTICLE IX - EXECUTIVE BOARD
Section A - Composition
The Executive Board of the Piano Technicians Guild shall be composed of all elected PTG officers and the Immediate Past President. All board members shall serve for periods coinciding with their terms of office, with the exception of the Immediate Past President who shall serve for one (1) year. The Executive Committee shall be composed of the President, Vice President, and Secretary-Treasurer, and shall act for the Board between Executive Board meetings.

Madison Chapter Comments: Inasmuch as Article 1 Section B -Principles clearly states in Paragraph 1: “In support of this mission statement, the Piano Technicians Guild, its subordinate bodies and/or its members shall: 1. Be Democratic in its government and all its functions” -recent activities of this “Executive Committee”, e.g. in establishing and funding (in excess of $150,000.00) without seeking Council debate or approval for the “GAR 37” program, have exposed a vulnerability in our bylaws. Moreover, current technological advancements (i.e. Web-based conferencing) obviate a need for any Body other than a fully elected Executive Council to allocate and disburse PTG resources for any purpose.

Web-based meeting software can be purchased by the Home Office which can now allow up to several hundred members to attend online regular or emergency Executive Board meetings, which can easily be planned with very short notice.
https://en.wikipedia.org/wiki/Web_conferencing

Bylaws Committee Comments: The Madison chapter is in error regarding both the problem in recent events and possible remedies for future recurrences. There is nothing undemocratic in the exercise of authority by a small elected body of officers on behalf of a larger body when that body is not in session. The remedy for preventing the recurrence of the sort of actions to which the Madison Chapter objects is by explicitly circumscribing the authority of the executive Committee – not by eliminating it. This authority is necessary for proper supervision of the Home Office staff, and of committee functions and for conducting relations with persons and organizations outside of the PTG. If the Board had to be convened – even via teleconference or meeting software – to make every decision that is currently made by the Executive Committee – routine conduct of business would become impossible. The Board would quickly delegate its authority to a smaller body – such as the current Executive Committee. Or – even worse - without the current constraints of the bylaws language, it could delegate such authority to a single officer, or to the home Office, resulting in a less – rather than more – democratic governance of the PTG. Considering the logistics of getting ten Board members plus a staff member who are located in four different time zones together for frequent on-line meetings to approve every expenditure and every other decision currently approved by the Executive Committee it should be obvious why abolition of the Executive Committee and its authority would simply cause the Board to delegate this authority to a smaller body or to an individual – and it has the power to do this. To prevent future abuses of Executive Committee authority the proper remedy
would be to devise explicit limitations on its authority in addition to the general language in Bylaws IX-F-1 that limit its powers to supervision of the home Office and routine decisions necessary for administration of PTG affairs. Such language already exists with regard to committee appointment approval, which reserves such action to the full Executive Board. Such limiting language could be devised for other actions that members feel should be reserved exclusively for the full Board or for Council. **Recommend defeat.**

**Board Comments:** Board agrees with Bylaws Committee. **Recommend defeat.**
PROPOSAL 10 – Madison Chapter: Elimination of Executive Committee (Housekeeping)

BYLAWS
ARTICLE IX - EXECUTIVE BOARD
Section F - Executive Committee Authority
Between Executive Board meetings, the Executive Committee shall:
1. be limited to oversight of the Home Office and to those routine decisions necessary for the administration of PTG affairs.
2. advise the Executive Board periodically of its actions for the Board’s concurrence or discussion and decisions.

Madison Chapter Comments: This amendment proposal is a “clean-up” of another clause referring to “Executive Committee” based on two other concurrent amendment proposals which would eliminate any “Executive Committee” reference in our bylaws. If those proposals are passed, this would also need to be eliminated. The rationale is the same:

Bylaws Committee Comments: Please see comments for proposal 9. Rationale is the same. Recommend defeat.

Board Comments: Board agrees with Bylaws Committee. Recommend defeat.
PROPOSAL 11 – Madison Chapter: Change in Emergency Reserve Fund Disbursement Authority

BYLAWS
ARTICLE XIV - FINANCE
Section C - Emergency Reserve Fund
1. A minimum of two percent (2%) of PTG annual income shall be deposited in a separate savings account to be known as the PTG emergency fund. The Executive Board shall have the power to invest, encumber, and disburse the fund and its earnings as it deems necessary and in the best interests of PTG.

2. Control of the emergency fund may be delegated by the Executive Board to an emergency reserve fund committee, composed of the President, Vice President, Secretary-Treasurer who shall be chair, Immediate Past President, and the Executive Director.

Madison Chapter Comments: The “emergency reserve fund committee” very similar to Executive Committee in composition, exposes PTG to vulnerabilities identical to the Executive Committee, which has been identified for elimination in another proposal. The rationale is the same.

Bylaws Committee Comments: The Madison Chapter is mistaken. This committee has nothing to do with the Executive Committee, as its composition is significantly different. In addition, this language only allows the Board to delegate this authority if it so wishes, and only to this group - it does not give this group of functionaries this power without explicit Executive Board approval. If this language is eliminated, the Executive Board will acquire the power to delegate this authority to whomever it wishes - since this limiting language will no longer exist. Recommend defeat.

Board Comments: Board agrees with Bylaws Committee. Recommend defeat.
PROPOSAL 12 – Board per Members’ Rights Committee Request for Action:
Membership Application Process

BYLAWS
ARTICLE II - MEMBERSHIP
Section E – Application for Membership
1. No changes
2. No changes
3. No changes
4. If the yes box has been checked on an application re: the commission of a felony, a full background check on the applicant will be required along with a full review by the Membership Application Review Committee of all the pertinent facts prior to the approval of the application. The cost of this background check will be the burden of the applicant.

Board Comments: The Board agrees with the Members’ Rights Committee in that there’s greater risk of legal ramifications if PTG accepts an application then immediately moves to revoke membership than there is to deny membership at the start. However, we also believe that the wording is not in proper our Bylaws format and therefore ask that the Bylaws Committee review the proposal and word it properly.
Recommend adoption.

Bylaws Committee Comments: technically this is a Board proposal, as it was not submitted to the Bylaws Committee as prescribed in Bylaws XVI. While it is a commendable attempt to correct a problem, its structure, content and placement are fatally flawed.

1. Careful reading of the text shows that this text only mandates an investigation – it does not have anything to say about any action that might be taken as a result of the investigation. There is no language either in this proposal or anywhere else in Bylaws or Regulations that allows denial of membership on the basis of criminal activity or any finding by the Membership Application Review Committee.
2. This language actually belongs in Regulations – not in bylaws – since it is procedural in nature, It belongs in Regulations III-A.
3. The Membership Application Review Committee charges in Regulations II also need to be amended, as currently that committee is charged only with reviewing chapter objections. Committee charges should all be in one place.

Therefore, we recommend scrapping the above text and propose the following:

PROPOSAL 12 – Board per Members’ Rights Committee Request for Action:
Membership Application Process

REGULATIONS
ARTICLE III - MEMBERSHIP
Section A – Application
1. Criteria for denying PTG new member applications shall include:
a. – f. No changes

g. Previous conviction(s) of crimes against persons or property that could damage a relationship of trust between clients, potential clients and PTG members or diminish the standing of the RPT credential. Membership applicants on whose applications the “yes” box has been checked regarding past criminal conviction(s), shall be subject to a full background check by Home Office staff and a full review by the Membership Application Review Committee of all the pertinent facts. The cost of this background check will be borne of the applicant regardless of whether the application is accepted or rejected.

REGULATIONS
ARTICLE II - COMMITTEES
Section B – Standing Committees


f. The Committee shall review chapter objections to membership applications and results of background investigations of applicants with past criminal records and determine whether membership applications shall be approved or rejected. The Committee shall, within 14 days of receiving a chapter objection or results of a background investigation, determine whether it meets the criteria set forth in Regulations, Article III, Section A are met and transmit the determination to the Home Office.

1) With regard to chapter objections there are three possible determinations:

a) .............................................................................................................................................. T
the objection may be upheld and the membership application denied. The Home Office shall notify the chapter and applicant of the decision and the applicant’s right to appeal per subparagraph “g.” below.

b) .............................................................................................................................................. T
the objection may be denied and the membership application accepted. The Home Office shall notify the chapter of the denial and shall complete the new member’s application process. The chapter shall have no right to appeal the determination of the Membership Application Review Committee.

c) .............................................................................................................................................. T
the objection does not meet the criteria for denying an application, but the application constitutes an ethical violation by the applicant. The Home Office shall notify the chapter and the applicant of the decision and process the application as in sub-sub paragraph “2.” above, including collection of dues. After the new member’s application process is completed, the Committee shall transmit notice of ethical violations with all materials and reports to the Members’ Rights Committee for action in accordance with the provisions of PTG’s Disciplinary Code.

2) With regard to criminal background investigation results, the Committee may only determine whether or not the criteria for denial of membership are met. The Home Office shall notify the applicant of the decision, and proceed in accordance to sub-sub-sub-sub paragraphs “a)” and “b)” above
**Bylaws Committee Comments:** This proposal attempts to balance the threat of lawsuits against the PTG by clients who have been damaged by a re-offending member with a criminal past against the threat of an anti-trust investigation of the PTG by the Federal Trade Commission as a result of a complaint by a prospective member whose application had been denied. In this matter we have two apparently contradictory opinions from our attorney. In 2008, when the current language was adopted, his opinion was that it is best to admit the applicant and then subject him/her to the ethics process – since we have no jurisdiction over non-members. This year, his opinion was the opposite – legal jeopardy is less of a threat if we simply reject the application. It is our belief that the later opinion focuses mostly on applicants with a criminal record – where the criteria for denial of membership are the result of a legal process external to the PTG, and the threat of a client’s lawsuit in case of re-offense is real. The 2008 opinion focused on ethics violations – where the standards are set by the PTG, and therefore we cannot subject applicants to these standards prior to acquiring jurisdiction over them by accepting them as members. Besides, in the case of an ethics dispute the threat of a lawsuit against the PTG is virtually nonexistent, whereas the threat of an FTC investigation – which can be triggered merely by a complaint from a rejected applicant – is much more likely. In view of the recent FTC investigation of the MTNA – an organization similar to ours – we cannot dismiss this possibility. Merely responding to an FTC investigation notice bears enormous costs in money, time and effort. This proposal minimizes that threat by focusing only on applicants with a criminal past, where the threat of a lawsuit is much greater than that of an FTC investigation. It also includes language in committee charges that authorizes the required action by the Membership Application Review Committee. **Recommend adoption.**

**Board Comments:** This proposal was sent to Bylaws for further clarification and they were tasked with coming up with a proposal. Since this was after Mid-Year Board meeting the Board has not had an opportunity to review this proposal and make a recommendation. This will be on the Pre-Council Agenda and a formal recommendation will be provided to Council before the vote is taken.
PROPOSAL 13 – Board: Reduced Dues Options and Benefits

REGULATIONS

ARTICLE III - MEMBERSHIP
Section C – Dues Reduction

1. **No changes**

2. **Retention or Disability**
   a. **No changes**
   b. The member may request continued membership in one of the following ways:
      1) Two-thirds (2/3) dues: Following submission of the appropriate form, the member may elect to pay PTG membership dues at two-thirds (2/3) the normal rate and maintain good standing, and the PTJ subscription. This member shall receive all other membership benefits.
      2) **Journal Only**: Following submission of the appropriate form, the member may continue membership by paying an amount equal to the annual PTJ member subscription fee and maintain good standing and the PTG subscription. Other member benefits will be suspended as a result of choosing this option however membership will continue to be recognized.
      3) **No dues**: Following submission of the appropriate form, the member may continue membership and pay no annual PTG membership dues by agreeing to pay a cost equivalent to the annual PTJ member subscription fee or by declining to receive the PTJ and all benefits of membership, however, membership will continue to be recognized.

BYLAWS

ARTICLE II - MEMBERSHIP
Section C - Definitions, Rights and Benefits of Membership Classifications

1. **No changes**

2. **No changes**

3. **No changes**

4. Honorary members shall be those upon whom PTG has conferred such membership because of outstanding service to the profession of piano technology or in the manufacture, design, or promotion of pianos or their use. Honorary membership shall be conferred when:
   a. The Executive Board has unanimously nominated a candidate for honorary membership, and
   b. A majority of chapters, responding to a mail ballot within thirty (30) days, responds in the affirmative.
   c. Honorary members shall be non-franchised, non-voting, members who shall be carried on membership rolls in name only.

**Board Comments**: Revisions to the Bylaws and Regulations in the past few years made the qualifications for all reduced dues options the same. Therefore, members began choosing to pay the lesser amount and retaining all benefits. This proposal aligns dues amounts with benefits. **Recommend adoption**.
Bylaws Committee Comments: The additional subparagraph in Bylaws II.C.4.c regarding honorary members is in part redundant and in part unclear. It is not necessary to restate the non-franchised status of Honorary members here, as that has already been clearly stated in Bylaws B.3.b, where “Honorary” is listed under “non-franchised”, and subsequent paragraph “4” allows limited-franchised status only to Associates. Also, “non-franchised” means that they may not vote, so “non-voting” is doubly redundant. If, however, the Board wishes to deny any or all membership benefits to honorary members, it should state so explicitly, instead of relying on the vague phrase “who shall be carried on membership rolls in name only”. There may be some membership benefits that the PTG or its members could benefit from extending to honorary members, such as participation in PTG on-line forums. This is an area that should also be re-examined in making changes to Regulations III.C.2.b – does the loss of all membership benefits or some membership benefits entail the loss of access to those areas of MyPTG reserved for members only? If yes, what does the PTG gain by this – since allowing such access entails no additional costs? Furthermore, what about voting and franchise rights? By denying “all other rights” or suspending “other rights”, the text is unclear whether voting or office-holding rights of franchised members are denied or suspended. Again, the question arises - what would the PTG gain by denying or suspending such rights? This text creates serious ambiguities in several areas and should be rewritten to deal with these issues. Therefore, the Bylaws Committee recommends defeat.
PROPOSAL 14 – Board: Regional Conference Organizations (RCO) RPT Exams

BYLAWS
ARTICLE XII - REGIONAL CONFERENCE ORGANIZATIONS
Section C – RCO Assemblies
1-5. Remains unchanged
6. As it is the primary purpose of PTG to educate and provide exam opportunities all RCO’s shall include both tuning and technical exam opportunities for attending PTG members.

Board Comments: In consideration of PTG’s Mission & Principles and Article XII – Regional Conference Organizations, it is our belief that all RCOs should provide a minimum of services i.e. tuning and technical exams. We recognize that some RCOs feel that the cost of providing exams is prohibitive but with the income from exams, registration fees and exam grants now available, we no longer believe that argument to be compelling.
Recommend adoption.

Bylaws Committee Comments: Besides financial burdens, RCOs also face logistics and personnel issues in offering exams:

1. Examiners who are able or willing to conduct the sort of high-volume tightly scheduled exams dictated by conference format may be unavailable.
2. Personnel assigned to exams may be of more value as instructors or conference administrators.
3. Exam-ready pianos and suitable technical exam equipment may not be locally available. Preparing local pianos for exams (voicing, master tuning) and locally available jigs and models (which may be in disrepair) can take longer than the conference time-scale allows. Shipping them from outside may be cost-prohibitive.
4. There may be insufficient demand for exams at specific conferences to justify the expenditure of financial and volunteer resources on offering them – even if there are subsidies. For example, at a recent conference 1 complete technical exam and 2 partial retakes were administered – whereas the cost of bringing in and lodging an examiner plus, shipping in the exam equipment could have entailed costs in the thousands.
5. Exam subsidies may be available – but they are not mandated. Future Executive Boards may not be quite as generous as the current Board may wish them to be. Without guarantee of PTG funds, this is essentially an unfunded mandate.
6. There may be insufficient personnel or resources to deal with logistics of offering exams, especially in the smaller RCOs. Some conferences attract attendance of the order of 50-70 participants. In such situations, mandated exams may seriously stress the personnel and resources of the conference, and seriously impact their ability to present quality educational offerings – which, after all is their primary mission.
7. State conferences are also defined as RCOs – but very often their conferences are one or two-day affairs, involving one or few instructors and limited facilities – such as a couple rooms at a school or university. Offering exams at such a conference is an impossible burden.
8. How would such a mandate be enforced? The PTG could refuse to publicize conferences that do not offer exams – but that would be counter-productive, since that could cause some – or even many - conferences to simply cancel. That would not benefit anyone. Better a conference with no exams – rather than no conference.

It is our opinion that the management of each particular conference – and not RCO Boards or the PTG Executive Board – is in the best position to decide whether or not it has the financial, personnel and facilities resources to conduct exams – and whether the expected demand justifies the expenditure of money and effort. The PTG Annual Convention’s time scale, readily available resources and a guaranteed demand for exams takes care of all or most of the above concerns. To many RCO-sponsored conferences some or all of them are of major impact. The PTG has traditionally refrained from imposing burdensome mandates on its subordinate bodies. It should not impose this one, as it could seriously discourage dedicated volunteers from offering their time and talents to organizing and managing regional and state conferences. **Recommend defeat.**
PROPOSAL 15 – Board: Regional Conference Organizations (RCO) Financial Reports

BYLAWS
ARTICLE XII - REGIONAL CONFERENCE ORGANIZATIONS
Section B – Authority
1. No changes
2. RCOs shall have no authority other than that concerning the establishment and funding of their assemblies. PTG has the right to require financial and organizational reports from RCOs.

Board Comments: As a subordinate body of PTG, it should be clear to all RCOs that PTG is within its rights to request information regarding the financial dealings and structure of regional conferences. Recommend adoption.

Bylaws Committee Comments: The Bylaws Committee is puzzled why the Executive Board chooses to assert this right in such an unlimited manner, and with regard only to RCOs. After all, chapters are also subordinate bodies… We do see where there could be situations that require Executive Board intervention, but the language above could lead some future Board to require regular reports from all RCOs at all times – which would be the sort of paperwork burden that could discourage volunteers from having anything to do with RCOs. In addition, the use of the term “PTG” in this context is, in our opinion, inappropriate. The PTG is the sum total of all its components. If the Executive Board wishes to reward the power to require reports from subordinate bodies to some executive or administrative body of the PTG, it should spell out what that body is – and not imply that this body is the PTG, as this language does. We therefore recommend a more limited approach to this issue. We believe that the suggested language below gives the PTG Executive Board sufficient flexibility to request such reports when deemed necessary, while making it clear that this is not a mandate for routine reports. Recommend adoption with the following changes:

BYLAWS
ARTICLE XII - REGIONAL CONFERENCE ORGANIZATIONS
Section B – Authority
1. No changes
2. RCOs shall have no authority other than that concerning the establishment and funding of their assemblies.
3. The PTG Executive Board or the Home Office on its behalf may request financial or organizational reports from RCOs in the following instances:
   a. Application by the RCO for PTG grants or subsidies.
   b. Reports of financial or management irregularities.
   c. Request by region’s members or conference participants.
   d. Other situations that may call for outside monitoring.
PROPOSAL 16 – Board: Regional Conference Organizations (RCO) Scheduling

BYLAWS
ARTICLE XII - REGIONAL CONFERENCE ORGANIZATIONS
Section C – RCO Assemblies

1. No changes
2. No changes
3. Such assemblies’ dates and programs are subject to approval by a member of the Executive Board designated in Executive Board Policies. A regional conference will not assemble in the same year the annual PTG Convention is being held in their region.
4. No changes
5. No changes

Board Comments: While it has been an unwritten agreement that regional conferences not meet the same year as annual conventions are held in their region, this proposal puts the agreement in writing. We feel this is necessary for clarity and consistency. Recommend adoption.

Bylaws Committee Comments: Recommend Adoption.
ELECTIONS

Elections of Officers

A. Election of President
   1. Nominating Committee Report .................................................. 319
   _______________________________
   2. Additional Nominations
      a. _______________________________
      b. _______________________________
   3. Election

B. Election of Vice President
   1. Nominating Committee Report .................................................. 319
   _______________________________
   2. Additional Nominations
      a. _______________________________
      b. _______________________________
   4. Election

C. Election of Secretary - Treasurer
   1. Nominating Committee Report .................................................. 319
   _______________________________
   2. Additional Nominations
      a. _______________________________
      b. _______________________________
   3. Election

Committee Elections

B. Election of Ethics Committee – Scott Jones, Chair (Region 1- Do Not Nominate)
   _______________________________, Vice Chair (Region _)
B. Election of Members’ Rights Committee


C. Election of Nominating Committee


D. Membership Application Review Committee


PTG REGIONAL CAUCUS NOMINATION AND ELECTION RULES

MEMBERS: All members of a region have a right to attend the Caucus of their region. Only accredited delegates, or alternates acting with permission of their delegate, may make nominations or vote in Caucus. All members of the region who are present may take part in debate. Members of other regions and guests may attend by consent of the Caucus. Voting follows the rule of one Delegate, one vote and may not be by chapter strength (see "Voting" below).

QUORUM: A majority (more than half) of the region delegates in attendance at Council shall constitute a quorum for the Caucus. If there is not a quorum after a reasonable attempt to obtain one, the Caucus shall conduct business according to these rules and notify the PTG Secretary-Treasurer of all votes taken without a quorum so they can be ratified by council.

CHAIR: The incumbent Regional Vice President shall preside at the Caucus. If the Regional Vice President is absent, or is a candidate for election, a chair shall be elected by the Caucus.

SECRETARY: A secretary for the Caucus shall be appointed by the chair or elected by vote of the Caucus. The secretary shall complete the official Record Sheet and return all Caucus papers to the PTG Secretary immediately following adjournment.

CAUCUS RULES: At least two copies of the Caucus Rules shall be in the room during the election. The chair shall read the following to the Caucus: "Copies of the Caucus Rules and election forms are available for any member of the region who wishes to read them."

BUSINESS: The nomination and election of a Regional Vice President and nominations for elected committees shall be the purpose of the Caucus and must be acted upon immediately following opening of the Caucus. Motions and debate relevant to the election shall be in order before the ballots are cast.

TELLERS: The chair shall appoint three tellers who are not nominees, naming one as head teller. Tellers may also be elected by vote of the Caucus.

The chair counts and announces the number of eligible voters present. The head teller counts off that number of ballots for each election and returns the remaining ballots to the Regional Caucus Packet provided by the PTG Office.

NOMINATIONS: The chair declares nominations open. Members need not rise to nominate and no second is required. Only a voting member present at Caucus can make nominations.

After each nomination, the chair repeats the name and asks the nominee to stand for recognition.

DISCUSSION: Time must be allowed to enable members to express their views, choices of nominees, and pertinent discussion.

CLOSE NOMINATIONS: The chair shall close nominations, but only after inquiry has shown that members have no further nominations to offer. Nominations may be re-opened at any time before an election by majority vote of the Caucus.

VOTING: The chair declares the polls open and official ballots are distributed by the head teller to voting members. At this time the nominees may be asked to stand so that voters may see them before voting.
Voters are instructed to write one name for RVP on the ballot. If a voter makes an error on a ballot, a new ballot may be issued by the head teller, but only upon receipt of the damaged ballot, which must be torn in half.

Each Delegate present has one vote. A vote by chapter strength may not be called on a ballot vote.

**POLLS CLOSED:** The chair asks the voters to place ballots in the "ballot box" (or other suitable receptacle) and checks that all voters have done so before declaring the polls closed. If necessary, the polls may be re-opened but this must be done prior to the official ballot box being opened to remove the ballots.

**BALLOTS:** Count: Blank and/or illegal ballots are to be counted separately and recorded in the appropriate spaces on the tellers report form. All other ballots are included in the total number of ballots cast.

Illegal Ballots:
- a) Two or more marked ballots folded together
- b) Too many choices marked for one position
- c) Unintelligible marking
- d) Not on the official ballot
- e) Known to be cast by an illegal voter

*Legal Ballot:* A vote on an official ballot, cast by a legal voter, and which clearly indicates the choice of the voter in the election.

*Uncertain Ballots:* Any ballot where the voter's choice is not clear. If the tellers can agree unanimously on the intent of the voter, then the ballot must be counted. If there is no unanimous agreement, the matter must be referred to the parliamentarian and/or PTG Secretary for interpretation. If the ballot could affect the result of the election, the final decision on interpretation shall rest with the Council.

**ELECTION:** A majority vote is required to elect to office. A majority vote is more than half and not "one more than half" of the votes cast. This is of importance when an uneven number of votes have been cast.

After two consecutive years in the same office, the Regional Vice President may only be re-elected by a two-thirds vote.

**TELLERS REPORT:** Tellers must complete a Tellers Report for each election. The head teller reads the report to the Caucus and then hands it to the chair who reads it to the Caucus again and officially declares the result of the election: the name of the candidate who was elected or that there was no election (see below).

At the time the report is first read by the head teller, the nature of any illegal ballots must be read to the Caucus. Any member may question the tellers about the illegal ballots in order to be assured that no errors were made in interpretation of what constitutes an illegal ballot.

**NO ELECTION:** In the event no candidate receives a majority vote (or there is not the required two-thirds vote for a re-election) a second secret ballot shall be conducted (blank ballots are included in the caucus packet). There may be further debate and nominations may be re-opened before each
new election. If there is still no election, re-balloting shall continue until there is an election or it is evident that a deadlock exists.

If there is a deadlock which is not resolved after a maximum of five ballots, the chair shall report to the PTG Secretary-Treasurer and the election for the Regional Vice President shall be by vote of all Council delegates present. Nominations may be re-opened in Council, but only delegates from the region in question may nominate a candidate for that region.

**EDITOR ADVISORY COMMITTEE:** Call for nominations for the PTG Editor Advisory Committee. No more than one name may be reported to the Council as a candidate for this committee. If more than one proposed, use ballots to select only one. [*Note: Members of this committee serve for two years. Nominations to this committee should only be made in odd numbered years – do not nominate annually.*]

**ETHICS COMMITTEE:** Call for nominations for the PTG Ethics Committee. No more than one name may be reported to the Council as a candidate for this committee. If more than one is proposed, use ballots to select only one. [*Note: Do not nominate a candidate for this committee if the new chair is from your region.*]

**MEMBERS' RIGHTS COMMITTEE:** Call for nominations for the PTG Members' Rights Committee. No more than one name may be reported to the Council as a candidate for this committee. If more than one is proposed, use ballots to select only one. [*Note: Nominees must be presented to the Council for election to the committee.*]

**MEMBERSHIP APPLICATION REVIEW COMMITTEE:** Call for nominations for the PTG Membership Application Committee. No more than one name may be reported to the Council as a candidate for this committee. If more than one proposed, use ballots to select only one. [*Note: Nominees must be presented to the Council for election to the committee.*]

**NOMINATING COMMITTEE:** Call for nominations for the PTG Nominating Committee. No more than two names may be reported to the Council as candidates for this committee. If more than two are proposed, use ballots to select only two. [*Note: Nominees shall be presented in person to Council for election to the committee. No committee member shall serve more than two (2) consecutive terms.*]

*NOTE: Every region must submit a candidate for each committee, except as noted above.*

**CAUCUS PAPERS:** The official Regional Caucus Packet prepared by the PTG Office shall be returned by the Caucus Secretary as follows:

1. Large packet marked "Regional Caucus Packet:" Insert all unused ballots and forms, and return to PTG Office staff immediately.

2. Envelope marked "Secretary's Record Sheet:" Insert completed record sheet signed by the Caucus Secretary. Seal envelope and hand to the PTG Secretary immediately.

3. Envelope marked "Ballot Box/Used Materials:" Insert all used voting ballots and tally/record sheets, seal and hand to the PTG Secretary. *Ballots and tally/record sheets are kept in case of a need for examination and shall be destroyed after adjournment of Council business.*
COUNCIL RATIFICATION: At the proper time on the Council agenda, the President shall announce the result of each Caucus election. A majority vote of Council delegates present and voting shall be required for ratification of the elections.

ADMENDMENTS: These rules may be amended by two-thirds vote in Council or by a majority vote if previous notice has been given as required by the Bylaws.
TABLE OF CONTENTS

BYLAWS

ARTICLE I - MISSION AND PRINCIPLES ................................................................. 4
  Section A - Mission ......................................................................................... 4
  Section B - Principles .................................................................................... 4

ARTICLE II - MEMBERSHIP ................................................................................. 4
  Section A - Membership Definition ............................................................... 4
  Section B - Classes of Membership ............................................................... 4
  Section C - Definitions, Rights and Benefits of Membership Classifications .......... 4
  Section D - Member Identification, Logo, and Advertising .............................. 5
  Section E - Application for Membership ....................................................... 5
  Section F - Membership Obligations, Discipline and Good Standing ............... 5
  Section G - PTG Membership Dues ............................................................... 5
  Section H - Dues Year ................................................................................... 6
  Section I - Resignations and Membership Restoration .................................... 6
  Section J - International Members ................................................................. 6

ARTICLE III - EXAMINATIONS AND PROFESSIONAL CREDENTIALS ............. 6

ARTICLE IV - PIANO TECHNICIANS GUILD PUBLICATION OBJECTIVES ........ 6

ARTICLE V - CHAPTERS .................................................................................... 7
  Section A - Purpose ....................................................................................... 7
  Section B - Charter, Name and Chapter Areas ............................................... 7
  Section C - Chapter Members ...................................................................... 7
  Section D - Transfer of Membership ............................................................. 7
  Section E - Chapter Laws ............................................................................. 7
  Section F - Chapter Officers ....................................................................... 8
  Section G - Chapter Meetings ................................................................... 8
  Section H - Chapter Finances .................................................................... 8
  Section I - Chapter Dissolution .................................................................. 8

ARTICLE VI - REGIONS ................................................................................... 8
  Section A - Purpose ....................................................................................... 8
  Section B - Regional Divisions ................................................................... 8
  Section C - Regional Officers ..................................................................... 8

ARTICLE VII - LEGISLATIVE BODY ................................................................. 9
  Section A - Authority ................................................................................. 9
  Section B - Council Meetings and Quorum .................................................. 9
  Section C - Voting ....................................................................................... 9
  Section D - Honors .................................................................................... 9

ARTICLE VIII - OFFICERS, NOMINATION, ELECTION, AND DUTIES ............ 9
  Section A - Elected Officers ....................................................................... 9
  Section B - Qualifications ........................................................................... 9
  Section C - Nominating Committee .............................................................. 9
  Section D - Duties of the Nominating Committee . ..................................... 9
  Section E - Nominations from the Floor ...................................................... 10
  Section F - Election of Officers ................................................................... 10
  Section G - Term of Office ......................................................................... 10
Section H - Vacancies

Section I - Duties of Officers

ARTICLE IX - EXECUTIVE BOARD

Section A - Composition

Section B - Authority and Duties

Section C - Quorum

Section D - Executive Board Meetings

Section E - Executive Board Finances

Section F - Executive Committee Authority

ARTICLE X - COMMITTEES AND TASK GROUPS

Section A - Standing Committees

Section B - Special Committees

Section C - Task Groups

Section D - Committee and Task Group Appointments

Section E - Ex-Officio Committee Members

ARTICLE XI - PTG ANNUAL CONVENTIONS

Section A - Purpose

Section B - PTG Annual Conventions

ARTICLE XII - REGIONAL CONFERENCE ORGANIZATIONS

Section A - Purpose

Section B - Authority

Section C - RCO Assemblies

ARTICLE XIII - PTG EXECUTIVE DIRECTOR AND HOME OFFICE

Section A - Administration

Section B - Duties

ARTICLE XIV - FINANCE

Section A - Fiscal Year

Section B - Budget

Section C - Emergency Reserve Fund

ARTICLE XV - PARLIAMENTARY AUTHORITY

ARTICLE XVI - AMENDMENTS

Section A - Amendments to the Bylaws

Section B - Amendments to the Regulations and Codes

REGULATIONS & CODES

ARTICLE I - AWARDS

ARTICLE II - COMMITTEES

Section A - Committee Rules

Section B - Standing Committees

ARTICLE III - MEMBERSHIP

Section A - Application

Section B - Dues Collection

Section C - Dues Reduction

Section D - Resignations

ARTICLE IV - ORGANIZATION

Section A - Budget and Finance

Section B - Council

Section C - Home Office

Section D - Affiliation With Other Organizations

Section E - PTG/Chapter Officer Title Use

ARTICLE V - THE RPT EXAMS
<table>
<thead>
<tr>
<th>Section A</th>
<th>Requirements for Passing the RPT Exams</th>
<th>20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section B</td>
<td>Exam Sponsors</td>
<td>21</td>
</tr>
<tr>
<td>Section C</td>
<td>Exam Fees</td>
<td>21</td>
</tr>
<tr>
<td>Section D</td>
<td>Exam Record-Keeping</td>
<td>21</td>
</tr>
<tr>
<td>Section E</td>
<td>Administrative Requirements</td>
<td>21</td>
</tr>
<tr>
<td>Section F</td>
<td>Examiner Expense Reimbursement</td>
<td>22</td>
</tr>
<tr>
<td>Section G</td>
<td>Examiner Ethics</td>
<td>22</td>
</tr>
<tr>
<td>Section H</td>
<td>Miscellaneous</td>
<td>22</td>
</tr>
</tbody>
</table>

**ARTICLE VI - CHAPTER DISSOLUTION** ................................................. 22
| Section A | Involuntary Dissolution - Lifting of Charter | 22 |
| Section B | Voluntary Dissolution                       | 23 |
| Section C | Chapter Merger                              | 23 |

**DISCIPLINARY CODE** ........................................................................... 24
| Section A | Code of Professional Conduct               | 24 |
| Section B | Member Liability                           | 24 |
| Section C | Investigative Body                         | 24 |
| Section D | Members’ Rights Committee Procedures       | 24 |
| Section E | Ethics Committee and Executive Board Procedures | 25 |
| Section F | Appeal Procedures                          | 25 |
| Section G | Complaints Against Elected Officers        | 26 |
| Section H | Rights of an Accused Member                | 26 |

**CODE OF ETHICS** .................................................................................. 26

**INDEX** .................................................................................................. 27
PTG BYLAWS

PREAMBLE
Recognizing the need for a united piano technician's organization to achieve the highest possible service standards and to effectively promote and improve the piano tuning and servicing industry in general, The American Society of Piano Technicians and the National Association of Piano Tuners merged to form a single professional organization to be known as The Piano Technicians Guild, Incorporated (known also as Piano Technicians Guild and/or PTG), a non-profit corporation under Articles of Consolidation in the State of Illinois, August 21, 1958.

ARTICLE – MISSION and PRINCIPLES
Section A – Mission
The mission of the Piano Technicians Guild is to promote the highest possible standards of piano service by providing members with opportunities for professional development, by recognizing technical competence through examinations and by advancing the interests of its members.

Section B – Principles
In support of this mission statement, the Piano Technicians Guild, its subordinate bodies and/or its members shall:
1. Be democratic in its government and all its functions.
2. Comply with all legal obligations of the laws of the United States of America, of other applicable jurisdictions and under our corporate charter in all operations.
3. Provide its members ongoing programs for technical and professional development.
4. Provide its members a vehicle for the exchange of ideas.
5. Always strive to provide the best possible piano service to the piano community.
6. Always aim to provide service in an ethical way, keeping the piano user's needs and best interests uppermost.
7. Empower subordinate bodies in order that its mission and principles be carried out, supported and more easily shared by its individual members.
8. Facilitate interaction and communication between all segments of the piano service and sales trades, the piano manufacturing industry and the piano playing community.

ARTICLE II – MEMBERSHIP
Section A – Membership Definition
Membership in the Piano Technicians Guild is open to all individuals eighteen (18) years of age or over with a professional or avocational interest in piano technology, except as provided in the Disciplinary Code, B.2. Only individuals may become members.

Section B – Classes of Membership
1. Membership shall consist of three (3) classes:
   a. Franchised
   b. Non-franchised
   c. Limited franchised
2. Franchised members shall be classified:
   a. Registered Piano Technician-Active
   b. Registered Piano Technician-Sustaining
3. Non-franchised members shall be classified:
   a. Associate, except as provided in paragraph 4, below
   b. Honorary
4. Limited franchised members shall be Associate members who have been granted limited voting rights by their chapter as permitted in Article V, E.4. Limited franchised membership shall be exclusive to the chapter granting this privilege.

Section C – Definitions, Rights and Benefits of Membership Classifications
1. Registered Piano Technician - Active shall have met the minimum technical requirements as listed in Article III. He/She shall enjoy all the rights of membership without restriction. These rights shall include, but not be limited to, receiving the Piano Technicians Journal (PTJ), the right to vote, the right to be represented in Council, the right to hold all offices, the right to serve on all committees and the right to chair committees.
2. Registered Piano Technician - Sustaining shall be a Registered Piano Technician of at least ten (10) years outstanding service who has suffered disability or no longer earns substantially from piano service. Sustaining members shall not be charged dues in the interest of retaining them as members so that PTG may continue a mutually beneficial association with the honorable practitioners of the art. Sustaining members shall receive all membership benefits. Sustaining members who return to substantial or active piano service shall surrender sustaining membership status and resume payment of current membership dues.
   a. PTG Sustaining members shall be those proposed by the Executive Board and approved by Council, and shall continue such membership as the Board directs.
   b. Chapter Sustaining members shall be those proposed by chapters and approved by the Executive Board and Council and shall continue such membership as the Board directs. An annual fee of one-half (1/2) of the PTG membership dues shall be paid for Chapter Sustaining members by the sponsoring chapter.
3. Associates shall be either non-franchised or limited franchised members who have met the requirements of the Bylaws (per Bylaws II.A and
E) and shall receive the PTJ. Associate members may not be delegates to Council nor be counted toward chapter voting strength therein. They may serve on PTG committees, but may not be a PTG committee chair. Associate members may have limited voting rights and other privileges at the chapter level as permitted in Article V, E.4.

4. Honorary members shall be those upon whom PTG has conferred such membership because of outstanding service to the profession of piano technology or in the manufacture, design, or promotion of pianos or their use. Honorary membership shall be conferred when:
   a. The Executive Board has unanimously nominated a candidate for honorary membership, and
   b. A majority of chapters, responding to a mail ballot within thirty (30) days, responds in the affirmative.

Section D – Member Identification, Logo, and Advertising

1. Franchised members shall have the exclusive right to use the title “Registered Piano Technician,” to be abbreviated “RPT.” This shall be the only official PTG title to be used by franchised members.

2. Associate members shall have the right to use the Piano Technicians Guild name, but said name must be accompanied by the words “Associate Member” in letters no smaller than those used for “Piano Technicians Guild,” except as otherwise specified in the Graphic Standards Manual. This applies not only to advertising but also to any use of the Piano Technicians Guild name, which is accompanied by the name of an Associate member, or identifies him or her as a member of the Piano Technicians Guild.

3. When advertising PTG membership, members shall reference only their current membership category. There shall be no reference to old membership categories or past affiliation with the PTG once membership has lapsed.

4. The PTG name may not be used or displayed by any company or corporation or in connection with any “dba” unless a member’s name accompanies it.

5. There shall be an official association logo for the Piano Technicians Guild, herein depicted. Usage of this logo and its official secondary versions shall be defined in the Piano Technicians Guild Graphic Standards Manual.

6. There shall be an emblem herein depicted that shall be for the exclusive use of Registered Piano Technicians. This emblem may not be used or displayed by any company or corporation or in connection with any “dba” unless the Registered Piano Technician’s name accompanies it. The only exception is that it can be used by the Piano Technicians Guild in literature designed to explain it.

7. All logo graphics, application guidelines and rules of usage for the PTG logo including any secondary logo versions, and the RPT emblem shall be contained in the Piano Technicians Guild Graphic Standards Manual, which shall be the only official document governing logo and emblem usage. Any changes to the Graphic Standards Manual shall follow the same procedure used for amending these Bylaws as prescribed in Article XVI.

Section E – Application for Membership

1. All Applicants shall complete an official Piano Technicians Guild Membership Application Form and submit it, along with the application fee, to the Home Office.

2. The Home Office shall send a copy of the application and the Chapter’s portion of the application fee to the Chapter.

3. The local Chapter shall contact the Home Office regarding any objections to the application. In order to be considered, such notice of objection (See Regulations, Article III, A) must be received in writing by the Home Office within ninety (90) days of receipt of the original application by the Home Office.

Section F – Membership Obligations, Discipline and Good Standing

1. Each member of the Piano Technicians Guild is obliged to observe the laws of PTG and of the chapter in which membership is held. Further, each PTG member is obliged to maintain conduct which will reflect the ethics and attitudes in the PTG Code of Ethics.

2. Any member who fails to observe PTG obligations shall be open to discipline. Such failure shall be charged only by following the procedures specified in the Disciplinary Code.

3. A member shall be in good standing when all dues and fees required by PTG and his/her chapter have been paid, and the member is not currently under suspension.

Section G – PTG Membership Dues

1. Dues for Registered Piano Technicians and Associates shall be established by Council, subsequent to recommendation by the PTG Board. Council may not increase or decrease
dues by more than 3.75% unless prior notice has been given to the membership at least sixty (60) days prior to Council and unless approval has been given by a two-thirds (2/3) vote of delegates present and voting.

2. PTG Sustaining members shall pay no dues.
3. Dues for Chapter Sustaining members shall be one-half (1/2) of membership dues and paid by the chapter.

Section H – Dues Year
The dues year for all members shall be from January 1 through the following December 31.

Section I – Resignations and Membership Restoration
1. A member may resign membership in the PTG, subject to the procedures and limitations detailed in Regulations, Article III, D.
2. A former member must make application as a new Associate member with the exception of the option covered under Regulations, Article III, B.3 and will be subject to the current bylaws and regulations regarding that classification of membership.
3. Results of all exams previously taken by former members shall become invalid with the exception of the option covered under Regulations, Article III, B.3.

Section J – International Members
An International Member is a member who lives outside of the United States, Canada or Mexico. Application for such an international membership must be made through the Home Office. International members will receive the Piano Technicians Journal and other Piano Technicians Guild mailings. Postage and handling fees, as set by the Executive Director, may be charged in addition to International Members’ dues. International Members are not required to be members of a PTG chapter, but may apply for such membership if they wish, in consultation with the Home Office, prospective chapters, and if necessary, the International Relations Committee and the Executive Committee. International Members, Associates and RPTs, shall have all the rights and privileges of their respective PTG membership classification, with the exception of Council representation for RPT International Members who are not members of a chapter.

ARTICLE III – EXAMINATIONS AND PROFESSIONAL CREDENTIALS
1. The Piano Technicians Guild shall offer examinations to evaluate members’ skills and knowledge in piano technology, and to provide professional credentials for practitioners of the piano service trades. The fundamental professional credential conferred by the PTG in the field of piano tuning, service and maintenance shall be known as the Registered Piano Technician (RPT). The franchised membership status of Registered Piano Technician shall be awarded to members who pass the written, technical and tuning examinations.
2. PTG examinations may only be administered to PTG members in good standing.
3. PTG examinations, current or past versions, shall not be used for any purpose not specifically sanctioned in the PTG bylaws.
4. The passing grade in all PTG sanctioned examinations shall be 80%.
5. Exams shall be the current version and may be given at any examination site provided proper procedures are used and requirements for equipment and qualifications of examiners are met. Such procedures and requirements shall be stated in the Regulations and treated in detail in the official Exam Policy Manual and the Examination Manuals.
6. Exam fees shall be established by Council, subsequent to recommendation by the ETSC or PTG Board. Exam fees shall be divided between the exam sponsor and the PTG.
7. The PTG shall promote the credentials and endorsements resulting from PTG examinations as standards of professional competence in the piano service trades.
8. The PTG may provide educational assistance to its members who wish to attain standards of competence required by the RPT credential.

ARTICLE IV – PIANO TECHNICIANS GUILD PUBLICATION OBJECTIVES
1. The Piano Technicians Journal (PTJ) shall be the official magazine of the Piano Technicians Guild, and shall be published by the Home Office under the direction of the Executive Director as a means of bringing technical knowledge and advancement to PTG members.
2. The PTJ shall be the exclusive property of the Piano Technicians Guild.
3. The PTJ shall be sent to each member in good standing. Postage and handling fees may be charged to International Members as noted in Article II.
4. Subscription to the PTJ shall be made available to nonmembers, and to the industry.
5. Spouses of deceased members may receive the PTJ for one (1) year following the member’s death at no charge. After the first year, regular subscription rates shall apply.
6. All publications shall use pronoun combinations such as “he/she,” “his/her,” “him/her,” or suitable gender neutral pronouns wherever applicable.
7. All informational publications shall be made available to members and nonmembers, and shall include a description of membership categories, except Sustaining and Honorary. Certain publications and forms, as determined by Council, shall be for the exclusive use of RPT members.
8. No PTG publication in any format shall contain text, advertising, images or other materials that demean, derogate or discriminate against any groups or individuals.

ARTICLE V – CHAPTERS

Section A – Purpose
Chapters are subordinate bodies, chartered under these Bylaws. The purpose of chapters shall be to implement the mission, objectives, and principles set forth in Article I.

Section B – Charter, Name and Chapter Areas
1. Five (5) or more Registered Piano Technicians may apply for a charter to establish a new chapter. The application shall be signed by the Regional Vice President (RVP).
2. Each new chapter shall select a name which is geographically descriptive and which references the state, province or other jurisdiction in which it is located.
3. New chapters must either send a representative or a letter through the RVP to the Council Meeting at which the new charter is approved.
4. Existing chapters may apply for a chapter name change. The new name shall be geographically descriptive and must reference the state, province or other jurisdiction in which it is located.
5. A chapter’s area shall be defined as the 75 miles radius from the city hall of the chapter seat. The chapter seat shall be defined as the city or other municipal jurisdiction after which the chapter is named, the capital of the state after which the chapter is named or the central municipality of an unincorporated area after which the chapter is named. The formation of new chapters within the area of any existing chapter(s) is subject to approval by the existing chapter(s).
   a. The board(s) of the existing chapter(s) must be notified at least two (2) months before any new chapter charter is awarded.
   b. The new chapter must be approved by the RVP and by a simple majority of the existing chapter(s) membership.
   c. The Piano Technicians Guild Board of Directors shall have the power to overrule chapter or RVP approval upon appeal from interested parties. New charters shall not be awarded for at least two (2) weeks after existing chapter and RVP approvals, to allow time for appeals (if any) to be submitted. Appeals must be submitted in writing, through the RVP.

Section C – Chapter Members
1. Chapters in which Registered Piano Technician membership declines below five shall be monitored by the Regional Vice President. Prior to the PTG annual Council session, the RVP shall report to the PTG Board, who may recommend lifting of the chapter charter, may allow time to stimulate revitalization of the chapter, or may find mitigating circumstances and take no action.
2. A Registered Piano Technician member in good standing may join more than one chapter, provided
   a. The member is listed at the PTG Home Office with only one chapter for official PTG mailings, for calculating the minimum Registered Piano Technician requirements for chapters, for the purpose of calculating chapter delegate strength for Council sessions, and for election as a chapter delegate or alternate to Council sessions.
   b. Any chapter membership other than that described in (a.) above, shall be properly shown on all appropriate membership lists as a local chapter membership only, and shall also show name and location of other chapter memberships held.
   c. Each chapter shall establish its own rules governing chapter dues, voting rights in the chapter, privileges and obligations, etc., for any PTG member granted local chapter membership.

Section D – Transfer of Membership
1. Each member shall belong to a chapter that is in or near the area where the member lives and/or works with the exception of International Members (see Article II). If there is more than one such chapter, the member may choose which chapter to join.
2. Upon receipt of notice of a member’s change of address out of the area of the member’s current chapter and into the area of another, the PTG Home Office shall send a letter to the member, both chapter presidents, and RVPs, requesting verification that the member is in good standing in accordance with Article II, F.3 of the Bylaws. If the chapter nearest the member’s new address is inactive, the member may join another chapter in the area, upon approval of the RVP. If there is more than one chapter nearby, the member may choose which chapter to join. If there is no negative response received by the Home Office within 60 days, the Home Office shall complete the transfer process.

Section E – Chapter Laws
1. Chapters shall operate under their own laws, which shall not be in conflict with the laws of PTG.
2. Chapters shall annually review their bylaws following the PTG Council session for compliance with the PTG Bylaws, Regulations, and Codes.
3. Chapters shall have the right to have boards, trustees, committees, etc., within the chapter framework as provided by the chapter laws.
4. Chapters may but are not required to grant their
Associate members the privileges of voting on chapter matters or serving in chapter office or on committees, within limits stated here. Associate members may not vote on delegates to Council, or in elections of chapter officers whose duties include serving as delegate to Council, nor on any matters concerning issues to be decided by Council. Associate members may hold chapter office, excluding those of president or vice president. They may serve on or chair chapter committees, with the exception of examination or nominating committees.

5. All matters of law, membership, and all elections must be determined by the individual members in attendance at a regular meeting or at a called meeting of which all members have been given due and timely notice.

6. Chapters shall include the following disclaimer in any publications containing statements of opinion: “All expressions of opinion and all statements of supposed fact are published on the authority of the author as listed, and are not to be regarded as expressing the view of this chapter or the Piano Technicians Guild Inc. unless such statements or opinions have been adopted by the chapter or the Piano Technicians Guild Inc.”

Section F – Chapter Officers
1. Chapter officers shall be elected annually and shall take office during the three (3) month period, April, May, June of each year.
2. Only Registered Piano Technician members shall be eligible to hold chapter offices of president and vice-president.
3. Chapter secretaries shall inform the Home Office of all changes of chapter officers.
4. Chapter presidents shall work with their RVPs to assure compliance by their chapter members with all PTG Bylaws, Regulations and Codes.

Section G – Chapter Meetings
1. Chapters shall meet at least three (3) times a year in stated meetings. No business can be legally transacted by a chapter at a called meeting unless proper notice has been sent to all franchised members at least ten (10) days in advance.
2. The franchised members of a chapter must be given due and timely notice of any alteration of time or place for a stated or regular chapter meeting.
3. Where proxies are allowed, chapters may only use a written proxy and no person may hold more than two proxies.
4. The Regional Vice President shall monitor chapters that are not meeting at least three (3) times per year. Prior to the PTG Annual Council session, the RVP shall report to the PTG Board, who may recommend lifting of the charter charter, may allow time to stimulate revitalization of the chapter, or may find mitigating circumstances and take no action.

Section H – Chapter Finances
1. All chapters shall be self-supporting and have authority to assess and collect chapter fees and dues.
2. Chapter funds shall be deposited in the name of the “Piano Technicians Guild, Inc. (chapter name),” in a federally insured depository.
3. It is recommended that chapter treasurers be bonded at the discretion of the chapter officers.
4. PTG shall have no interest in chapter funds beyond amounts due to PTG from the chapter.

Section I – Chapter Dissolution
Chapter may be dissolved by Board and Council action, or may vote to dissolve themselves, per procedures in Regulations, Article VI.

ARTICLE VI – REGIONS
Section A – Purpose
There shall be seven (7) Piano Technicians Guild regions and their purpose shall be to advance the purpose, objectives, and principles set forth in these Bylaws.

Section B – Regional Divisions
2. The Southeast Region shall include the states of Alabama, Florida, Georgia, Maryland, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, the District of Columbia, the Virgin Islands, and Puerto Rico.
3. The South Central Region shall include the states of Arkansas, Louisiana, New Mexico, Oklahoma, Texas, and the portion of Mexico east from the eastern border of Sonora.
4. The Central East Region shall include the states of Illinois, Indiana, Kentucky, Michigan, Ohio, West Virginia and Wisconsin.
5. The Central West Region shall include the states of Colorado, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota, Wyoming, and the Canadian provinces of Manitoba and Saskatchewan.
6. The Western Region shall include the states of Arizona, California, Hawaii, Nevada, the territory of Guam, and the portion of Mexico including Sonora and Baja California.
7. The Pacific Northwest Region shall include the states of Alaska, Idaho, Montana, Oregon, Utah, Washington and the Canadian provinces of Alberta and British Columbia.

Section C – Regional Officers
1. Each region shall be served by a Regional Vice President elected in caucus at the annual Council session to serve for one (1) year.
2. Each RVP shall be a member of the PTG...
Executive Board.

ARTICLE VII – LEGISLATIVE BODY
Section A – Authority
1. The legislative body of the Piano Technicians Guild shall be the Council, with rights and duties to:
   a. Establish the general policy of PTG.
   b. Amend the Bylaws and Regulations of PTG.
   c. Approve budgets, fees, dues, levies, and assessments of PTG.
   d. Elect the officers of PTG, except Regional Vice Presidents, who shall be elected in accordance with PTG caucus rules.
   e. Grant or revoke chapter charters.
   f. Determine subordinate geographic jurisdictions.
   g. Issue orders to the Executive Board that are in accordance with the Bylaws and Regulations.
2. Only Franchised members of PTG as defined in Article II, C, 1 and 2, may serve as Delegates or Alternate Delegates to Council.
3. Council shall recognize as legal all actions and transactions in accordance with the Bylaws and Regulations which are approved by the Executive Board in legal session.

Section B – Council Meetings and Quorum
1. Council shall meet at the time of the annual convention, and at other times when properly summoned, unless the Executive Board by two-thirds (2/3) vote determines that conditions exist which render a meeting not feasible.
2. Delegates representing forty percent (40%) of the franchised membership of PTG shall constitute a quorum.

Section C – Voting
1. The voting membership of Council shall be composed of a delegate from each chapter. Each chapter delegate shall represent one vote for each franchised member in good standing in the chapter.
2. The elected officers shall be ex-officio members of Council with privilege of debate and motion. An elected officer of PTG shall not be eligible to serve as a delegate to Council.
3. Business shall be transacted on the basis of one vote per delegate. Twenty-five percent (25%) of delegates present and voting in favor shall be required to order a ballot or roll call vote.
4. All ballots shall include the chapter franchised membership representation.
5. If a roll call vote is ordered, chapters shall be called individually by the Secretary-Treasurer. The vote shall be counted according to franchised membership representation.

Section D – Honors
Council may mandate honors and awards to be bestowed on members of the PTG and others involved in the piano industry, and delegate the power to bestow such honors and determine the terms and procedures of such honors to the PTG Executive Board.

ARTICLE VIII – OFFICERS, NOMINATION, ELECTION, AND DUTIES
Section A – Elected Officers
The elected officers of the Piano Technicians Guild shall be President, Vice President, Secretary-Treasurer, and seven (7) Regional Vice Presidents.

Section B – Qualifications
1. Any Registered Piano Technician in good standing shall be eligible for nomination and election to office.
2. All candidates shall sign a certificate of consent to serve if elected.
3. Candidates may submit a typed statement, 200 words or less, of experience and qualifications to the Nominating Committee for consideration.
4. A candidate for the office of Regional Vice President must be officially listed by the PTG Home Office as a member of a chapter within the region and live either inside the regional boundary or no more than 75 miles outside of the regional boundary.
5. Employees of PTG shall not be eligible for election to any office, with the following exception: those employees who are members of PTG may be elected to chapter office.

Section C – Nominating Committee
1. A nominating committee of five (5) members shall be elected at the annual Council session to serve for a one-year term. No committee member shall serve more than two (2) consecutive terms.
2. Each region in caucus shall select one (1) or two (2) candidates from members of the region.
3. The nominees shall be presented in person to Council for election to the committee. The five (5) candidates receiving the greatest number of votes shall serve for one (1) year. The nominee receiving the greatest number of votes on the first ballot shall be named chair of the committee. Tie votes shall be broken by any suitable method approved by Council.
4. Those nominees receiving the sixth and seventh highest number of votes shall be designated as first and second alternate committee members and shall be required to fill any vacancy occurring in midterm. The first and second alternates shall be active non-voting committee members.

Section D – Duties of the Nominating Committee
The nominating committee shall:
1. Request nominations for all PTG offices, together with consent to serve and candidates’ statements of experience and qualifications through an announcement in the December issue of the Piano Technicians Journal, and subsequently through appropriate PTG electronic communication media. Any chapter may submit a nomination. Any member in good standing may
Section E – Nominations from the Floor
1. Additional nominations may be made from the floor for any office by delegates at the Council session.
2. Nominations for Regional Vice Presidents may be made in the regional caucuses by delegates from the region.
3. Consent to serve shall be submitted before the election of any candidate.

Section F – Election of Officers
1. Election of President, Vice President, and Secretary-Treasurer shall take place in Council session.
2. All elections shall be by ballot except where there is one nominee, in which case the election may be by voice vote or show of hands.
3. Election to any office shall require at least a simple majority vote. Re-election to a third or any subsequent consecutive term in the same office shall require a two-thirds (2/3) majority vote.
4. Election of Regional Vice Presidents shall be in individual regional caucuses in accordance with regional caucus rules adopted by Council and shall take place after the election of the President, Vice President and Secretary-Treasurer.

Section G – Term of Office
1. Elected officers shall hold office for one (1) year from installation or until a successor assumes office.
2. All PTG officers shall be eligible to serve no more than two (2) consecutive years in the same office unless re-elected by a two-thirds (2/3) vote of the delegates.
3. An officer who holds an office for more than six (6) months shall be considered to have served for a full year in calculating the re-election requirements.

Section H – Vacancies
1. In case of a vacancy in the office of President, the Vice President shall become President.
2. A vacancy in any other elective office may be filled for the balance of the term by a two-thirds (2/3) vote of the Executive Board provided the workload of the vacant office demands replacement before the next Council session.
3. In case of death or incapacity due to medically verifiable illness which restricts an officer from properly fulfilling his/her duties of office, the President, upon agreement of the rest of the Board that such incapacity exists, can appoint a replacement provided the work load of the vacant office demands replacement and that appointment is approved by a unanimous vote of the Executive Board.

Section I – Duties of Officers
1. The President shall:
   a. Be the head of PTG and shall be its official spokesperson.
   b. Serve as chair of Council and the Executive Board
   c. Make all non-elective appointments, subject to approval by the Executive Board.
   d. Fill vacancies in any committee and replace incapacitated or inactive committee members except where otherwise provided in these Bylaws.
   e. Exercise general supervision over all affairs of the PTG.
2. The Vice President shall:
   a. Assist the President in the discharge of presidential duties.
   b. Perform the duties of President in the absence or disability of the President.
   c. Coordinate the work of all standing and special committees at the direction of the President.
   d. Keep the President informed of committee progress, issues and problems.
3. The Secretary-Treasurer shall:
   a. Act as secretary to Council and to the Board and be responsible for the accurate production of minutes of all Council and Executive Board sessions.
   b. Maintain an up-to-date copy of the PTG Bylaws and Regulations, Council Book of Resolutions, Board Policies, and contracts.
   c. Be an authorized signatory to fund transfers, withdrawals, and other financial transactions, and keep a file record of these transactions.
   d. Process Board members’ expense reports, keep a copy of said reports on file and forward one copy to the Home Office.
4. The Regional Vice President shall:
a. Take all reasonable steps to ascertain the views of their region’s members on significant issues facing PTG prior to Board and Council sessions
b. Report promptly to chapters in their region with information on the action taken
c. Exercise general supervision over the chapters and the membership within their region
d. Promote the welfare and harmony of PTG
e. Act as the President’s deputy in any matter on authorization from the President
f. Be membership chair for the region
g. Attend major meetings held by chapters in the region whenever feasible
h. Assist in forming new chapters
i. Work with chapter presidents to assure members’ compliance with all PTG bylaws, regulations and codes
j. Appoint assistants (such as state chairs) to help with duties within the region, if necessary. Expenses incurred by such assistants will be covered by the Regional Vice President allowance subject to prior approval.

ARTICLE IX – EXECUTIVE BOARD
Section A – Composition
The Executive Board of the Piano Technicians Guild shall be composed of all elected PTG officers and the Immediate Past President. All board members shall serve for periods coinciding with their terms of office, with the exception of the Immediate Past President who shall serve for one (1) year. The Executive Committee shall be composed of the President, Vice President, and Secretary-Treasurer, and shall act for the Board between Executive Board meetings.

Section B – Authority and Duties
The Executive Board shall:
1. Implement and carry out all Council orders.
2. Be directly responsible for the hiring of the Executive Director.
3. Administer the business of PTG in conformity with the Bylaws and Regulations and Council directives.
4. Present a proposed budget to Council annually with itemized actual expenditures from the two (2) previous years.
5. Recommend fees, dues, and assessments and set Piano Technicians Journal (PTJ) subscription and advertising rates.
7. Try judicial cases where required by the Disciplinary Code.
8. Designate an independent accountant each year to oversee the organization’s books and accounting system.
9. Authorize an annual accounting review and report by an independent accountant.
10. Authorize an audit and report whenever deemed necessary or requested by Council.

Section C – Quorum
A quorum of the Executive Board shall be six (6) members.

Section D – Executive Board Meetings
1. The Executive Board shall meet at the time of the annual PTG convention and semiannually, if feasible. The Board may meet in person more often if urgent business requires a special meeting.
2. The Executive Board may conduct urgent business by conference telephone call when necessary and such meetings shall be known as Conference Call Board meetings. An official telephone record shall show how all Board members were called.
3. Any four (4) or more members of the Board may call a special meeting and designate its place and time, or initiate and conduct a conference call Board meeting should the president refuse or fail to do so upon request.
4. At least three (3) days notice shall be given to all Board members for special and Conference Call Board meetings, except in cases where a majority of the Board membership approves a shorter notice.
5. The call shall specify the purpose of the meeting and only business stated in the call shall be acted upon unless the meeting agenda is changed by a majority vote.
6. Action may be taken by the Executive Board without convening physically if the entire Board is informed of such action and there is unanimous Board consent for this action. This unanimous consent shall have the same force and effect as a unanimous vote at a duly convened physical meeting and may be stated as such in any certificate or document. The Secretary-Treasurer shall file a record of the unanimous consent with the Executive Board meeting minutes.
7. A calendar of proposed Board meetings shall be published in the PTJ to advise the membership of future meetings and current agenda items so that interested members may respond in person, by mail, or via electronic communication.

Section E – Executive Board Finances
1. Board members shall not receive any compensation for services as officers or Board members.
2. Board members shall be reimbursed for necessary and reasonable expenses incurred in the performance of properly authorized PTG business.

Section F – Executive Committee Authority
Between Executive Board meetings, the Executive Committee shall:
1. Be limited to oversight of the Home Office and to those routine decisions necessary for the administration of PTG affairs.
2. Advise the Executive Board periodically of its

Piano Technicians Guild Bylaws • 7/2013 • 11
ARTICLE X – COMMITTEES AND TASK GROUPS

Section A – Standing Committees
1. There shall be the following standing committees:
2. Awards (Golden Hammer, Hall of Fame, and Member of Note)
3. Bylaws
4. College and University Technicians
5. Council Minutes Approval
6. Economic Affairs
7. Editor Advisory
8. Electronic Communications
9. Ethics
10. Examination and Test Standards
11. International Relations
12. Members’ Rights
13. Membership Application Review
14. Nominating
15. Teacher Relations
16. Trade Relations
17. Visually Impaired Concerns

Section B – Special Committees
Special committees may be formed by Council order or by presidential appointment. Such committees shall have their continued operation reviewed each year by Council.

Section C – Task Groups
Task groups for specific projects may be formed by the President with Executive Board approval. Task groups shall serve at the pleasure of the Executive Board until the next Council session unless extended by Board or Council action.

Section D – Committee and Task Group Appointments
1. Committee and task group appointments, unless otherwise provided in these Bylaws, shall be made by the President with approval of the Executive Board.
2. Employees who are members of the Piano Technicians Guild may be appointed to PTG committees or task groups upon approval by the Executive Board.
3. All committees and task groups, unless otherwise provided in these Bylaws or the Regulations, shall be composed of at least three (3) members exclusive of ex-officio members, and the first named shall be chair.
4. PTG committee members shall receive no remuneration for their services but may, on proper authority, be reimbursed for expenses.
5. Members of a special committee formed to render a specific and non-continuing service for PTG may be compensated for such service; e.g., staffing booths at trade conventions.
6. Non-franchised members may serve on committees, but only franchised members may serve as a committee chair.

Section E – Ex-Officio Committee Members
The President and Vice President shall be non-voting ex-officio members of all appointed committees and non-voting ex-officio members of all elected committees except the Nominating Committee. The President and Vice President shall remove themselves from membership and participation in the Members’ Rights Committee when either officer is subject to the committees’ investigation, but the committee shall in any case keep the Executive Board informed of its actions. The Secretary-Treasurer shall be a non-voting ex-officio member of the Bylaws Committee.

ARTICLE XI – PTG ANNUAL CONVENTIONS

Section A – Purpose
The Purpose of the Piano Technicians Guild Annual Conventions shall be:
1. To provide opportunities for professional development through training classes in piano technology and related fields.
2. To provide members an opportunity to discuss PTG organizational policies and procedures.
3. To exchange ideas and work cooperatively for the improvement and expansion of PTG activities.
4. Provide networking opportunities for PTG members among themselves and with practitioners of other piano-related professions.
5. Provide a showcase for products and services required by PTG members to maintain and advance the practice of their profession.

Section B – PTG Annual Conventions
1. One convention of the entire PTG membership shall be held annually, if conditions permit, and shall be known as the PTG Annual Convention. The legislative body of PTG shall meet at the time of the Annual Convention.
2. The Executive Board shall have complete responsibility for management of PTG Annual Conventions and shall have the authority to delegate responsibility in accordance with the PTG Convention Manual.

ARTICLE XII – REGIONAL CONFERENCE ORGANIZATIONS

Section A – Purpose
Regional Conference Organizations (RCOs), are subordinate bodies under these Bylaws. The purpose of RCOs shall be to implement the mission, objectives and principles set forth in Article I by organizing, managing, and coordinating assemblies of members other than the Piano Technicians Guild Annual Convention or chapter meetings.

Section B – Authority
1. RCOs may operate under their own bylaws, provided these bylaws do not conflict with the PTG Bylaws.
2. RCOs shall have no authority other than that concerning the establishment and funding of their
assemblies.

Section C – RCO Assemblies
1. Where more than one chapter exists in a state, province, or similar area, annual assemblies may be held for the primary purposes of:
   a. Exchanging ideas and working cooperatively for the improvement and expansion of Piano
      Technicians Guild activities in the area.
   b. Selecting an official contact person and other leaders to serve until the next such assembly.
2. Assemblies of members, other than PTG Annual
   Conventions and chapter meetings, may be known as conferences, conventions or seminars,
   and designated by their region or regions, state, province, geographic area, district, city, or group
   of chapters.
3. Such assemblies’ dates and programs are subject to approval by a member of the Executive
   Board designated in Executive Board Policies.
4. At least one Executive Board member should be present and assist in the program of each such
   approved assembly.
5. All assemblies shall be self-supporting. If a deficit should occur, the indebtedness shall be the
   responsibility of the sponsoring organization.

ARTICLE XIII – PTG EXECUTIVE DIRECTOR AND
HOME OFFICE

Section A – Administration
The Executive Board shall hire an administrator for the Piano Technicians Guild Home Office who shall
have the title Executive Director.

Section B – Duties
1. Operate the Home Office for PTG, maintaining all necessary books and records in accordance with
   commonly accepted bookkeeping procedures.
2. Hire necessary personnel to operate the PTG administrative work within the PTG budget and
   under direction of the Executive Board.
3. Prepare a proposed annual budget for the following fiscal year. Submit the budget proposal to the
   Executive Board. After its approval by the Board, distribute the proposed budget to all PTG
   chapters as required by these Bylaws.
4. Annually and whenever directed, make available to the Executive Board all budgets, financial
   reports, records and recommendations.
5. Make all budgets, financial reports, records, and recommendations available to the PTG Council.
6. Coordinate PTG Annual Conventions.
7. Make all necessary records available for audit or other accounting examination or survey as
   directed by the Executive Board.
8. Distribute agenda books and proposed bylaws amendments to all PTG chapters and the
   Executive Board seventy (70) days prior to the opening of the PTG Annual Convention.
9. Provide for Council an annual report of activities of the PTG Home Office, together with all
   documentation necessary to clarify the report, and recommendations and suggestions appropriate for future PTG programs.
10. Provide administrative supervision and operation of the PTG Annual Convention as directed by the
   Executive Board.
11. Instruct all publication editors and the appropriate boards, committees or task groups in PTG anti-
    discrimination policies (Article IV.8), and assist in their implementation.

ARTICLE XIV – FINANCE

Section A – Fiscal Year
The fiscal year of the Piano Technicians Guild shall be from January 1 through December 31.

Section B – Budget
1. A proposed budget for PTG shall be prepared by the Executive Director and submitted to the
   Executive Board as directed by the Board.
2. The Executive Board shall review and may amend the proposed budget before approving the
   document for presentation to the membership.
3. The budget approved by the Executive Board shall be distributed no later than April 15 to all
   chapter presidents and shall be included in the May Piano Technicians Journal.
4. The PTG Council shall review and may amend the proposed budget before approving the
   document.
5. All monetary figures mentioned in Bylaws, Regulations or Codes are in US dollars.

Section C – Emergency Reserve Fund
1. A minimum of two percent (2%) of PTG annual income shall be deposited in a separate savings
   account to be known as the PTG emergency fund. The Executive Board shall have the power to
   invest, encumber, and disburse the fund and its earnings as it deems necessary and in the
   best interests of PTG.
2. Control of the emergency fund may be delegated by the Executive Board to an emergency reserve
   fund committee, composed of the President, Vice President, Secretary-Treasurer who shall be
   chair, Immediate Past President, and the Executive Director.
3. Two (2) signatures shall be required for transfers or disbursements from the fund and only then
   upon specific authority furnished by the Secretary-Treasurer of official action by the
   Executive Board or the emergency reserve fund committee. A full accounting of all transactions
   involving this fund shall be made to Council annually.

ARTICLE XV – PARLIAMENTARY AUTHORITY
The rules contained in the current edition of Robert’s Rules of Order Newly Revised shall govern the PTG
in all cases to which they are applicable and in which they are not inconsistent with these Bylaws and any
special rules of order the PTG may adopt.

**ARTICLE XVI – AMENDMENTS**

Section A – Amendments to the Bylaws

1. Amendments may be proposed by a chapter, a committee, or the Executive Board. A template for bylaws amendments shall be made available to the membership through the Piano Technicians Guild Home Office.

2. The PTG Bylaws may be amended at any Council session by a two-thirds (2/3) vote of the delegates, provided notice has been given as follows:
   a. Proposed amendments must be submitted in writing, with supporting arguments, to the chair of the Bylaws Committee. Proposals from chapters and PTG committees must be submitted no later than November 30. Proposals from the Executive Board must be submitted no later than fifteen days following the close of the mid-year board meeting.
   b. The amendment deadlines with the appropriate date shall be published in the November Piano Technicians Journal (PTJ).
   c. The Bylaws Committee shall process the proposed amendments in accordance with the duties of that committee and submit them with committee recommendations to the PTJ editor by March 1.
   d. Proposed amendments to the Bylaws shall be published in the May issue of the PTJ.
   e. Emergency Provision: Any exception to the procedure for giving notice of proposed amendments to the Bylaws must first be approved by a three-fourths (3/4) vote of the Executive Board before the amendment may be presented to the delegates. A two-thirds (2/3) vote of Council in favor of considering the amendment shall be required before it may be placed on the floor for debate and vote. A three-fourths (3/4) vote shall be required for adoption of the amendment.

Section B – Amendments to the Regulations and Codes

1. The Regulations and Codes may be amended at any Council session by a majority vote of the delegates provided notice of the amendment has been given exactly as for amendments to the Bylaws. A template for amendments to Regulations and Codes shall be made available to the membership through the Piano Technicians Guild Home Office.

2. If notice of the proposed amendment has not been given as required for the Bylaws, the Regulations may be amended at a Council session by a two-thirds (2/3) vote of the delegates.
ARTICLE I – AWARDS
Section A – Annual Awards
The Piano Technicians Guild (PTG) shall bestow the following international honors on members of PTG who have shown outstanding personal and professional integrity to the point of being an inspiration to others.

1. Golden Hammer:
The Golden Hammer Award shall be presented to one (1) outstanding PTG member per year who has made a definite and permanent change for the better by many years of outstanding contributions to PTG and the piano industry for service and dedication above and beyond the call of duty. Candidates must have contributed more than 20 years of service and dedication to the ideals and goals of the PTG.

2. Hall of Fame:
There shall be a Hall of Fame to honor those who have shared their talents, time and loyalty with our profession wherein the names, tributes to and biographies of honorees may be preserved and remembered. There shall be no more than (2) inductees into the Hall of Fame per year. Candidates for this award must have shown:
   a. Significant long-term dedication to the causes, ideals and purposes of PTG.
   b. Outstanding contributions to and implementation of ideas, programs, etc., resulting in improvement to and upgrading of the piano industry as a whole.

3. Crowl-Travis Member of Note Award:
This award is presented for recent outstanding service to PTG and the piano industry. There shall be no more than four (4) recipients per year. Candidates for this award must have shown:
   a. Significant dedication within the past two (2) years to the causes, ideals and purposes of PTG.
   b. Outstanding contributions to and implementation of ideas, programs, etc., resulting in improvement to and upgrading of the piano industry as a whole.

Section B – Award Nomination and Selection Procedures
1. Any PTG member in good standing or any PTG Chapter may nominate candidates for the Annual Awards.
2. Nominations must be submitted to the Chair of the Awards Committee on the appropriate form by December 31 of the year preceding the award. The Home Office shall make appropriate forms available to the membership.
   a. Golden Hammer nominations must be accompanied by the nominee’s resume and an essay of 100 words or more, on the individual’s contributions that justify the award. This essay is traditionally used as the award presentation speech, and should not reveal the recipient’s name until the end.
   b. Hall of Fame nominations must be accompanied by the nominee’s resume.
   c. Crowl-Travis Member of Note nominations must be accompanied by a short essay of 50 words or less, describing the individual’s contributions that justify the award.

3. The Awards committee may request additional information about selected honorees from sources other than the nominating members or chapters.
4. Chapters and persons whose nominees were not selected by the Awards Committee shall be encouraged to resubmit their nominations the following year.

Section C – Award Presentation Procedures
1. The recipients shall each be presented with a suitable trophy, plaque and/or lapel pin.
2. All awards shall be presented at the PTG Annual Convention, if at all possible.
3. If an honoree is not present, the award shall be forwarded to the honoree’s local chapter president who shall bestow the honor in an appropriate manner.
4. If an honoree is deceased, the award shall be presented to a member of his or her family. If the award cannot be presented at the PTG Annual Convention, it shall be forwarded to the local chapter president nearest the family member accepting on behalf of the recipient. Said president shall present the award in an appropriate manner.
5. All persons elected to the Hall of Fame shall be additionally honored by having a picture, if available, and a short history outlining their contribution to the piano industry included in a Hall of Fame Record Book to be displayed in a prominent position at each PTG Annual Convention. After the PTG Annual Convention the book shall be returned to the Home Office for safekeeping.

Section D – Additional Awards
The PTG Executive Board, by majority vote, may establish one-time or repeating honors in addition to the ones mandated in this article, designate their nomination and selection process, and delegate the task of selecting honorees to PTG committees of their choosing. Honors awarded to non-members of PTG must be approved by Council.
ARTICLE II – COMMITTEES

Section A – Committee Rules
1. The Vice President shall coordinate the work of all committees at the direction of the President. The Vice President shall oversee the relationship between committees and the Home Office staff; all requests for staff involvement, time, or procedural change must be routed through the Vice President.
2. The committee chair shall be responsible for performance of the committee and shall supply the Piano Technicians Guild (PTG) Secretary-Treasurer with a written copy of all reports.
3. On request, a committee chair shall make a report of progress to the President or the Board.
4. A committee chair shall have the privilege of enlisting members to serve the committee in a non-voting capacity if such action will promote the action of the committee. The committee shall make the PTG Vice President aware of the names of such enlistments.
5. No employee of the PTG shall serve on any elected committee.

Section B – Standing Committees
1. Awards Committee
   a. This committee shall be composed of five (5) Registered Piano Technician- (RPT) members of the PTG, one of whom may be from the piano industry. Each member shall be from a different region.
   b. If a chapter nominates an Awards Committee member to receive an award, the Awards Committee member must either resign from the Awards Committee or decline the nomination.
   c. This committee shall complete its work by March 31 of each year. The person(s) honored shall be recognized at the following Annual Convention.
2. Bylaws Committee – This committee shall serve to counsel any chapter or committee member wishing to amend the Bylaws, Regulations and Codes, and present to Council at the proper time any resolutions to amend, together with their recommendations to adopt or reject, with full reasons assigned. The chair of this committee shall serve as parliamentarian in the absence of a professional parliamentarian.
3. College and University Technicians Committee – This committee shall serve to promote the specific interests of college and university technicians. This committee shall maintain an updated list of college and university technicians. Additional activities may include publication of a regular newsletter, development of educational opportunities, and/or other special projects.
4. Council Minutes Approval Committee – This committee shall be appointed from among the Council members at the start of each Council session. This committee shall review Council minutes for accuracy and report approval to the Secretary-Treasurer.
5. Economic Affairs Committee – This committee shall serve to study past, current and future economic trends and advise members accordingly.
6. Editor Advisory Committee – This committee shall be composed of three (3) RPT members, none of whom shall hold higher office than chapter president. This committee shall be elected by Council for a two (2) year term. The committee shall be available to consult with and advise the Piano Technicians Journal (PTJ) editors on material for publication, either at the editor’s request or at the request of other parties.
7. Electronic Communications Committee – This committee shall serve to promote the most effective use of Electronic Communications technology for PTG.
8. Ethics Committee for the PTG Internal Code of Ethics – This committee shall consist of five (5) members and two (2) alternates led by a chair and a vice chair. Each year, the position of chair shall be filled by the previous year's vice chair.
   a. All other vacancies on the Committee shall be determined in the following manner:
      1) Each region (except that of the new chair) shall elect a representative in Regional Caucus to be considered by Council for a position either on the Committee or as an alternate.
      2) Council shall vote among these representatives; the highest number of votes shall determine the new vice chair, and the lowest two numbers of votes determining the two alternates.
   b. The duties of this committee shall include:
      1) Performing all duties and obligations as described by the PTG Disciplinary Code in an unbiased, fair, impartial, and unprejudiced manner.
      2) Submitting articles to the PTJ on a regular basis to educate the current membership as to the correct use of the PTG name and emblems.
      3) Assisting in the preparation of information for new members to aid them in the proper use of the PTG name, logos and emblems.
      4) Acting as a board of review, with the authority to judge the propriety of specific cases of questionable use of the PTG name and emblems in any such cases as may be brought to them by any PTG member or staff member. A yearly report of any such actions shall be presented to Council, which shall retain final authority.
      5) Formulating Internal Rules and Procedures designed to facilitate the expeditious, fair, discreet, and impartial
handling of all complaints or matters brought before it. The Rules and Procedures, and any subsequent deletions, additions, or amendments thereto, shall be subject to approval by the Executive Board in legal session, and to annual review and approval of Council.

9. Examinations and Test Standards Committee (ETSC)
   a. The ETSC shall consist of at least one (1) Certified Tuning Examiner (CTE) and one (1) Certified Technical Examiner (TEC) from each region and other advisors and administrators as needed. ETSC shall be administered by a policy board consisting of certified examiners appointed by the PTG President. Policy board members directly responsible for specific exams must be certified to administer those exams.
   b. The ETSC shall administer, monitor and evaluate the Registered Piano Technician exams, train examiners, provide information and assistance to those wanting exams, and recommend procedures to further standardize and/or simplify exam administration. Accordingly, the ETSC shall:
      1) Administer the CTE and TEC pools.
      2) Recommend candidates for these pools to the Board.
      3) Approve all examination sites.
      4) Maintain the official Examination Manuals.
      5) Recommend exam fees.
      6) Monitor exam records for accuracy and examiner performance level.
      7) Periodically evaluate the levels of difficulty and pass/fail ratios of all exams.
      8) Provide articles for the PTJ and classes at the PTG Annual Convention and regional seminars both to train examiners in giving exams and to help Associate members prepare for them.
      9) Provide both tuning and technical exams at the PTG Annual Convention and encourage seminar organizers to provide exams either at the seminar site during the seminar or at another nearby location just before or after the seminar.
      10) Make class and exam dates and locations known by publication in the PTJ as much as possible.
      11) Communicate directly with all known examiners via the PTJ or an ETSC newsletter at least once a year after the PTG Annual Convention and more often as needed.
      12) Determine areas of need in terms of exam availability, efficiency of exam sites or exam resources.
      13) Make recommendations to the Board directing PTG resources to areas of greatest need.

10. International Relations Committee – This committee shall serve to foster relations with technicians, organizations and other individuals in the piano industry who are in countries outside the regional jurisdiction of the PTG.

11. Members’ Rights Committee
   a. This Committee shall consist of three (3) members elected at the annual Council session.
   b. Each region shall select one candidate from among the region's members.
   c. The nominees shall be presented to the Council for election to the committee. The three (3) nominees receiving the greatest number of votes shall serve for one (1) year. The nominee receiving the greatest number of votes shall be named chair of the committee. Tie votes shall be broken by any suitable method approved by Council.
   d. Those nominees receiving the fourth through seventh highest number of votes shall be designated as alternate committee members in order of the number of votes received. They shall be required to fill any vacancy. The number of members actively serving on the Members’ Rights Committee shall be three (3) at all times.
   e. The Committee shall perform all duties and obligations described by the PTG Disciplinary Code in an unbiased, fair, impartial and unprejudiced manner. To this end it shall:
      1) Study the problems of those who submit grievances to the committee.
      2) Consider the opinions of aggrieved parties and advise them of their rights under the prevailing circumstances.
      3) Make certain that every member receives and enjoys all due rights and privileges.
      4) Make certain that no member who requests adjudication is denied a courteous and constitutionally proper hearing.
      5) Ascertain all facts pertinent to any grievance brought to its attention.
      6) Be certain that full factual knowledge pertinent to all matters under consideration is made known to all parties concerned.
   f. Aggrieved members or chapters presenting a complaint through the Members’ Rights Committee shall provide copies to all individuals or PTG subordinate bodies against whom it is directed. The complaint and all its copies shall cite all points of the grievance in the greatest possible detail and list all desired remedies. The Members’ Rights Committee shall not act on the complaint until all parties receive their copies.
12. Membership Application Review Committee
   a. This Committee shall consist of three (3) members who shall be elected at the annual Council session to serve for the next term.
   b. Each region shall select one (1) candidate from among the region’s members.
   c. The nominees shall be presented to the Council for election to the committee. The three (3) nominees receiving the greatest number of votes shall serve for one (1) year. The nominee receiving the greatest number of votes shall be named chair of the committee. Tie votes shall be broken by any suitable method approved by Council.
   d. Those nominees receiving the fourth through seventh highest number of votes shall be designated as alternate committee members in order of the number of votes received. They shall be required to fill any vacancy. The number of members actively serving on the Membership Application Review Committee shall be three (3) at all times.
   e. No member of the Ethics or Members’ Rights Committees may serve concurrently on the Membership Application Review Committee.
   f. The Committee shall, within 14 days of receiving a chapter objection, determine whether it meets the criteria set forth in Regulations, Article III, Section A and transmit its determination to the Home Office. There are three possible determinations:
      1) The objection may be upheld and the membership application denied. The Home Office shall notify the chapter and applicant of the decision and the applicant’s right to appeal per subparagraph “g.” below.
      2) The objection may be denied and the membership application accepted. The Home Office shall notify the chapter of the denial and shall complete the new member’s application process. The chapter shall have no right to appeal the determination of the Membership Application Review Committee.
      3) The objection does not meet the criteria for denying an application, but the application constitutes an ethical violation by the applicant. The Home Office shall notify the chapter and the applicant of the decision and process the application as in sub-sub paragraph “2)” above, including collection of dues. After the new member’s application process is completed, the Committee shall transmit notice of ethical violations with all materials and reports to the Members’ Rights Committee for action in accordance with the provisions of PTG’s Disciplinary Code.
   g. If an applicant believes that his or her application should not have been denied, he or she may appeal the unfavorable decisions of the Membership Application Review Committee to the PTG Executive Board. This appeal must be filed within 14 days from the date of the decision notice to the applicant.
   h. When the Executive Board receives an appeal it shall, within 14 days, make its own determination of whether a chapter objection meets the criteria as set forth in Regulations, Article III, Section A, and transmit its determination to the Home Office, who shall in turn notify the applicant and the objecting chapter. The determination of the PTG Executive Board shall be final.
   i. If a member of the Membership Application Review Committee and the applicant are from the same chapter, that member of the Membership Application Review Committee shall recuse himself or herself from service and the appropriate alternate committee member with no conflict of interest shall actively serve on the committee for the duration of this applicant’s review process.

13. Nominating Committee (See Bylaws, Article VIII. D)

14. Teacher Relations Committee - This committee shall serve to develop joint initiatives with organizations of music teachers to promote music education for the mutual benefit of the PTG and of its members. It shall seek to foster understanding of piano service and maintenance issues among music teachers through developing educational programs for presentation to teachers’ groups by PTG members.

15. Trade Relations Committee - This committee shall serve to promote good relations on the part of PTG and its members with all sectors of the piano industry – including piano manufacturers, dealers, teachers, all piano technicians and other piano or music professionals – for the mutual welfare of all.

16. Visually Impaired Concerns Committee – This committee shall serve the special interests of the visually impaired members.

ARTICLE III – MEMBERSHIP
Section A – Application
1. Application fee shall be $150 and is non-refundable. The Chapter’s portion of the application fee shall be $75.
2. Applications from former Piano Technicians Guild (PTG) members shall be processed in accordance with Disciplinary Code Section B. Expelled members shall be considered for readmission per PTG Disciplinary Code, Section
3. Criteria for denying PTG new member applications shall include:
   a. False, misleading or incomplete information on the application form.
   b. Refusal to sign the application agreement to abide by the PTG Code of Ethics.
   c. Failure to submit appropriate fees and dues.
   d. Incidents during former membership involving misuse or abuse of PTG supplies, equipment or funds.
   e. Incidents involving misuse of PTG logos and emblems.
   f. Advertisement of PTG membership as a nonmember.

4. Upon completion of the application process, the PTG Home Office shall notify the applicant promptly by sending the new member’s membership card.

Section B – Dues Collection
1. Dues shall be due January 1 of the billing year. Dues shall be considered delinquent if not paid by January 31.

2. Membership benefits (including Piano Technicians Journal [PTJ] subscription) will be suspended for all members who have not paid their dues by January 31. A notice of delinquency shall be sent to the persons affected during the first week of February. If no response is received to the delinquency notice within thirty (30) days, the name shall be dropped from the membership rolls.

3. Any PTG member (as an option to those covered under Bylaws, Article II. H) who has been dropped may be readmitted during the same calendar year by paying that year’s dues, a $150 processing fee, (to be equally divided between the chapter and PTG) and any pending dues for the next year.

4. Chapter PTG dues shall be billed and collected by either the chapter or, upon chapter approval and completion of the appropriate form, by the Home Office. Dues billed and collected by the Home Office shall be reported and sent to participating chapters by May 1. Chapters shall be responsible for billing and collecting their own pro-rated chapter dues for the first year of membership.

5. All International PTG dues shall be billed and collected by the Home Office.

Section C – Dues Reduction
1. Financial Hardship - In cases of inability to pay as determined by chapter members, a chapter may vote to maintain a member on the PTG roll by paying an annual fee of one-half (1/2) of membership dues on behalf of the member directly to the Home Office. This payment shall maintain the member’s good standing, PTJ subscription, and all other benefits.

2. Dues Reduction
   a. Executive Committee approval shall be required for a dues reduction in two or more consecutive years.
   b. Dues reduction request forms must be received by the PTG Home Office no later than January 31 of each year. Payment from the chapter must accompany the request.

2. Retirement or Disability
   a. Any member may apply for a reduction of dues if they:
      1) have been a member in good standing of PTG for ten (10) or more continuous years up to the time of application, and
      2) have reached the age of sixty-five (65) and are capable of drawing Social Security benefits (or the equivalent), or have been declared medically disabled by the Social Security Administration (or the equivalent).
   b. The member may request continued membership in one of the following ways:
      1) Two-thirds (2/3) dues: Following submission of the appropriate form, the member may elect to pay PTG membership dues at two-thirds (2/3) the normal rate and maintain good standing and the PTJ subscription. This member shall receive all other membership benefits.
      2) No dues: Following submission of the appropriate form, the member may continue membership and pay no annual dues by agreeing to pay a cost equivalent to the annual PTJ member subscription fee or by declining to receive the PTJ.

Section D – Resignations
1. A member without indebtedness to the PTG or a chapter of PTG, and otherwise in good standing, has the right to resign in good standing.

2. Resignations to escape delinquent dues, or other financial obligations or disciplinary proceedings, need not be accepted. If dues have not been paid as provided in the PTG Disciplinary Code, the member may be dropped.

3. A chapter member wishing to resign must obtain concurrence of his/her chapter and notify the PTG Home Office before he/she becomes delinquent. The resignation request shall include the reasons for resigning and the effective date. If the reasons are not valid, the chapter should attempt to get the request withdrawn.

4. The Home Office shall ascertain the status of dues and other obligations of the member and notify the officers concerned.

5. Upon receipt of acceptance from a chapter or regional vice president of a resignation, the
ARTICLE IV – ORGANIZATION
Section A – Budget and Finance
Any and all recommendations for increasing The Piano Technicians Guild (PTG) annual budget shall be accompanied by a suggested method of generating the additional revenue.

Section B – Council
1. It shall be the duty of each chapter secretary to provide proper credentials for the chapter’s delegate to Council and to ensure that such credentials are received by the PTG Secretary-Treasurer before the opening of a Council session.
2. If the properly completed credentials form has not been received at the Home Office before Council check-in, a letter authorizing the delegate to represent the chapter that is signed by an officer of that chapter may be presented as a substitute.
3. Up to two alternate delegates for each chapter may be seated at the Council table and must sit only with the delegate if present. An alternate may speak to a motion with the delegate’s consent. Alternates are not permitted to vote if the delegate is present. If an alternate does vote with the delegate present, he or she will be subject to loss of accreditation at the Council table and removal from the meeting.
4. A copy of the Council minutes shall be distributed to each member.
5. Chapters may bear all or any portion of their delegate’s and alternates’ expenses incurred as a result of attending a Council meeting, so long as there is no payment made for the time spent serving as a delegate or alternate.

Section C – Home Office
The Home Office shall maintain a list of current PTG members and, upon request, provide it to any PTG member in good standing and to other persons or organizations as may be approved by the PTG Executive Committee.

Section D – Affiliation With Other Organizations
The PTG Executive Board shall have the prerogative, on behalf of PTG and its members, to pursue formal affiliation with other organizations that may further the goals of PTG.

Section E – PTG/Chapter Officer Title Use
Past or present officers of PTG or PTG chapters are prohibited from personal use of the title of office in any advertisement. Present officers may identify themselves as such when performing the official duties of their office. Past or present officers of PTG or PTG chapters may list their service in their printed or electronic resumes, along with their terms of service.

ARTICLE V – THE REGISTERED PIANO TECHNICIAN (RPT) EXAMS
Section A – Requirements for Passing the RPT Exams
1. Candidates may apply for the RPT exams at any time. The written exam must be passed prior to attempting either the technical or the tuning exam. The examinee’s Piano Technicians Guild (PTG) membership number must appear on all application and exam forms. RPT exams conducted without a PTG membership number may be declared invalid.
2. To pass the RPT written exam, the candidate must score at least eighty percent (80%). The written exam may be administered by any RPT in good standing at any exam site.
3. To pass the RPT technical exam, the candidate must score at least eighty percent (80%) in each of its three (3) parts - vertical action regulation, grand action regulation, and repairs. The candidate may repeat any parts not passed one time within one (1) year of the original exam without having to repeat those parts passed, provided that one-third (1/3) of the technical exam fee is paid for each part repeated. After one (1) year from the date of the original exam, the entire exam must be repeated at the full fee.
4. To pass the RPT tuning exam, the candidate must score at least eighty percent (80%) in each section of the exam’s two parts: part 1, with pitch, temperament, mid-range sections, and part 2 with bass, treble, high treble, stability, and unisons sections.
   a. All candidates must first take part 1, tuning aurally only, and receive scores in pitch, temperament and midrange.
   b. Following evaluation of part 1 scores, candidates may then proceed to part 2, tuning the rest of the piano by any aural or electronic method (except that all candidates must tune unisons aurally), and receiving scores in bass, treble, high treble, stability, and unisons sections.
   c. Candidates who pass all sections of part 2 but do not pass all sections of part 1 may repeat part 1 one time within one (1) year of the original exam, provided one-half (1/2) of the tuning fee is paid. Candidates who do not pass all sections of part 2 must repeat the entire exam at the full fee.
5. The one-year deadline for partial re-takes of the tuning and technical exams, as allowed in paragraphs 3 and 4.c above, may be extended for those who took their original exam(s) at a PTG Annual Convention if the parts failed are retaken at the same event the following year.
6. Upon completion of the third exam, any exam that was passed more than four (4) years prior to that last exam and is no longer current must be retaken.
7. Upon meeting these requirements and completion of recordkeeping, the Home Office will notify the candidate of reclassification as a Registered Piano Technician.

Section B – Exam Sponsors
1. Exam sponsors are defined as those constituent entities within the PTG eligible to benefit from exam fee income. Individuals, businesses, corporations or other entities that are not integral parts of the PTG, may not benefit from exam fee income and therefore cannot sponsor exams; however, they may provide facilities, equipment, donations and other assistance to exam sponsors.
2. The following entities are eligible to sponsor PTG exams:
   a. The Examinations and Test Standards Committee (ETSC). ETSC may sponsor exams at PTG Annual Conventions and at other permanent or temporary exam sites set up through the PTG Home Office.
   b. Area Exam Boards (AEB). AEBs shall be subordinate bodies of the PTG whose function is to administer Tuning and Technical exams within a specified geographical area in which several chapters may be located. AEBs shall be self-governing, maintain their own treasuries and shall not be subject to the authority of any chapters, their officers or committees.
   c. PTG Chapters. Chapters may sponsor exams for members of their chapter or of other chapters. At their discretion, chapters may refuse to sponsor exams for applicants other than their own members.
   d. Regional Conference Organizations (RCO). RCOs are encouraged to sponsor exams at their own State or Regional conventions.
3. Exam sponsors are responsible for providing appropriate facilities, equipment and staffing for administering exams.
4. Exam sponsors shall set clear and consistent policies regarding examiner reimbursement for necessary and reasonable expenses incurred in connection with exams, including but not limited to: examiner travel to exam sites, maintenance of exam equipment, postage fees and telephone costs.
5. Exam sponsors are not required to underwrite the expenses of training or certifying examiners, but may do so at their discretion.

Section C – Exam Fees
1. Fees for the RPT Exams shall be as follows: written exam - no fee; technical exam $180.00; tuning exam $180.00.
2. In the event exam fees are increased or decreased the new amounts must be evenly divisible by 2 and by 3 in order to easily allow for prorating of fees on partial re-exams.
3. Exam fees are to be paid directly to PTG and shall be remitted to the PTG Home Office in advance of the exam. Upon receipt of payment, the candidate shall receive a voucher or other proof of payment that shall be accepted by all exam sites and sponsors in payment for the specified exam(s). Payment procedures shall be detailed in the Exam Policy Manual.
4. The PTG Home Office shall remit to the exam sponsor $90 for each full tuning or technical exam properly administered after the fee voucher or other proof of examinee’s payment is submitted by the Examiner-in-Charge on behalf of the exam sponsor, together with a properly completed exam score form. The sponsor’s portion of exam fees for partial retakes as allowed in Regulations, Article V. A.3 and 4 shall be in the same proportion of the fee as for full exams. Fees from exams sponsored by the ETSC shall be retained by the PTG in their entirety.
5. Exam fees may be waived for RPTs who sign a “Consent to Serve as Examiner” form prior to the exam provided the number of such waivers and exams does not exceed three (3) in any five-year period. If records indicate that a waiver was erroneously given for any exams in excess of this number, the PTG Home Office shall notify the ETSC chair, bill the examinee at the current exam fee rate, and transmit to the appropriate exam sponsors their portion of the fee.
6. Revenue from exam fees shall be used in offsetting administrative, equipment, and personnel costs of PTG exams. Exam sponsors shall have full discretion over allocating their portion of the exam fees to specific exam uses.

Section D – Exam Record-Keeping
1. The Examiner-in-Charge, on behalf of the exam sponsor, must transmit score forms to the PTG Home Office for every exam administered, including failed exams and exams left incomplete.
2. Exam fees may not be disbursed to exam sponsors if appropriate exam forms are not enclosed with the exam fee voucher.
3. RPT candidates may not be reclassified unless all relevant score forms are in their Home Office file.
4. The PTG Home Office, ETSC and Exam Sponsors are authorized to maintain exam records for specific purposes only, in conformance with confidentiality requirements as detailed in the Exam Policy Manual.

Section E – Administrative Requirements
1. In administering exams, all the requirements and procedures outlined in the Bylaws, Regulations, Exam Policy Manual and in the Council-approved Examination Manuals shall be followed in every case so that all tests will be given as fairly as possible and the results will be comparable among all exam sites.
2. Exam sites shall be staffed as follows:
   a. The written exam shall be administered by at least one RPT.
   b. The technical exam shall be administered by at least two RPTs with the stipulation that at least one of the RPTs shall be a Certified Technical Examiner (TEC). Master regulations of action models shall have been done under the leadership of one TEC assisted by at least one other RPT.
   c. The tuning exam shall be administered by at least three (3) RPTs with the stipulation that at least one of the RPTs shall be a Certified Tuning Examiner (CTE). The master tuning shall have been done under the leadership of one CTE assisted by at least two other RPTs.
   d. The ETSC shall establish qualifications and training procedures for certifying CTEs and TECs. Training procedures shall include minimum requirements for supervised work on actual exams, and qualifications for persons authorized to train candidates for certification. All such qualifications and procedures shall be detailed in the Exam Policy Manual.
   e. The ETSC shall institute protocols and procedures for assessing certified examiners’ skills in the performance of their duties and their knowledge of current exam procedures. ETSC at its discretion may require renewal of certifications under specified circumstances and at specified time intervals. Such protocols, processes and requirements shall be detailed in the Exam Policy Manual.
   f. The ETSC shall institute qualification procedures for assisted certification of RPTs under the mark of the ETSC. The ETSC shall be required to reimburse any examiner expenses incurred in the performance of duties as examiner. However, such reimbursement is not guaranteed and examiners are responsible for finding out in advance the specifics of the reimbursement policy.

3. Every exam site shall meet space, furnishings, equipment, and ambiance requirements for administering exams as detailed in the Exam Policy Manual.

Section F – Examiner Expense Reimbursement
1. Examiners shall not receive any compensation for services as an examiner.
2. Examiners may be reimbursed by the exam sponsors for all necessary and reasonable expenses incurred in the performance of their duties as examiners. However, such reimbursement is not guaranteed and examiners are responsible for finding out in advance the specifics of the reimbursement policy.
3. Neither The Piano Technicians Guild, Inc. nor the ETSC shall be required to reimburse any examiner expenses incurred without prior authorization.
4. Signing the Consent to Serve as Examiner (CSE) form does not obligate examiners to provide exams without reimbursement of expenses as in paragraph 2 above.

Section G – Examiner Ethics
1. PTG Examiners shall always strive to maintain strict confidentiality of specific exam results using all reasonable precautions to prevent unauthorized individuals having access to or knowledge of such results.
2. PTG Examiners should always bear in mind that there is no membership classification within PTG above that of Registered Piano Technician. Certification and/or experience as a PTG Examiner shall bestow no privileges beyond that of being authorized to administer exams and must not be represented to the public as a rank, classification or elite status.
3. Examiners shall strive to follow with the greatest possible precision all current exam manuals and written instructions issued by ETSC through PTG publications and by direct written communication. Examiners are responsible for maintaining their knowledge of the most current exam procedures through the PTG Examiner Newsletter and (if possible) PTG Examiner e-mail list. Examiners shall bring to the attention of ETSC any improprieties in exam administration and any misinformation about PTG exams that come to their attention.

Section H – Miscellaneous
1. RPTs shall be encouraged, but not required, to take the current set of RPT exams in order to facilitate the statistical studies and refinement of exam procedures and scoring. The membership status of an RPT shall not be affected by the results of such exams.
2. The effective dates of the current versions of the RPT Exams are: written exam: version date: 1/1/08; technical exam version date: 6/1/05; tuning exam version date: 1/1/98.

ARTICLE VI – CHAPTER DISSOLUTION
Section A – Involuntary Dissolution - Lifting of Charter
1. A chapter’s charter may be lifted by majority vote of Council upon recommendation by the Piano Technicians Guild (PTG) Board of Directors.
2. The Board shall recommend dissolution in the event that chapter membership drops below the minimum required to legally transact business, or the Board determines that the chapter has become inactive per Bylaws, Article V. G.1.
3. All liabilities and obligations shall be paid or satisfied or adequate provision shall be made therefore. Any assets belonging to members or others shall be returned or conveyed, if the assets are held under such requirement. Any assets not obligated under the above shall be conveyed to the Piano Technicians Guild Foundation in the name of the chapter.
4. The RVP shall be responsible for the proper execution of the mandates in paragraph “3” above, either by acting as receiver or delegating this function.
5. Members of a dissolved chapter shall be transferred to the most conveniently accessible...
neighboring chapter by Home Office staff before the dissolution takes effect. Officers of all area chapters shall be informed of the pending dissolution and their input shall be sought regarding most favorable placement of members to be transferred. All members of the dissolving chapter shall be notified by the Home Office staff of their transfer of membership as soon as possible, and informed of their right to request an alternate chapter placement, (per Bylaws Article VIII. Section D) if there is more than one neighboring chapter.

Section B – Voluntary Dissolution

1. A chapter may vote to dissolve itself by a two-thirds (2/3) vote of members present and voting at a legally constituted chapter meeting. The RVP shall be informed of such a vote as soon as possible. The RVP shall then inform the PTG Board and the Home Office staff. Dissolution shall not take effect for two (2) months or until all mandates of paragraphs 2 and 4 below are carried out – whichever is later.

2. All liabilities and obligations shall be paid or satisfied or adequate provision shall be made therefore. Any assets belonging to members or others shall be returned or conveyed, if the assets are held under such requirement. Any assets not obligated under the above shall be disposed of pursuant to majority vote of chapter members. If no such vote is held, such assets shall be conveyed to the Piano Technicians Guild Foundation in the name of the chapter.

3. The dissolving chapter’s officers shall be responsible for the proper execution of the mandates in paragraph 2 above. In the event they are unable complete these tasks, the RVP shall become responsible for their completion.

4. Members of a dissolving chapter shall be transferred to another chapter by the Home Office Staff per the process in Regulations Article VI. Section A.5.

5. The chapter charter shall be cancelled by majority vote of Council at its session following completion of the dissolution process.

Section C – Chapter Merger

1. A chapter that wishes to dissolve may vote to merge with another nearby chapter by a two-thirds (2/3) vote of members present and voting at a legally constituted chapter meeting. In order for such merger to take place, the nearby chapter must agree to such merger by a two-thirds (2/3) vote of members present and voting at a legally constituted chapter meeting. The RVP shall be informed of these votes as soon as possible. The RVP shall then inform the PTG Board and the Home Office staff.

2. All liabilities, obligations and assets of the dissolving chapter shall be transferred to the chapter with which the dissolving chapter is merging.

3. All members of the dissolving chapter shall be notified by the Home Office staff of their transfer of membership as soon as possible. If there are other neighboring chapter members of the dissolving chapter may request a transfer to the chapter of their choice (per Bylaws, Article V. D).

4. The dissolving chapter’s charter shall be cancelled by majority vote of Council at its session following completion of the merger process.

5. Two (2) or more distinct chapters may merge and form a single new chapter with a new name as follows:
   a. Each of the chapters must approve such merger by a two-thirds (2/3) vote of its members present and voting at legally constituted chapter meetings. The RVP shall be informed of these votes as soon as possible. The RVP shall then inform the PTG Board and the Home Office staff.
   b. Five (5) or more Registered Piano technicians of whom there must be at least two (2) from each chapter shall apply for a new chapter charter per Bylaws, Article V.B.
   c. After the new chapter charter is granted and chapter officers are elected, the merging chapters shall be dissolved per paragraphs 2, 3 and 4 above.
DISCIPLINARY CODE

Section A – Code of Professional Conduct
As a means to promote the highest quality of professional conduct of its members, the following constitutes the Code of Professional Conduct which is to be adhered to by all members of the Piano Technicians Guild and is agreed to through endorsement of the Membership Pledge.

Every member of the Piano Technicians Guild shall refrain from:
1. Exercising professional conduct adverse to the Mission, Objectives and Principles of the Piano Technicians Guild.
2. Providing any material misrepresentation of education, training, experience or area of expertise.
3. Willful violation of the laws of the Piano Technicians Guild and of the chapter in which membership is held.
5. Being found guilty by a court or jury of competent jurisdiction of a felony or other crime or misdemeanor involving moral turpitude.

Section B – Member Liability
1. Any member of the Piano Technicians Guild who has violated any of the provisions of the Code of Professional Conduct (Section A above) may be liable to restriction on membership in the form of reprimand, suspension or expulsion by action of the Executive Board, as provided in Section E.8 below.
2. Expulsion shall be for a minimum duration of five (5) years. An application for re-admission from an individual whose prior membership was ended by expulsion must be reviewed and approved by the Ethics Committee before it can be processed under Bylaws Article II, A and E. If the application is not approved, a re-application shall not be considered for one (1) year.

Section C – Investigative Body
There shall be constituted a standing Ethics Committee the primary function of which will be:
1. To conduct investigations and, as necessary, to serve as a hearing body concerning conduct of individual members which may constitute a violation of the provisions of the Disciplinary Code Section A.
2. To act as an advisory body, rendering opinions on the ramifications of contemplated actions by individual members in terms of the provisions of the Disciplinary Code, Sections A and B and the Piano Technicians Guild Code of Ethics.
3. To formulate Internal Rules and Procedures designed to facilitate the expeditious, fair, discreet, and impartial handling of all complaints or matters brought before it. The Rules and Procedures, and any subsequent deletions, additions, or amendments thereto, shall be subject to the approval by the Executive Board in legal session, and to annual review and approval in the Annual Meeting of Council.

Section D – Member’s Rights Committee Procedures
The following is the form by which proceedings are initiated:
1. A member, group of members or chapter of the Piano Technicians Guild may submit a formal written complaint of professional misconduct to the Chair of the Members’ Rights Committee, and to the accused.
2. The Committee shall determine if the complaint is valid according to Bylaws, Regulations & Code or other official documents of the PTG. If not, the complaint should be returned to the accuser(s) with a letter of explanation from the Committee and no further action is required.
3. If the complaint is valid, the Chair of the Members’ Rights Committee shall contact the accuser(s) and the accused within (10) days of receipt of complaint to determine if the complaint can be interpreted as an issue of a dispute that may be resolved by negotiation. If the accused and accuser(s) agree to negotiate in good faith within fourteen (14) days of being contacted by the Chair, the accuser(s) shall suspend the formal written complaint.
4. If a resolution is not reached within twenty-one (21) days of agreement to negotiate, either the Committee or the negotiating parties may agree to extend negotiations an additional twenty-one (21) days, or negotiations may be discontinued by the Committee or either of the parties. If negotiations are discontinued, or if no resolution has been achieved after an extension, the formal complaint shall be reinstated.
5. If the accused and accuser(s) are unable to agree to negotiate in good faith, or negotiations have failed, the formal complaint, along with a report and recommendations if any, shall promptly be transmitted to the Chair of the Ethics Committee within 21 days of the complaint being reinstated.
6. If the accused and accuser(s) refuse resolution of the initial complaint though negotiation, the Committee shall forward the formal complaint along with a report and recommendations, if any, to the Chair of the Ethics Committee within 21 days of the receipt of the complaint.
Section E – Ethics Committee and Executive Board Procedures
The following procedures shall apply to any written complaint of professional misconduct against a member of the Piano Technicians Guild.

1. The Ethics Committee shall determine whether the complaint falls within its jurisdiction and whether there is probable cause to believe that the complaint may be well founded.

2. If the Ethics Committee, in its preliminary determination, finds that it does not have jurisdiction or that there is a lack of probable cause to believe that the complaint may be well founded, it shall dismiss the complaint. It shall issue a report of such determination to the Executive Board, setting forth the basic facts but omitting the names of the parties, and stating the reasons for its decision to dismiss. Notice of such determination shall be sent to the accuser(s) and to the accused.

3. If the Ethics Committee finds that it has jurisdiction and that there is probable cause to believe that the complaint may be well founded, it shall give notice of the filing of a complaint to the accuser(s) and the accused, and, in accordance with the Rules and Procedures of the Ethics Committee assemble written data from both the accused and accuser(s) which will permit the Ethics Committee to determine whether the complaint requires a hearing.

4. The Ethics Committee may appoint a member of the Piano Technicians Guild who is not a member of the Committee to investigate the complaint and present the charge(s) on behalf of the Piano Technicians Guild to the Committee. A Committee member or alternate chosen to investigate a complaint and present the charges to the Committee shall not sit in deliberation on such complaint. Any persons involved with conducting or managing an investigation shall not have previous specific personal history with the member charged. The defendant shall have the right to request a substitution for just cause.

5. If, as a result of an investigation, the Ethics Committee decides to dismiss the charge(s) without a formal hearing, it may do so. It shall notify the accused and the accuser(s) of its decision and shall issue a report to the Executive Board setting forth the basic facts but omitting the names of the parties and stating the reason(s) for its decision.

6. If the Ethics Committee decides to formally hear the charge(s), it shall give both the accused and the accuser(s) a reasonable opportunity to be heard and to confront each other. The Committee shall schedule a hearing and notify all parties involved in a timely manner. Upon notification of a hearing, all voting rights of the accused shall be suspended (except as relate to the disciplinary process), and the accused member’s chapter shall have the right to determine if the accused may attend chapter functions, pending disposition of the case.

7. The Ethics Committee shall hold the hearing to make a decision either to dismiss the charge(s), or issue a recommendation to reprimand, suspend, or expel. The decision shall be announced at the hearing, and written notice of the decision shall be mailed to the accused and to the accuser(s). The Ethics Committee shall then make a report to the Executive Board on its decision including reasons and any recommendations, if needed, for further action. Any persons involved with conducting or managing a hearing shall not have previous specific personal history with the accused. The accused shall have the right to request the substitution of a member with an alternate for just cause.

8. Within three (3) weeks of receipt by the Executive Board of an Ethics Committee recommendation and report from the hearing, the Executive Board, upon a vote of two-thirds (2/3) of the members present and voting shall make a decision either to concur with the recommendation of the Ethics Committee to reprimand, suspend, or expel the member accused of professional misconduct, or make a decision to reduce the restriction on membership or dismiss the charge(s). The Executive Board shall then notify the accused, the accuser(s), and the Ethics Committee Chair of its decision within ten (10) days. No member of the Executive Board, who is the subject of a pending accusation under the provisions of this Code, shall sit in deliberation on any matter concerning professional misconduct.

Section F – Appeal Procedures
The following is the form by which an appeal is conducted:

1. The accused has the right to appeal from the action of the Executive Board to the membership of the Piano Technicians Guild. In effecting an appeal, the appellant must file a brief written notice of the appeal, together with any written statement he may wish to submit in his behalf, with the Secretary Treasurer not less than seventy (70) days prior to the next Annual Meeting of Council. The Secretary Treasurer shall immediately advise each member of the Executive Board of the appeal and shall forward to each a copy of the supporting papers submitted by the appellant.

2. The Executive Board shall then prepare a written statement of the reasons for its actions and file the same with the Secretary Treasurer not less than forty (40) days prior to the next Annual Meeting of the Council Delegates.

3. Within twenty (20) days thereafter, the Secretary Treasurer shall mail to each voting delegate to Council a copy of the appellant’s notice of appeal.
and his/her supporting statement, and a copy of the Executive Board’s statement.

4. A vote of two-thirds (2/3) of the delegates present and voting at the Annual Meeting of Council shall be required to overrule the action of the Executive Board in regard to reprimand, suspension or expulsion of a member. In overruling the action of the Executive Board, Council may choose to reduce the restriction on membership or dismiss the charges. The accused member’s chapter delegate may not vote on such questions.

Section G – Complaints Against Elected Officers
A formal written complaint against an elected officer, an elected committee member, or an elected committee chair for misconduct in performance of official duties shall be delivered to the Chairman of the Members’ Rights Committee and to the accused.
1. An elected officer, an elected committee member, or an elected committee chair may be removed for cause, which shall include willful negligence in performance of duties, and failure to disclose necessary information in business matters.

2. Due process shall be according to Disciplinary Code Sections D and E, except that basis of formal complaint shall be Section G.1, liability shall be removal from office, and Section G.3 shall apply.

3. If the Ethics Committee after a hearing recommends that an elected officer, committee member, or committee chair be removed for cause, and the Executive Board concurs with the Ethics Committee by a two-thirds (2/3) vote, the accused officer, committee member or committee chair shall be suspended from his/her official duties pending an appeal.

Section H – Rights of an Accused Member
1. An accused member has the right:
   a. to prompt written notice of complaint.
   b. to expect that knowledge of complaint or any investigation thereof shall be restricted to those who have designated authority to have such knowledge.
   c. to reasonable notice of a hearing and a reasonable opportunity to attend.
   d. to the opportunity to confront and cross-examine the accusing member and to refute all complaints and allegations.
   e. to due process and a fair hearing before an unbiased panel.

2. If the accused offers to resign membership in PTG during Members’ Rights Procedures (Section D), no action shall be taken until either case is resolved by the Members’ Rights Committee, or the case is referred to the Ethics Committee. If the case is resolved by the Members’ Rights Committee, the accused may resign subject to Bylaws, Article II, H. If a case referred from the MRC to the Ethics Committee is accompanied by an offer to resign from the accused, or if the accused offers to resign while the case is in the Ethics Committee, the Ethics Committee shall decide within two (2) weeks upon receipt of such offer if it is in the best interests of PTG to accept it. The Chair shall notify the accused, the accuser(s), and the PTG Executive Board within ten (10) days of the Committee’s decision. If the accused offers to resign while the case is in the Executive Board, the Executive Board shall decide within two (2) weeks upon receipt of the resignation offer if it is in the best interests of PTG to accept such resignation. The Executive Board shall notify the accused, the accuser(s), and the Chair of the Ethics Committee within ten (10) days of its decision. If either the Ethics Committee or the Executive Board accepts the resignation, the accused may resign, subject to Bylaws, Article II, I.

CODE OF ETHICS

1. I will act honorably and in a professional manner.
2. I will render the best possible service under the circumstances, always keeping the best interests of my client in mind.
3. I will uphold the principles of honesty and integrity for which the Piano Technicians Guild stands.
4. I will use the name and trademarks of the Piano Technicians Guild properly and will encourage others to do the same.
5. I will strive to upgrade my professional skills and I will encourage and help others to do the same.
6. I will promote, in any way that I can, good will toward my profession and toward the music industry.
7. I will engage only in business practices that are in accord with the antitrust guidelines as set forth by the Piano Technicians Guild.
## Piano Technicians Guild, Inc.
### 2014 Budget Report

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**Notes:**
- Actual
- Approved
- Proposed
- Revised
### Piano Technicians Guild, Inc.  
#### 2014 Budget Report

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<td>149</td>
<td>Net Income (Loss)</td>
<td>141,910</td>
<td>43,322</td>
<td>29,290</td>
<td>72,528</td>
<td>29,546</td>
<td>28,066</td>
<td>29,252</td>
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<td>150</td>
<td>Reserve Fund Contribution</td>
<td>25,980</td>
<td>27,165</td>
<td>28,394</td>
<td>27,199</td>
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<td>28,328</td>
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<tr>
<td>151</td>
<td>NET INCOME (LOSS) UNRESTRICTED</td>
<td>115,930</td>
<td>16,157</td>
<td>896</td>
<td>45,329</td>
<td>966</td>
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<td>153</td>
<td>Dues needed if only source of income</td>
<td>302</td>
<td>350</td>
<td>366</td>
<td>350</td>
<td>381</td>
<td>371</td>
<td>378</td>
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</tr>
</tbody>
</table>

804
DATE: March 1, 2014

REQUESTED BY: Executive Board

TOPIC: 2015 Dues Increase

SPECIFIC ACTION REQUESTED:
The Board submits a proposal to Council requesting a 3.664% dues increase for calendar year 2015.

SUPPORTING DISCUSSION / DOCUMENTATION:
In order to continue to provide the benefits and services associated with PTG membership, it is necessary to raise dues on a regular basis to keep up with the rising costs.

RESOURCES REQUIRED IN SUPPORT OF RFA:
Staff time to update forms and databases as necessary.
DATE: March 1, 2014

REQUESTED BY: Executive Board

TOPIC: Dissolution of Modesto Chapter

SPECIFIC ACTION REQUESTED:
At the Mid-Year Meeting the Board recognized the Modesto Chapter’s request for dissolution. As all issues relating to the chapter have been resolved and all members have been assigned to other chapters, we hereby recommend that Council also acknowledge the Modesto CA Chapter’s request for dissolution.

SUPPORTING DISCUSSION / DOCUMENTATION:
See attached email from Modesto Chapter president.

RESOURCES REQUIRED IN SUPPORT OF RFA:
Staff time to update forms and databases as necessary.
Dear Larry Messerly,

Our Chapter has met and voted (with sadness) that the time has come to dissolve the Modesto Chapter. There were five members present and the vote was unanimous. There are not enough members left to have an active chapter. Of the eleven members we have, three are on inactive status for medical or retired reasons and three live out of the area and we haven't seen them in years. That leaves only five of us, two of whom are RPT's. I am also retired, but not eligible for the inactive status, so I will be dropping my PTG membership at the end of the year. That leaves only four.

We also voted on the distribution of the remaining chapter funds. $1100 is left in the treasury. (Exact amount known when we close the account.) We voted to donate $100 to the PTG Foundation and the rest to Harmony Stockton, a non-profit after-school music and tutoring program for underprivileged students. The program provides instruments and instruction without charge. The kids perform throughout the area.

Sandy has changed Bob to inactive status and I have suggested the out-of-area members contact her to make arrangements to hook up with other chapters. The local members will likely move to Sacramento Chapter.

Please let me know if there is anything else I need to do, and also on the timing of the board's final decision on our dissolution.

Thank you,
Marcia Davis
RPT, Chapter President
DATE: March 1, 2014

REQUESTED BY: Executive Board

TOPIC: Chapter Name Change – Oklahoma Chapter

SPECIFIC ACTION REQUESTED:
At the Mid-Year Meeting the Board recognized the request from the Oklahoma Chapter to change their name to the Central Oklahoma Chapter.

The Board submits the request to Council for approval.

SUPPORTING DISCUSSION / DOCUMENTATION:
This name change will help distinguish the PTG chapters in Oklahoma.

RESOURCES REQUIRED IN SUPPORT OF RFA:
Staff time to update forms and databases as necessary.
Minutes from November 21, 2013 PTG meeting of the Oklahoma Chapter:

The meeting was held at Larsen Music Store, and began with a prayer by Norman Cantrell at 8:57 AM. Members present were Gary Bruce, Nathan Sobel, Keith Morgan, Keith McGavern, Brad Broomfield, Norman Cantrell and Bob Scheer.

The minutes from the October 2013 meeting were read and approved.

Our treasurer reported a balance of $2,832.75

The motion approved at the October meeting concerning the Chapter name change from "Oklahoma Chapter PTG" to "Central Oklahoma Chapter PTG" was discussed, and the process has begun with notification to the SCRVP, and the name change will hopefully be approved at the Board Meeting in January.

Congratulations to Jonathan Edwards who is now an Associate Member.

The December Christmas Dinner meeting was unfortunately cancelled due to hazardous road conditions.

Special thanks to Walt Myrick and Larsen Music for hosting the meeting, for the warm welcome, and for the delicious coffee and pastries. Walt gave the technical presentation explaining the new Yamaha CFX Series. He gave a very informative presentation and was much appreciated.
# Board Policies

**Board Policies**  
*Revised February 2014*

## INTRODUCTION

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## I. OPERATIONS

### A. PTG OPERATIONS

1. **ANTITRUST POLICY**
2. **PUBLIC IMAGE POLICIES**
3. **PRIVACY POLICY**
4. **PTG LOGO**
5. **PTG MARKETING PHRASES**

### B. HOME OFFICE OPERATIONS

1. **EXECUTIVE DIRECTOR**
2. **FINANCIAL OPERATIONS**
3. **GENERAL OPERATIONS**
4. **EXPENSE REIMBURSEMENT**

### C. PTG PUBLICATIONS AND MATERIALS

1. **PIANO TECHNICIANS JOURNAL – CONTENT**
2. **PIANO TECHNICIANS JOURNAL - ADVERTISING AND PROMOTION**
3. **PIANO TECHNICIANS JOURNAL - STAFF & EDITORIAL POLICIES**
4. **PTG MISCELLANEOUS MATERIALS**

## II. PTG BOARD OF DIRECTORS

### A. JOB DESCRIPTIONS

1. **PTG EXECUTIVE BOARD**
2. **PRESIDENT**
3. **VICE PRESIDENT**
4. **SECRETARY-TREASURER**
5. **EXECUTIVE COMMITTEE**
6. **REGIONAL VICE PRESIDENT**

### B. TERM OF OFFICE

1. **CONCURRENT TERMS**

### C. OFFICER RESPONSIBILITIES

1. **MEMBERSHIP APPLICATIONS**
2. **DUES EXTENSIONS**
3. **HOME OFFICE INTERACTION**
4. **RVP BOOTH INVENTORY AND SALES**

### D. EXECUTIVE COMMITTEE EXPENSES

1. **PRE-APPROVAL REQUIREMENT**

### E. BOARD EXPENSES

1. **EXPENSE ADVANCES**
2. **REIMBURSEMENT REQUESTS**
3. **BUDGETS AND ALLOCATION OF FUNDS**
4. **BOARD MEETINGS**

### F. GUIDELINES FOR BOARD REVIEW OF AN ETHICS COMMITTEE HEARING

### G. MISCELLANEOUS BOARD RESPONSIBILITIES

1. **APPROVAL OF CERTIFIED EXAMINERS**

### H. INTERNATIONAL RELATIONS

1. **IAPBT REPRESENTATION**
<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>II.</td>
<td>PTG COMMITTEES</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td>A. APPOINTMENTS AND OPERATIONS</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td>1. COMMITTEE APPOINTMENTS</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td>2. COMMITTEE OPERATIONS</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td>3. BOARD LIAISON</td>
<td>32</td>
</tr>
<tr>
<td></td>
<td>B. COMMUNICATION</td>
<td>32</td>
</tr>
<tr>
<td></td>
<td>1. COMMITTEE COMMUNICATION</td>
<td>32</td>
</tr>
<tr>
<td></td>
<td>2. COMMITTEE REPORTS</td>
<td>32</td>
</tr>
<tr>
<td></td>
<td>3. BOARD AGENDA ITEMS AND BYLAWS PROPOSALS</td>
<td>33</td>
</tr>
<tr>
<td></td>
<td>C. FINANCIAL</td>
<td>33</td>
</tr>
<tr>
<td></td>
<td>1. EXPENSE AUTHORIZATION</td>
<td>33</td>
</tr>
<tr>
<td></td>
<td>2. EXPENSE REIMBURSEMENT</td>
<td>33</td>
</tr>
<tr>
<td>III.</td>
<td>PTG CHAPTERS AND MEMBERSHIP</td>
<td>33</td>
</tr>
<tr>
<td></td>
<td>A. CHAPTER OPERATIONS</td>
<td>33</td>
</tr>
<tr>
<td></td>
<td>1. BLANKET TAX EXEMPTIONS</td>
<td>33</td>
</tr>
<tr>
<td></td>
<td>2. CHAPTER WEBSITES</td>
<td>33</td>
</tr>
<tr>
<td></td>
<td>B. MEMBERSHIP</td>
<td>34</td>
</tr>
<tr>
<td></td>
<td>1. MEMBERSHIP CERTIFICATES</td>
<td>34</td>
</tr>
<tr>
<td></td>
<td>2. MEMBERSHIP CARDS</td>
<td>34</td>
</tr>
<tr>
<td></td>
<td>3. SERVICE PINS</td>
<td>34</td>
</tr>
<tr>
<td></td>
<td>4. SUSTAINING MEMBERSHIPS</td>
<td>34</td>
</tr>
<tr>
<td></td>
<td>5. INCOMPLETE MEMBERSHIP APPLICATIONS</td>
<td>34</td>
</tr>
<tr>
<td></td>
<td>6. RPT LISTINGS ON PTG WEBSITE</td>
<td>34</td>
</tr>
<tr>
<td>IV.</td>
<td>PTG CONVENTION</td>
<td>34</td>
</tr>
<tr>
<td></td>
<td>A. PLANNING AND REGISTRATION</td>
<td>34</td>
</tr>
<tr>
<td></td>
<td>1. CONVENTION PLANNING MEETING</td>
<td>34</td>
</tr>
<tr>
<td></td>
<td>2. SITE SELECTION</td>
<td>34</td>
</tr>
<tr>
<td></td>
<td>3. CONVENTION ONE-DAY ATTENDANCE</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>4. PAST PRESIDENTS</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>5. NEW RPTs</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>6. NEW ASSOCIATEs</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>7. CHARTER MEMBERS</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>B. COUNCIL</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>1. DELEGATE FORMS TO CHAPTERS</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>2. DELEGATE AGENDA BOOKS</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>3. VOTING STRENGTH</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>4. CANDIDATES FOR PTG OFFICE</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>C. BOARD AND HOST CHAPTER</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>1. CONVENTION COMPS FOR BOARD</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>2. HOST CHAPTER</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>D. INSTITUTE AND EVENTS</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>1. INSTITUTE PERSONNEL</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>2. INSTITUTE POLICIES</td>
<td>36</td>
</tr>
<tr>
<td></td>
<td>3. MEMBERSHIP BOOTH</td>
<td>36</td>
</tr>
<tr>
<td></td>
<td>4. EXHIBIT BOOTHS</td>
<td>36</td>
</tr>
<tr>
<td></td>
<td>5. DUPLICATE COMPLIMENTARY REGISTRATIONS</td>
<td>36</td>
</tr>
<tr>
<td></td>
<td>6. SALES AT CONVENTION</td>
<td>36</td>
</tr>
</tbody>
</table>
E. MISCELLANEOUS ................................................................................................. 36
  1. REGIONAL MEETINGS AT PTG CONVENTIONS .............................................. 36
  2. EXAMINATIONS ........................................................................................... 36
  3. AWARDS AT CONVENTION ........................................................................... 36
  4. RESERVED TABLES AT BANQUET ................................................................. 36
  5. ATTENDANCE FROM OVERSEAS ................................................................. 36
  6. LETTERS OF THANKS .................................................................................. 36
  7. AUXILIARY .................................................................................................... 36
  8. CONVENTION EXPENSE SUMMARY ............................................................ 37

VI. REGIONAL CONFERENCES AND SEMINARS ..................................................... 37
   A. SEMINAR DATES AND APPROVAL ............................................................. 37
      1. REQUIREMENTS ....................................................................................... 37
   B. SEMINAR ADVERTISING ............................................................................. 37
      1. SEMINAR COMING EVENTS SECTION ..................................................... 37
      2. FREE PUBLICITY ...................................................................................... 37
      3. HALF-PRICED AD RATES ....................................................................... 37
      4. GRATIS DISPLAY AD ............................................................................. 37
      5. BLAST EMAIL .......................................................................................... 37
   C. EXAMINATIONS ........................................................................................... 37
   D. CONTRACTS .................................................................................................. 37
   E. EQUIPMENT LOANS .................................................................................... 37
   F. ONLINE REGISTRATION BY HOME OFFICE ............................................. 37

VII. PTG FOUNDATION ........................................................................................ 38
   A. CONTRIBUTION OF PTG FUNDS ............................................................ 38
INTRODUCTION

PTG Board policies are intended for use as guidelines in the administration of the operations of PTG. They are subordinate to, and may not conflict with the PTG Bylaws, Regulations and Codes. A majority vote of the Board of Directors of PTG shall be required to amend the PTG Board Policies. [97-031, 03-014]

I. OPERATIONS
A. PTG OPERATIONS
   1. ANTITRUST POLICY
      a. PTG shall comply with Federal Antitrust Laws. [79-138]
      b. PTG’s antitrust policy shall be based upon the most recent federal anti-trust laws, and shall be developed and maintained by the Home Office. To promote a common understanding of anti-trust issues, PTG’s anti-trust policy document will be distributed as necessary to PTG members. [98-080]
      c. As a means to promote the societies best interest by encouraging healthy competition and promoting legitimate business growth, to promote economic liberty aimed at preserving free and unfettered competition among it’s members, the Piano Technicians Guild, Inc. (PTG) pledges to support national antitrust and consumer protection laws and regulations. There is no reason for an individual or company to withhold participation in, support for, or membership in PTG for fear of violating the antitrust laws. There are, however, areas of the law that PTG members should know about in order to maintain strict compliance with the antitrust laws.

         The antitrust laws prohibit “combinations or conspiracies in restraint of trade.” Strict compliance with antitrust laws by trade associations and their members is essential, since members of trade associations are usually competitors. Because trade associations are by definition a “combination,” they are viewed with suspicion and, by definition, are half of an antitrust case. The other half of an antitrust case is the anticompetitive conduct. Generally this means that PTG members should not discuss with other members pricing, markups, division of markets or allocation of customers. The penalties can be severe!

         The PTG Antitrust Policy provides more detailed guidelines with which you should familiarize yourself and with which you should comply.

         People join the PTG to pursue common business interests and purposes. PTG provides useful services for the benefit of members, including education, information sharing and advancing the interests of members. PTG and each of its directors, officers and members should conduct themselves so that no antitrust laws are violated when engaging in these activities. Even seemingly casual or inadvertent discussions at meetings or social gatherings (whether or not sponsored by PTG) can have antitrust consequences if misconstrued by government investigators. A conviction for violation of the antitrust laws can carry stiff fines for the association or its members or both.

         Individuals who participated in the violation may receive a jail sentence.

         The PTG Board of Directors has established this Antitrust Policy in order to alert PTG members to those types of activities, which are most likely to raise antitrust concerns and to provide guidance for avoiding antitrust liability.

         Discussion at association meetings may cover a broad range of issues pertinent to the interests or concerns of participants, most of which do not have antitrust implications. A number of topics that might be discussed at association meetings raise antitrust and trade regulation issues; some of these topics are:

         1) Price Fixing. Historically, association members have been most likely to violate, and the government has been most likely to strictly enforce, the pricefixing prohibitions of the Sherman Act. A price-fixing violation may be inferred from similar price behavior by members, even in the absence of a written or oral agreement. If price-fixing is established, PTG and its members may not defend the
claim on the basis that the prices set are reasonable or that the ends sought through
the price-fixing behavior are beneficial to consumers.

2) Agreements to Divide Customers. An agreement among members of an association
to divide customers is, in and of itself, a criminal act. The antitrust laws expressly
prohibit any understanding or agreement between competitors or members of an
association involving division or allocation of customers. Even an informal
agreement whereby one member agrees to stay out of another’s territory will
constitute a violation of the antitrust laws. As with price-fixing, PTG and its
members may not defend the claim on the basis that the allocation is beneficial.

3) Membership Restrictions. Assuming that the members of an association derive an
economic benefit from membership, the denial of membership to an applicant may
constitute a restraint of trade because it may limit the ability of the applicant to
compete. Therefore, membership criteria must be carefully established with a view
toward avoiding antitrust problems.

4) Standardization and Certification. An association that develops voluntary industry
standards may face antitrust problems if the standard favors some competitors and
discriminates against others. Similarly, association certification activities which
further the interests of certain groups, to the exclusion of others, may result in
antitrust problems.

5) Industry Self-Regulation. Associations commonly establish codes of ethics for their
members, including procedures for enforcement of such codes. PTG must guard
against any efforts to enforce such codes of ethics unreasonably if such
enforcement would result in economic injury to certain members. Further, PTG
must give a member due process before taking any significant disciplinary action
against the member.

6) Boycotts. Members cannot use trade associations as a tool to suppress competition
by refusing to deal with nonmembers, or refusing to deal with those who deal with
nonmembers. Accordingly, PTG and its members must not enter into any
agreements to refuse to deal with certain competitors, customers, or suppliers.

7) Information Exchanges. Associations, such as PTG, may conduct economic
surveys and exchange information regarding costs and how to accurately determine
the cost of doing business. “Price surveys” of current prices or charges are
prohibited. Any survey that collects current data on revenues on an item-by-item,
product-by-product, or service-by-service basis creates major antitrust issues and
must be reviewed by counsel prior to circulation.

Accordingly, participants at association meetings, whether they be formal or informal
meetings of the membership, the governing board, officers, committees, or
subcommittees, must be made aware that discussion of certain subjects raise grave
antitrust dangers and therefore must be avoided. Ordinarily association meetings should
avoid discussions of the following issues lest an understanding or agreement on the
subjects, expressed or implied, be effected and subsequently challenged as violating
antitrust or consumer protection laws.

There must be no discussions at association meetings that may in any way tend to:
1) Raise, lower, or stabilize prices or fees
2) Regulate schedules
3) Affect the availability of products or services
4) Allocate markets, territories, or customers
5) Encourage boycotts or exclusions of products or services
6) Foster unfair practices involving advertising, merchandising, standardization,
certification or accreditation
7) Encourage anyone to refrain from competing
8) Limit or exclude anyone from manufacture, sale, or practice
9) Result in illegal brokerage or rebates
10) Affect improper reciprocity in dealing, or
11) Regulate current or future prices

In addition, there should be no discussion of what constitutes a fair profit or margin level, possible increases or decreases in prices, standardization or stabilization of prices, pricing procedures, refusal to deal with a firm because of its pricing or distribution practices, whether or not the pricing practices of any industry member are unethical or constitute an unfair trade practice, market share, customer or supplier classification, allocation or selection, decisions to quote or not to quote, or sales territories.

Other topics lead to antitrust and trade regulation issues that are complex and have long series of court and agency decisions and opinions relating to them, but are not per se illegal. These areas include membership restrictions, categories, and termination; membership services to nonmembers; trade show restrictions; business or professional codes; statistical programs; cost programs; standardization and simplification; product certification; professional restrictions and credentialing; joint research; credit reporting; and group buying. Each of these areas has separate antitrust implications so should be discussed only with advice of counsel.

From a positive point of view, ordinarily there can be appropriate discussions at association meetings that have as a purpose or result:
1) Reporting on general industry or profession economic trends
2) Describing advances or problems in relevant technology or research
3) Demonstrating methods by which an individual or firm can become more profitable by acquiring better knowledge of its own costs
4) Summarizing effective methods of purchasing, manufacturing, and marketing
5) Educating about various aspects of the science and art of management
6) Considering industry or profession relations with local, state, or federal governments
7) Reporting or experiences and developments in employment relations
8) Relating efforts toward improvement of products
9) Developing ways to respond to consumer or environmental issues and
10) Effecting energy use and supply

Because the area of antitrust and consumer protection laws is so important, the discussions held at PTG meetings justifies constant and intense monitoring by legal counsel experienced in antitrust implications of association policies and programs. The ramifications of antitrust laws and trade regulations are subtle and dynamic. They are not necessarily avoided merely by avoiding discussion in the areas indicated in this policy. It is therefore PTG policy to have counsel review agendas and minutes for meetings to guide and assist PTG on what are appropriate and inappropriate subjects for discussions at meetings. [04-058]

2. PUBLIC IMAGE POLICIES

a. Policy for Institute Instructors:
   Accentuate the Positive - Eliminate the Negative
   The PTG Technical Institute instructors will emphasize solutions rather than problems. Instructors will not present a laundry lists of complaints. Institute teachers will advocate their personal methods without denigrating contrasting opinions. Institute instructors will provide factual information in a thought-stimulating manner.
   No energy will be wasted lamenting over obstacles. Instructors will turn every obstacle into an opportunity for superior service. Instructors will not spend a minute of time complaining about things over which we have no control. The focus of Institute presentations will be on methods of dealing with problems that arise in daily piano service as well as in the restoration of fine instruments that have been neglected or
abused. Instructors will also present positive methods of dealing with customers who are unhappy with their pianos.

b. Website Terms of Use

The Piano Technicians Guild Web Site, and all of Sites and information are provided under these "Terms of Use" and any amendments to these Terms of Use that may be posted by the Piano Technicians Guild from time to time (collectively, the "Agreement"). By accessing, browsing and/or using this site and/or any web site provided by Piano Technicians Guild, you agree to be bound by the agreement. The Agreement constitutes the entire agreement between you and the Piano Technicians Guild and supersedes any prior agreements between you and the Piano Technicians Guild regarding the use and contents of this Web Site.

1) **Privacy** - Piano Technicians Guild is committed to protecting your privacy. The information obtained through your use of the site, or through any registration process or otherwise, is subject to our Privacy Policy.

2) **Modifications to this Agreement** - Piano Technicians Guild may make changes to this Agreement from time to time in its sole discretion, and will post any such changes on the Web Site. Use of the Web Site after any changes are made constitutes acceptance of any such changes.

3) **Modification or Suspension of the Web Site** - Piano Technicians Guild may, in its sole discretion, and at any time, discontinue, suspend or modify its operation of the Web Site, or any part thereof, temporarily or permanently, without notice to you, and Piano Technicians Guild shall not be liable for any consequences to you from that action.

4) **User Content** - All text, graphics, software, music, sound, photographs, videos, messages, posts, data, information, or other materials ("Content") are the sole responsibility of the person from whom the Content originated. Thus, you are responsible for all Content that you disseminate or transmit through or by means of the Web Site.

   Piano Technicians Guild and its designees shall have the right (but not the obligation) in their sole discretion to refuse or remove any Content that is available via the Web Site. Without limiting the foregoing, Piano Technicians Guild and its designees shall have the right to remove any Content that violates these Terms of Use or is otherwise objectionable in the absolute discretion of Piano Technicians Guild. You must evaluate, and you will bear all risks associated with, the use of any Content, including any reliance on the accuracy, completeness, or usefulness of such Content. Piano Technicians Guild may preserve Content and may also disclose Content if required to do so by law or in the good faith belief that such preservation or disclosure is reasonably necessary to: (a) comply with legal process; (b) enforce these Terms of Use; (c) respond to claims that any Content violates the rights of third-parties; or (d) protect the rights, property, or personal safety of Piano Technicians Guild, its users and the public. The technical processing and transmission of the Web Site, including your Content, may involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices.

5) The Web Site shall not be used by you in any way to:

   (a) post, disseminate or transmit any Content that is unlawful, harassing, defamatory, abusive, threatening, obscene, harmful, tortuous, libelous, or invasive of another's privacy;

   (b) post, disseminate or transmit any Content which infringes or violates any party's copyright, trademark, trade secret, patent or other proprietary right, including but not limited to using third party copyrighted materials without appropriate permission, using third party trademarks without appropriate permission or
attribution, and using or distributing third party information protected as a trade secret in violation of a duty of confidentiality;
(c) post, disseminate or transmit any viruses or other harmful, disruptive or destructive files, code or programs;
(d) intentionally or unintentionally violate any local, state, national or international law;
(e) post, disseminate or transmit any unauthorized advertising, promotional materials, chain letters, spam, junk mail or any other type of unsolicited mass e-mail to people or entities that have not agreed to be part of such mailings;
(f) impersonate any person or entity, falsely state or otherwise misrepresent the your affiliation with any person or entity, forge headers or otherwise manipulate identifiers to disguise the origin of any Content transmitted through the Web Site;
(g) disseminate or transmit any Content that you do not have the right to disseminate or transmit under law, or contractual or fiduciary relationships;
(h) disrupt the normal flow of dialogue or otherwise act in a manner that negatively affects other users' ability to engage in real time exchanges;
(i) interfere with, disrupt, or harm in any way the Web Site or servers or networks connected to the Web Site;
(j) stalk or otherwise harass another;
(k) collect or store personal data about other users;
(l) harm minors in any way;
(m) engage in any activities that would violate the personal privacy rights of others, including but not limited to, collecting and distributing information about Internet users without their permission, except as permitted by applicable law;
(n) intentionally omit, delete, forge or misrepresent transmission information, including headers, return mailing and Internet protocol addresses;
(o) engage in any activities intended to withhold or cloak identity or contact information;
(p) use the Web Site for any illegal purpose, in violation of any applicable laws or regulations or in violation of the rules of any other web site providers, web sites, chat rooms, or the like.
6) Permissions - By posting Content to the Web Site, or by transmitting Content using the Web Site, (1) you represent and warrant to Piano Technicians Guild that they have all necessary permission to post or transmit the information, and (2) you grant to Piano Technicians Guild a worldwide, non-exclusive, perpetual, royalty-free, fully sub-licensable right and license to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, perform, and display such Content (in whole or part) worldwide and/or to incorporate it in other works in any form, media, or technology now known or later developed.
7) International Use - You must comply with all applicable local laws regarding online conduct and acceptable Content, including without limitation, laws regarding the transmission of technical data exported from the United States or the country in which you reside.
8) No Reselling of Web Site - You may not sell or resell for any commercial purposes any portion of the Web Site, or sell use of or access to the Web Site.
9) Termination - Piano Technicians Guild may, in its sole discretion, and at any time, terminate use of the Web Site, and may remove or delete any Content within the Web Site, for any reason, without prior notice. Piano Technicians Guild shall not be liable to you or to any third-party for any termination of use of or access to the Web Site. In the event of any termination of this Agreement or use of or access to the Web Site, the provisions regarding Proprietary Rights, Indemnification,
Disclaimer or Warranties, and Limitations of Liability shall survive any such termination.

10) **Proprietary Rights** - You should assume that content available through the Web Site, including without limitation, content in the form of text, graphics, software, music, sound, photographs, and videos, and content provided by suppliers, sponsors, or third party advertisers, is protected by copyrights, trademarks, Web Site marks, patents, or other proprietary rights and laws regardless of whether or not a copyright notice appears on all material, unless otherwise noted. Except as expressly authorized by Piano Technicians Guild or the applicable supplier, sponsor or advertiser, you may not copy, modify, rent, lease, loan, sell, assign, distribute, license, reverse engineer or create derivative works based on the Web Site or any content (including without limitation any software) available through the Web Site. [10-012]

11) **Permission to Use Materials** - In consideration for your agreement to the terms and conditions contained herein, PTG grants you a personal, non-exclusive, non-transferable license to access and use the Sites. You may download material from the Sites only for your own personal, non-commercial use provided that you keep intact all copyright, trademark, and other proprietary notices. Modification of Content or use of Content for any other purpose is a violation of the rights of PTG, or third parties. Using this information for commercial gain, or taking control of the information by reusing or reposting without prior approval from PTG would be detrimental to PTG and is a violation of international copyright law. In addition, you agree to indemnify, defend and hold harmless PTG for any and all unauthorized uses you may make of any material on the site. For permissions or to advise of links to this site, e-mail exec@ptg.org. [10-012]

12) **Disclaimer of Warranties** - Use of the Web Site is at your sole risk. The Web Site is provided on an "as is" and "as available" basis. To the fullest extent permissible pursuant to applicable law, Piano Technicians Guild expressly disclaims all warranties of any kind, whether express or implied, including without limitation any warranty of merchantability, fitness for a particular purpose and non-infringement.

Piano Technicians Guild does not make any warranty that the Web Site will meet your requirements, or that the Web Site will be uninterrupted, timely, secure, or error free, or that defects, if any, will be corrected; nor does Piano Technicians Guild make any warranty as to the results that may be obtained from the use of the Web Site, as to the accuracy or reliability of any information obtained through the Web Site, as to the quality of any products, web sites, information or other material purchased or obtained by you through the Web Site or as a result of the Web Site, or as to any transactions entered into by use of or as a result of the Web Site.

Any material and/or data downloaded or otherwise obtained through the use of the Web Site is at your own discretion and risk, and neither Piano Technicians Guild, nor its subsidiaries, affiliates, officers, directors, employees, agents, or suppliers will be responsible for any damage to a your computer system or loss of data that results from the download of such material and/or data.

No advice or information, whether oral or written, obtained by you from Piano Technicians Guild or through the Web Site shall create any warranty not expressly made herein.

13) **Limitations of Liability** - Under no circumstances, including, without limitation, negligence, shall Piano Technicians Guild or its affiliates, officers, directors, employees, agents, or suppliers be liable for any direct, indirect, incidental, special, consequential, or exemplary damages, including without limitation damages for loss of profits, use, data, goodwill, or other intangibles, even if Piano Technicians...
Guild or its supplier has been advised of the possibility of such damages, resulting from: (1) the use or the inability to use the Web Site, (2) the cost of procurement of substitute goods and Web Sites resulting from any goods, data, information or web sites purchased or obtained or messages received or transactions entered into by means of or through the Web Site, (3) unauthorized access to or alteration of your transmissions or data, (4) the statements or conduct of any third party on the Web Site, or, (5) any other matter relating to the Web Site. Some jurisdictions do not allow the limitation or exclusion of liability for incidental or consequential damages so some of the above may not apply to you.

14) **Storage of Content** - Piano Technicians Guild may establish, in its sole discretion and without prior notice to you, a maximum amount of storage space that it will maintain for Content disseminated or transmitted through the Web Site. Piano Technicians Guild shall have no responsibility or liability for the deletion or failure to store any messages, communications or other Content maintained, disseminated or transmitted through the Web Site.

15) **Contact With Third Parties** - Your dealings with third parties found on or through the Web Site, including participation in promotions, the payment for and delivery of goods and web sites, and any terms, conditions, warranties, or representations associated with such dealings are solely between you and the third party. Piano Technicians Guild does not make any representations or warranties with respect to any goods or Web Sites which may be obtained from such third parties, and Piano Technicians Guild will have no liability with respect to any loss or damage of any kind incurred as a result of any dealings you and any third party, or as a result of the presence of such third parties on the Web Site.

16) **Links** - The Web Site, or third parties on the Web Site, may provide links to other sites and/or resources over which Piano Technicians Guild has no control. Piano Technicians Guild has no responsibility for and no liability for the availability of such external sites or resources, or for the Content, advertising, products or other materials available through such sites or resources.

17) **Indemnification** - You agree to indemnify and hold harmless Piano Technicians Guild, its affiliates, officers, directors, agents, employees, co-branders or other partners, and suppliers, from any claim, demand, action, or damage, including reasonable attorneys' fees, made by any third party due to, arising out of, or related to your use of the Web Site, content you submit, post, or transmit through the Web Site, your violation of the Agreement or any rights of another, or your connection to the Web Site.

18) **Trademark Notices** - Piano Technicians Guild and Piano Technicians Guild logo and trade dress are trademarks of Piano Technicians Guild. You may not use or display these marks without Piano Technicians Guild prior written consent. All other trademarks appearing on the Web Site are the property of their respective owners.

19) **Copyright, Copyright Agent** - If a copyright owner believes that their work has been copied in a way that constitutes copyright infringement, please provide Piano Technicians Guild's Copyright Agent the following information:

   a. An electronic or physical signature of the person authorized to act on behalf of the owner of the copyright interest;
   b. A description of the copyrighted work that is claimed to be infringed;
   c. A description of where the material that is claimed to be infringed is located on the Web Site;
   d. The complainant’s address, telephone number, and email address;
   e. A statement that you have a good faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law;
f. A statement by you, made under penalty of perjury, that the above information in your notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf.

Piano Technicians Guild’s Copyright Agent for Notice of claims of copyright infringement on its site is:
Piano Technicians Guild, Inc
4444 Forest Avenue
Kansas City, KS 66106-3750
Phone: 913-432-9975
Fax: 913-432-9986
info@ptg.org
www.ptg.org

20) **Applicable Law, Forum** - This Agreement shall be governed by and construed in accordance with the laws of the State of Kansas, without giving effect to its conflict of laws provisions. You and Piano Technicians Guild agree to submit any dispute arising under this agreement to the exclusive jurisdiction of the federal and state courts located within the county of Wyandotte County, KS.

21) **Miscellaneous** - If any provision of this Agreement is found by a court or other binding authority to be invalid, you agree that every attempt shall be made to give effect to the parties' intentions as reflected in that provision, and the remaining provisions contained in this Agreement shall continue in full force and effect.

You agree that any claim or cause of action that you may assert arising out of the your use of the Web Site or this Agreement must be filed within one year after such claim or cause of action arose or it shall forever be barred, notwithstanding any statute of limitations or other law to the contrary. Any failure by Piano Technicians Guild to enforce or exercise any provision of this Agreement or related right shall not constitute a waiver of that right or provision.

22) **Additional Information** - This Web Site is an official bulletin of Piano Technicians Guild and is intended to provide general information. It contains policies, regulations, procedures and fees effective June 1, 2011.

Piano Technicians Guild reserves the right to make changes at any time to reflect current board policies, administrative regulations and procedures, amendments by state law and fee changes. Information provided on this Web Site is subject to change without notice and does not constitute a contract between Piano Technicians Guild and you. Piano Technicians Guild is not responsible for any misrepresentation or provisions that may arise as a result of errors in preparation.

[10-036]

c. **Policy for PTG Printed Materials and Journal:**

General Information: © 2009 The Piano Technicians Guild, Inc. All rights reserved. Articles published in the Piano Technicians Journal represent only the opinions of the author and not those of the Piano Technicians Guild, Inc. PTG provides this information as a benefit and service in furtherance of PTG’s non-profit and tax exempt status and makes no representations about the suitability of this information and these services for any purpose. The publisher reserves the right to accept or reject any advertising or editorial material. Advertisers, and/or their agents, assume the responsibility for all content of published advertisements and assume responsibility for any claims against the publisher based on the advertisement. Editorial contributions assume responsibility for their published works and assume responsibility for any claims against the publisher based on the published work. No part of this publication may be copied or reproduced in any form or by electronic or mechanical means, including information storage and retrieval systems, without permission in writing from the publisher.
By submitting items to the PTG Journal, the author grants to PTG first time rights to publish and rights to re-publish the items in various publications of the Piano Technicians Guild, Inc. in whatever form, format or medium PTG shall choose, including, without limitation, electronic, on-line or print publications. Editorial content may not necessarily reflect the views of the publisher. You may not use the trademarks or logos in the Piano Technicians Journal for any purpose including, but not limited to, use as "hot links" or meta tags in webpages or websites, without the written permission of PTG, or such third party that may own the trademark. Certain marks used in the Piano Technicians Journal are the property of parties other than PTG, and are used in the Piano Technicians Journal with permission and/or to fairly identify the parties' products or services. All correspondence and inquiries should be addressed to: The Piano Technicians Guild, Inc., 4444 Forest Ave., Kansas City, KS 66106. [10-011]

d. E-Group Rules & Etiquette
To ensure the best possible experience for all users, we have established some basic guidelines for participation.

By joining and using this community, you agree that you have read and will follow these rules and guidelines. You also agree to reserve discussions, shared files, and other content that is best suited to this medium. This is a great medium with which to solicit the advice of your peers, benefit from their experience, and participate in an ongoing conversation.

Please take a moment to acquaint yourself with these important guidelines. In order to preserve a climate that encourages both civil and fruitful dialogue, we reserve the right to suspend or terminate membership in this community for anyone who violate these rules.

1) The Rules:
   a) Don't challenge or attack others. The discussions and comments are meant to stimulate conversation not to create contention. Let others have their say, just as you may.
   b) Don't post commercial messages on any discussion list, in resource libraries, or other areas where others might see it. Contact people directly with product and service information if you believe it would help them. Use caution when discussing products. Information posted on the lists and in the libraries is available for all to see, and comments are subject to libel, slander, and antitrust laws.
   c) All defamatory, abusive, profane, threatening, offensive, or illegal materials are strictly prohibited. Do not post anything that you would not want the world to see or that you would not want anyone to know came from you.
   d) Please note carefully all items listed in the disclaimer and legal rules below, particularly regarding the copyright ownership of information posted.
   e) Remember that other users have the right to reproduce postings to this site unless you specify otherwise.
   f) Post your message or documents only to the most appropriate lists or libraries. Do not spam several lists or libraries with the same message.
   g) All messages must add to the body of knowledge. We reserve the right to reject any message for any reason.

2) Discussion Group Etiquette
   a) Include a signature tag on all messages. Include your name, chapter, affiliation, location, etc.
   b) State concisely and clearly the topic of your comments in the subject line – changing the subject line when the discussion changes to another topic. This allows members to respond more appropriately to your posting and makes it easier for members to search the archives by subject.
c) Include only the relevant portions of the original message in your reply. Delete any header information, and put your response before the original posting.

d) Only send a message to the entire list when it contains information that everyone can benefit from.

e) Send messages such as "thanks for the information" or "me, too" to individuals-not to the entire list. Do this by using the "Reply to Sender" link to the left of every message.

f) Do not send administrative messages, such as remove me from the list. Instead, use the web interface to change your settings or to remove yourself from a list. If you are changing e-mail addresses, you do not need to remove yourself from the list and rejoin under your new e-mail address. Simply change your settings.

g) Warn other list subscribers of lengthy messages either in the subject line or at the beginning of the message body with a line that says "Long Message."

3) The Legal Stuff

This site is provided as a service for the members of The Piano Technicians Guild. The Piano Technicians Guild is not responsible for the opinions and information posted on this site by others. We disclaim all warranties with regard to information posted on this site, whether posted by The Piano Technicians Guild or any third party; this disclaimer includes all implied warranties of merchantability and fitness. In no event shall The Piano Technicians Guild be liable for any special, indirect, or consequential damages or any damages whatsoever resulting from loss of use, data, or profits, arising out of or in connection with the use or performance of any information posted on this site.

Do not post any defamatory, abusive, profane, threatening, offensive, or illegal materials. Do not post any information or other material protected by copyright without the permission of the copyright owner. By posting material, the posting party warrants and represents that he or she owns the copyright with respect to such material or has received permission from the copyright owner. In addition, the posting party grants the Piano Technicians Guild and users of this site the nonexclusive right and license to display, copy, publish, distribute, transmit, print, and use such information or other material.

Messages should not be posted if they encourage or facilitate members to arrive at any agreement that either expressly or impliedly leads to price fixing, a boycott of another's business, or other conduct intended to illegally restrict free trade. Messages that encourage or facilitate an agreement about the following subjects are inappropriate: prices, discounts, or terms or conditions of sale; salaries; profits, profit margins, or cost data; market shares, sales territories, or markets; allocation of customers or territories; or selection, rejection, or termination of customers or suppliers.

The Piano Technicians Guild does not actively monitor the site for inappropriate postings and does not on its own undertake editorial control of postings. However, in the event that any inappropriate posting is brought to the attention of The Piano Technicians Guild we will take all appropriate action. The Piano Technicians Guild reserves the right to terminate access to any user who does not abide by these guidelines.

The Piano Technicians Guild may, in its sole discretion, and at any time, discontinue, suspend or modify any community, or any part thereof, temporarily or permanently, without notice to you, and the Piano Technicians Guild shall not be liable for any consequences to you from that action.

4) Modifications to this Agreement

Piano Technicians Guild may make changes to this Agreement from time to time in its sole discretion, and will post any such changes on the Web Site. Your use of the
Web Site after any changes are made constitutes your acceptance of any such changes.

5) Enforcement
If you have any questions about these E-Group Rules & Etiquette or have a concern that these provisions are being violated, please contact the PTG Executive Director at exec@ptg.org. For any other information please contact us using the Contact Us page. [07-025, 07-037, 09-048, 10-011, 10-012, 11-036]

3. PRIVACY POLICY
The Piano Technicians Guild, Inc. (or “PTG”) has created this privacy statement (“Policy”) in order to demonstrate our firm commitment to the privacy and the confidentiality of our members. We endeavor to comply with all federal and state laws pertaining to privacy. The following discloses the information gathering and dissemination practice of PTG.

a. Information Collection and Storage
1) Collection of Personal Information
When you join PTG, request membership information or make a financial transaction (PTG Store, event registration, etc.), we ask you to provide information that personally identifies you and allows us to process your membership or to contact you. This information includes your name, work and home mailing address, employer, phone numbers, e-mail addresses, web site addresses, your credit card information if submitted for payment purposes, and other information to assist us in keeping you informed of PTG activities and your rights and privileges as a member.

2) Storage of Personal Information
The information is retained in the active database maintained at the PTG Home Office and in individual hard copy member files maintained at the Home Office. Credit card information obtained for purposes of paying dues, purchasing PTG Store items or registering for PTG events and classes is not stored with the membership record or available to other PTG members. PTG staff retains this information separately for internal processing only.
Names and contact information for RPTs is available in the public area of the PTG Web Site for referral purposes. RPTs may choose not to be listed or limit the contact information listed. All PTG members are also listed in a searchable directory on the PTG Web Site accessible only by members via personal login information.

3) Information Use
a) PTG Staff
PTG’s Home Office staff uses this information to maintain your membership and to provide you with standard PTG communications and privileges.

b) Local Chapter
PTG encourages professional networking and sharing of information and experience between members. The local PTG chapter has a critical role in facilitating this type of member interaction. In support of this, we share local member contact information with chapter officers. In addition, we also forward contact information for those inquiring about PTG membership or services to local chapter officers.

c) Educational Activities
As an association committed to providing members with opportunities for professional development, we seek every opportunity to make our members aware of training, tools and services that might benefit them and their businesses. This may be done through mailings or email messages.
d) Member Benefits
As a special service to our members, we continually attempt to improve the benefits provided to our members. To provide these benefits, it is sometimes necessary to share our member information with selected vendors for the provision of such services. However, this information is provided under agreements that prohibit them from using the information for any other purpose and under which your privacy must be protected. E-mail addresses are never sold to outside vendors.

e) Third-Party Goods and Services
We also provide an additional service, permitting vendors of related goods and services to make you aware of their offerings. We sell to vendors a one-time use of mailing addresses of PTG members and they are contractually bound to us to use that mailing list only once. You can choose not to be included and your information will not be sold in this manner and you will not receive these mailings. E-mail addresses are never sold to outside vendors.

Please contact the PTG Home Office if you do not wish to be included in third-party mailings. This will not affect mailings and communications sent to you by PTG, including the Piano Technicians Journal, notices about conventions, regional seminars and other PTG events and information about member benefits.

f) Web Site Access
Your assigned member number and password gives you access to PTG’s restricted membership services on-line.

You can renew annual dues, receive member discounts on PTG Store merchandise and register for events online through a secured SSL link. No personal or credit card information submitted for this purpose is stored upon the web server.

We provide members with an opportunity to ensure their personal information is correct and current. Members may review and submit updated information in the Administration Area of the secure Member Area.

PTG hosts a number of news groups and forums. Most are available to the general public. Please remember that any information that is disclosed in these areas becomes public information and you should exercise caution when deciding to disclose your personal information.

g) Changes to this Policy
PTG may amend this Policy from time to time. If we make substantial changes to the way we use your Personal Information, we will notify all PTG members through email, Journal notice and by posting it on the PTG Web Site.

h) Enforcement
If you have any questions about this privacy statement or have a concern that these privacy provisions are being violated, please contact the PTG Executive Director at exec@ptg.org.

4. PTG LOGO
The Piano Technicians Guild (PTG) is the exclusive owner of the official PTG logo and all secondary logo versions (hereafter called logo) and retains all rights of ownership. The logo is licensed to franchised individual PTG members for use to promote their membership and to chapters for use to promote their affiliation with PTG. The logo is also licensed to state and regional PTG seminars for use to promote their seminar. Use of the logo for any other purpose by franchised individuals or organizations except as specified in PTG Bylaws Article VII, #6 is expressly prohibited without the advance written permission of the PTG Executive Director. Reproducing and offering the logo for sale by an individual or organization may require a royalty fee to be paid to PTG. [08-010, 11-036]
5. **PRODUCT ENDORSEMENT**  
The PTG name and emblem(s) may not be used in advertising products without authorization from the Board. [76-017]

6. **PTG MARKETING PHRASES**  
The phrases "The organization of the Registered Piano Technician" and/or “The world’s premier source of piano service expertise” shall be used to describe the Piano Technicians Guild where appropriate in PTG marketing materials. [08-039]

**B. HOME OFFICE OPERATIONS**

1. **EXECUTIVE DIRECTOR**

Reports To: Board of Directors  
Supervises: All Staff  
Interfaces With: Board members, staff, committees, industry and individual members

a. **OVERVIEW**  
The Executive Director is the chief staff executive of the Piano Technicians Guild. As such, he or she is responsible for the organization’s administrative functions, including operation of the Home Office; carrying out the organization’s policies in a professional manner consistent with the PTG Bylaws, Regulations and Codes; and providing information, advice and other assistance to the organization’s governing bodies. He or she also serves as administrator of the Piano Technicians Guild Foundation.

b. **RESPONSIBILITIES**  
The Executive Director is hired by the Executive Board according to PTG Bylaws Article XVI.A, and his or her specific duties are listed in Bylaws Article XVI.B, Article XVII and other sections, as well as the Executive Board’s policy documents. In addition to the specified duties, under the supervision of the Executive Board and within the approved budget, he or she is responsible for:

1) Establishing a Home Office to serve as PTG’s headquarters and establishing the organizational structure and administrative policies and procedures appropriate to best serve the membership.

2) Establishing the Home Office staffing structure, recruiting, hiring, training, establishing compensation levels and discharging staff, and establishing an effective personnel program.

3) Ensuring that complete financial, membership and organizational records are accurately maintained and that all funds, physical assets and other property of the organization, including files, records, legal and historic documents, and membership and mailing lists are properly safeguarded.

4) Planning, recommending for approval and operating within an annual budget, providing all budgets, financial reports, records and recommendations to the Executive Board, Council delegates, chapters and individual members as detailed in the PTG Bylaws. He or she is also responsible for providing such information to such outside agents as the Executive Board may select to periodically examine, audit and evaluate those records.

5) Serving as Publisher of the Piano Technicians Journal, supervising its production and that of other publications, periodicals and educational materials as the membership and Executive Board may direct.

6) Coordinating the PTG convention, providing administrative supervision and operation as directed by the Executive Board. Planning and coordinating other organizational meetings as needed, and ensuring that accurate records, including minutes, attendance and specifications of all conventions and meetings are kept.

7) Providing the necessary staff liaison and staff support to committee chairs and committees to help them fill their functions.
8) Researching, developing and proposing to the Executive Board programs and activities that will better serve PTG’s membership or enhance its image or financial situation.

9) Executing such contracts and commitments as may be authorized by established policy or by the Executive Board and monitoring the performance of the contracted vendors.

10) Representing PTG at industry trade shows, conventions and meetings; serving with PTG’s officers and other designees as a spokesman for the organization; promoting the image of PTG and its members to the piano and music industries and to the public; promoting interest in the organization’s activities through active participation by present and prospective members.

11) Keeping the Executive Board fully informed on the conditions and operations of the organization and on all-important matters through regular mailings and individual contact. A committee consisting of PTG’s elected officers or their designees will review the Home Office operation and the performance of the Executive Director at regular intervals.

c. REQUIREMENTS

1) General knowledge of all aspects of association management, including legal considerations, accounting principles, budgeting processes, and personnel management, as well as a thorough background in the specific requirements of trade, professional and individual-membership societies.

2) Excellent verbal and written communication skills.

3) An understanding of organizational dynamics and the ability to synthesize differing points of view and agendas in furthering the organization’s goals.

4) The ability to organize, prioritize and meet deadlines.

5) The ability to lead and motivate employees and volunteers.

d. DISTRIBUTION OF MEMBER DATA

The Executive Director has the authority to review and approve requests from outside sources for distribution of member information only if such information will be used in relationship to educational opportunities or piano technician-related products. The Executive Director is responsible for determining a fair price for information whether distributed in printed or electronic form. Each sale shall include a standard disclosure stating that the information received is restricted to one-time use. [03-052]

2. FINANCIAL OPERATIONS

a. PTG INVESTMENT POLICIES

Bylaws, Article XVII, Section C - Emergency Reserve Fund

A minimum of two percent (2%) of PTG annual income shall be deposited in a separate savings account to be known as the PTG emergency fund. The Executive Board shall have the power to invest, encumber, and disburse the fund and its earnings as it deems necessary and in the best interests of PTG.

Control of the emergency fund may be delegated by the Executive Board to an emergency reserve fund committee, composed of the President, Vice President, Secretary-Treasurer who shall be chairman, Immediate Past President, and the Executive Director.

Two signatures shall be required for transfers or disbursements from the fund and only then upon specific authority furnished by the Secretary-Treasurer of official action by the Executive Board or the emergency reserve fund committee. A full accounting of all transactions involving this fund shall be made to the Council annually.

1) PTG funds available for investment consist of funds needed for current-year operations (“Operating Funds”) and those funds, which are available for less liquid,
longer-term commitments. The latter are designated “Emergency Reserve Funds” and are described in Section XVII-C of the PTG Bylaws. [94-030]

2) Authority. As provided in the PTG Bylaws, (Section XVII-C.2) Responsibility for investing and monitoring organizational funds is delegated to a committee comprising the President, Vice-President, Secretary-Treasurer (who shall chair the committee), Immediate Past President (when that individual is a Board member), and the Executive Director. [94-030]

3) The committee shall be responsible for:
   a) Monitoring the distribution and performance of invested Operating Funds;
   b) Evaluating PTG’s current financial situation and making an annual determination of how much money can be transferred from Operating Funds to Emergency Reserve Funds; (PTG Bylaws require a minimum of two percent (2%) of annual gross income.)
   c) Determining the need for an outside financial advisor to assist with investment of Emergency Reserve Funds, securing the services of such an individual and monitoring the performance of funds invested with that individual;
   d) Evaluating the level of risk associated with various investment options and apportioning invested funds accordingly. [94-030]

4) In addition, the Executive Director shall be responsible for:
   a) Serving as a voting member of the Emergency Reserve Fund Committee;
   b) Monitoring cash flow and investing Operating Funds in such a way that those monies are available to meet the organization’s financial obligations as they arise;
   c) At the direction of the Emergency Reserve Fund Committee, contracting with and overseeing the performance of any and all financial advisors designated by the Committee;
   d) Reporting the performance of all investments in a timely manner as cited in the PTG Bylaws, Regulations, and Board Policies. [94-030]

5) Monitoring Procedures. The Executive Director will provide members of the Emergency Reserve Funds Committee with monthly financial statements detailing the distribution and Performance of Operating Funds. Quarterly statements are to be distributed to all Board members. [94-030]

6) The Executive Director will provide monthly reports on the performance of invested Emergency Reserve Funds to members of the Emergency Reserve Fund Committee and semi-annual reports to all Board members. [94-030]

7) The Emergency Reserve Fund Committee will distribute an annual report on investments, including all transactions made during the year, to all members. The report will accompany the PTG budget distributed to all members as part of the spring supplement to the Journal. [94-030, 11-038]

8) Risk. Investment funds shall be evaluated by the following priorities: Operating Funds: Liquidity, Safety, Yield; Emergency Reserve Funds: Safety, Yield, Liquidity [94-030]

b. FINANCIAL REPORTS AND RECORDS
   1) Written reports of audits are to be sent to the Executive Board. Financial reports will be sent quarterly. [76-004, 76-012]
   2) No member in good standing shall be denied the right to inspect the financial records of PTG, which are to be maintained at all times in the custody of the Home Office, provided the member makes prior arrangements to do so and does not disrupt the normal conduct of PTG business. [74-011]
3) Financial data necessary to the performance of its duties shall be provided routinely or on request to any duly constituted body of PTG, including the officers, committees, the Council and the chapters. [74-011]

c. PTG MERCHANDISE AND SALES
1) All financial transactions are to be in U.S. dollars. PTG merchandise is to be sold postpaid at a profit. Members shall receive a discount on items sold by PTG, which are also available to non-members. [76-002, 78-006, 92-099]
2) New Member Packets. No sales items are to be included except samples of pamphlets and one Journal. [80-189]

d. MEMBERSHIP, DUES AND OUTSTANDING ACCOUNTS
1) Any payment received from a member with any outstanding account balance is to be applied to the oldest outstanding balance first. [91-015]
2) Delinquent chapter sustaining membership dues shall be subtracted from the chapter dues account of the sponsoring chapter prior to release of these funds. [98-086]
3) Any member paying PTG dues, but refusing to pay chapter dues, will be notified by the Home Office that unless he/she pays chapter dues he/she will be dropped as per PTG Bylaws Article V, Section D, and refunded pro-rated PTG dues. [86–007, 93–106]
4) Upon death, resignation, or other termination of membership, the pro-rated remaining dues shall be refunded. (Also Ref: PTG Bylaws, Article VII-4 re: widows receiving the Journal for one year at no charge.) [86-011]
5) Payment Policy. Payment of all invoices is due upon receipt of the invoice. Members whose accounts are more than two billing cycles (60 days) delinquent or who owe more than $250, may, at the discretion of the Executive Director in consultation with the Executive Committee, be refused additional credit. Payment in advance may be required of those with a history of credit problems. The following wording will be added to all invoices: “Open account items are Net 30 days. Account balances over 30 days are subject to 1-1/2 percent past due fee per month on the unpaid balance. Open account customers who repeatedly carry a balance beyond 30 days may be taken off credit terms.” [09-047]

3. GENERAL OPERATIONS
a. BOARD ORIENTATION MEETINGS. A member of the Home Office staff shall attend Board orientation meetings to provide input regarding the various functions of and services available from the Home Office. [94-106]

b. CORRESPONDENCE. Copies of correspondence on PTG letterhead written by PTG employees shall be copied to the Executive Committee and to the RVP in whose region the addressee is located. Copies of correspondence on PTG letterhead written by any Board member shall be copied to all Board members. [93-106, 01-012]

c. COMPLAINTS. Complaints made by the general public (non-members) against members of PTG must be in writing. Such complaints should be forwarded to the Executive Director and the appropriate RVP. The Executive Director may suggest a response to the complainant in a manner consistent with legal counsel recommendations. The RVP may offer mediation if appropriate. All complaints and their dispositions shall be reported to the Board as soon as possible. [04-010, 07-023]

d. ADVERTISING COMPLAINTS. Complaints regarding violations of PTG advertising and logo use policies made by or against PTG members or nonmembers should be made confidentially in writing on a standardized form. The complaint is sent to the Executive Director who then investigates the complaint. The Executive Director should also notify the appropriate RVP that a complaint has been received. If the complaint is found to be valid, a cease-and-desist letter may be sent to the accused. If the offense continues, complaints against members may be sent to the PTG Members’ Rights Committee and
complaints against nonmembers may be referred to an attorney for further action. The complainant may be confidentially notified of any action taken against the accused. All records, correspondence and reports related to the complaint shall be kept confidential and stored in a secure location. [11-009]

e. AVAILABILITY OF MINUTES. Minutes of all official meetings of the PTG Board of Directors and PTG Council sessions, as well as agenda books prepared in advance of the meetings shall be made available to RPT members of PTG upon request. A small fee may be charged to offset the costs of printing and mailing. Any PTG past president who requests these materials will not be charged for them. [90-086, 93-106, 94-098, 08-062]

f. PUBLICATION OF BOARD MINUTES. Minutes of all Executive Board meetings shall be published in the next available supplement to the Journal. All agenda items shall be reflected in the minutes. [92-083, 92-090, 94-033, 96-025, 03-008]

g. COLLECT CALLS. The Home Office personnel may not accept collect telephone calls. [76-166]

h. TRAVEL INSURANCE. Accidental death and dismemberment insurance shall be maintained for all current Board members in the amount of $20,000 for each person. [74-006]

i. ASSOCIATION MEMBERSHIPS. PTG shall maintain membership in and/or make contributions to other industry organizations as deemed appropriate. [76-p6, 76-p17, 83-093, 89-064]

j. MEMORIALS AND CONTRIBUTIONS. Flowers shall be sent in the name of PTG for all deceased PTG officers past or present. The amount shall not exceed $100. A $50 donation will also be made to the PTG Foundation. [80-075, 80-077]

k. MEMBER RECOGNITION. Membership classification activity shall be published in the membership section of the Journal. New members and reclassified members shall be listed by region and chapter. [80-046, 90-017, 96-025]

l. MEMBERSHIP CHANGES. Regional Vice Presidents shall be kept fully informed by the Home Office of membership activity affecting their region: transfers, resignations, changes of chapter officers, address changes which might result in change of jurisdiction, etc. The Home Office will send information on all resignations to the appropriate RVP and wait one month before processing the resignation. [80-023, 82-012, 82-020, 82-124, 92-094]

m. PTG BUSINESS CARDS. PTG Business cards will be provided to all PTG Board members; they are to be used for official PTG business only. [79-137, 81-200]

n. TELEPHONE LINES
   1) The members of the Board and Institute Team will each receive a prepaid calling card for long distance upon request. [97-132, 06-012]
   2) Telephone calling cards provided by PTG will be used strictly for PTG business. [00-017]

o. SUGGESTED POLICY FOR GRANTING USE OF WEBSITE MATERIAL
   1) Permission generally is granted to reprint articles from the PTG website for non-commercial, educational purposes. Requirements for reprinting are as follows:
      a) Note writers byline, if applicable
      b) Include copyright notice: © Piano Technicians Guild, Inc
      c) Include statement as follows: Reprinted, in its entirety, with permission of Piano Technicians Guild, Inc. (PTG) www.ptg.org
   2) Members of PTG may use material from the PTG website, as follows:
      a) Whenever possible, summaries or snippets of web material should be used along with proper credits, as opposed to entire articles.
         i. Statement as follows: Reprinted with permission of the Piano Technicians Guild, Inc. (PTG) www.ptg.org
         ii. Writer’s byline, if applicable
iii. Copyright notice: © Piano Technicians Guild, Inc.

3) PTG materials shall not be used in other publications by either members or non-members as a complete work. Short quotes may be used to make references to particular pieces of PTG literature. If used on a website the use of links to the particular publication being quoted may be used. [13-018]

4) If the text you use is published, in whole or in part, electronically or in print, please send a copy of the final version or the publication in which it appeared to the attention of the PTG Executive Director, 4444 Forest Ave, Kansas City, KS 66106-3750. [10-012]

4 EXPENSE REIMBURSEMENT

a. Travel Expense and Per Diem

1) PTG shall reimburse mileage in the amount equal to the allowable deduction by the Internal Revenue Service or airfare plus mileage to and from the airport whichever is less (assuming air reservations would have been made 30 days in advance) for travel. [79-147, 92-044, 94-096, 97-071, 00-010, 00-011, 00-012, 04-057, 06-012, 06-013]

2) Per Diem will be paid at the rate set by the US General Services Administration for the area in which the event takes place with the exception of the PTG convention for which per diem will be set by the Executive Committee. Only one day per diem may be charged each one-way travel period [79-147, 92-044, 94-096, 97-071, 00-010, 00-011, 00-012, 04-057, 06-012, 06-013, 08-011, 08-078, 09-067]

b. Multiple Reimbursements. When attending any approved event, an employee or contract vendor of PTG shall be reimbursed from only one PTG source.

C. PTG PUBLICATIONS AND MATERIALS

1. PIANO TECHNICIANS JOURNAL – CONTENT

a. PUBLICATION AND DISTRIBUTION. There shall be twelve technical issues of the Journal published per year. In addition, an annual membership directory will be published. [93-064, 98-045]

b. JOURNAL COPYRIGHT. The Executive Director may provide assistance in obtaining the proper releases for those wishing to publish translations of Piano Technicians Journal articles. The Executive Director shall request courtesy copies of any such publications. [03-072]

c. PTG FOUNDATION/AUXILIARY. PTG shall make space available for information on the PTG Foundation and PTG Auxiliary in every issue of the Journal when such information is submitted by the established Journal deadlines. [03-049]

d. JOURNAL SUBSCRIPTION. The member rate for the Journal shall be based on actual expenses as determined by the Executive Director. [06-011]

2. PIANO TECHNICIANS JOURNAL - ADVERTISING AND PROMOTION

a. ADVERTISING PAYMENT POLICY. Payment for Journal advertising is due on receipt of invoice. Advertisers whose accounts are more than two billing cycles (60 days) or $500 delinquent, may, at the discretion of the publisher, be refused subsequent advertising. Payment in advance may be required of first-time advertisers or those with a history of credit problems. [85-160]

   The following wording will be added to invoices for Journal advertising: "Open account items are Net 30 days. Accounts past 30 days are subject to 1-1/2 percent interest per month. Open account customers who repeatedly carry a balance beyond 30 days will be taken off credit terms." [00-015]

b. SALE OF BACK ISSUES

   1) Journal issues more than two years old may be sold for $2. Back issues less than two years old may be sold for $5. Current issues may be sold for $10. The Home Office may sell extra copies of the directory. [86-031, 92-095, 93-106, 98-045]
2) RVPs may give one sample issue without charge to a prospective member. Back issues will be sent to RVPs for distribution only upon their request. [92-095]

3) The Executive Director is authorized to send a few of the extra Journals to different non-members each month as a promotion for membership or subscriptions. [85-111]

c. JOURNAL TEARSHEET. Tear-sheet or Journal copy shall be sent to advertisers. [82-110]

d. JOURNAL PAGE REPRODUCTION. Journal articles may be reproduced by the Home Office and sold at a profit. [79-105]

3. PIANO TECHNICIANS JOURNAL - STAFF & EDITORIAL POLICIES

a. JOURNAL STAFF

The PTG Board shall appoint the publisher and editor of the Journal. [92-031]

1) Publisher. The Journal publisher is responsible for all non-technical aspects of the magazine, including printing, mailing, advertising, and hiring Journal staff not otherwise appointed by the Board of Directors. [92-031. 04-059]

2) Journal Editor. The Journal Editor is responsible for a monthly column. He/she will plan the content of the Journal, set the vision, and recommend (in consultation with the Publisher) contributing, associate, and/or assistant editors. He/she will have editorial control over all technical content of the Journal, including the authority to accept and reject articles for publication. [92-031, 03-042, 04-059]

a) Journal Editor Job Description.

Overview: The Editor is responsible for the general production and technical content of the Journal including direct supervision of assistant editors. The Editor has primary responsibility to see that deadlines are met and each monthly issue is produced on schedule. Journal Editor has authority over all technical articles, their content and accompanying graphics but shall consider any and all input from the Designer/Illustrator. The Publisher shall resolve editorial disputes.

Qualifications: The Editor should be a skilled writer and photographer. This individual must be a Registered Piano Technician capable of identifying, soliciting and editing articles for proper style, accuracy and fairness. Must have hands-on knowledge of various computer programs, including proficiency with word-processing, electronic communication and high-speed internet access. Knowledge of desktop publishing software is a plus. This person must possess the ability to organize time and projects to ensure that details are not overlooked and must be accurate, detail-oriented, and able to work independently and under pressure to meet deadlines.

Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The responsibilities listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disability to perform the essential functions.

Responsibilities:

i. To respond, with the assistance of the Publisher and Journal Staff, to all suggestions and proposals for articles and provide guidance to the authors in the preparation of those articles.

ii. Journal Editor agrees to attend and facilitate an annual meeting of the Journal editorial staff; date and time of meeting to be determined by the Publisher. Main purpose of which is to prepare an editorial calendar for the coming year.

iii. To provide technical content for the Journal by identifying and soliciting articles, works and information from individuals and
companies in the piano industry and other such sources of information as deemed appropriate, in accordance with the budgets and policies established by the Board of Directors of the Piano Technicians Guild.

iv. To schedule technical articles, prepare submissions and other information for publication, ensuring that proper style and nomenclature guidelines are followed and that the information provided is complete, accurate and fairly presented.

v. To supervise the PT Journal Staff in the planning and preparation of material for publication including proofreading and writing of editorials.

vi. Work with Designer/Illustrator to create edit and enhance charts, graphics and photos to accompany all technical articles in the publication.

vii. The Editor shall provide input to the Designer/Illustrator (who then work as a team) to provide the most aesthetic design possible, up to and including cover art.

viii. To meet deadlines as established for the publication and ensure that all parties (staff and authors) involved in the development of the Journal also adhere to material deadlines.

ix. Secure PTG’s rights and ownership to the material it publishes and to derivative works based thereon.

x. Ensure that all published material is produced for easy conversion to electronic transfer for use electronically and in other media.

xi. To submit reports on progress, goals and other aspects of editorial responsibilities for regularly scheduled meetings of the Piano Technicians Guild Board of Directors and at such other times as the Board or its agents may request.

xii. Editor shall provide editorial coverage of the National Association of Music Merchants’ (NAMM) Winter Market in order to provide Journal editorial content and photo coverage. In case of emergency, and with the approval of the Publisher, Editor may assign another person to provide editorial and photographic coverage of these events.

xiii. Editor shall provide editorial coverage of PTG Convention and Technical Institute in order to provide Journal editorial content and photo coverage. In case of emergency, and with the approval of the Publisher, Editor may assign another person to provide editorial and photographic coverage of these events.

xiv. Continually explore different media and more efficient methods of publishing PTG material and report to Executive Director.

xv. Other responsibilities and duties as assigned. [07-046]

3) Contributing Editor, Associate, Assistant Editor(s), and/or Illustrators. Contributing, associate, assistant Editors and/or illustrators will be responsible for performing duties as assigned by the Journal Editor and publisher. The PTG Board will retain the right to ratify the choice of contributing, associate, assistant editors and/or illustrators. [92-031, 03-042, 04-059, 07-042]

4) Feature Writer(s). Feature writers will be responsible to meet a deadline and/or prepare an article on a specific topic; they will be paid at a rate established by the Publisher. Feature writers may be volunteers, or may be recruited by the Journal Editor or one of the Contributing Editors. [92-031, 14-008]

5) Designer/Illustrator Job Description.
Overview: The Designer/Illustrator is responsible for the overall visual design of the publication including but not limited to creating covers, editing and enhancing photos and/or creating any charts, graphs or illustrations necessary to convey the
intended message. The Designer/ Illustrator shall provide direction for the layout person to create the most aesthetic design possible. Technical Editor has authority over all technical articles, their content and accompanying graphics from a technical point of view but shall consider any and all input from the Designer/Illustrator for layout and design. Designer/Illustrator has authority over the visual/aesthetic presentation of material. The Publisher shall resolve editorial disputes.

This position requires travel to, and participation in, a yearly editorial meeting; time and place to be determined by the Publisher.

Qualifications: The Designer/Illustrator should be a skilled, experienced art director, designer, illustrator and photographer. This individual must possess up-to-date knowledge of printing, production, color processes and publishing procedures. Must have hands-on knowledge of various computer programs, including desktop publishing, proficiency with word-processing, electronic communication and have high speed internet access. The ability to design attractive layouts is essential. This person must possess the ability to organize time and projects to ensure that details are not overlooked. This individual must be accurate, detail-oriented, able to work independently and under pressure to meet deadlines. The Designer/Illustrator is part of the editorial staff and, as such, will be working as part of a team to produce the monthly publication.

Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The responsibilities listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disability to perform the essential functions.

Responsibilities:

i. To provide visual design and illustration assistance to enhance and improve the aesthetics of the Journal.

ii. Work with Journal staff and Publisher to prepare a yearly editorial calendar.

iii. Work with the Journal Editor in planning content of each issue.

iv. To meet deadlines established in the publication schedule developed by the Editor and the Publisher.

v. Assist with production of the Piano Technicians Journal to ensure it is distributed on schedule.

vi. Produce all published material for easy conversion to electronic transfer for use on the PTG Web Site and other media.

vii. Create electronic files of all graphics and forward to PTG for publishing purposes.

viii. Continually explore different media and more efficient methods of publishing PTG material and report to Executive Director.

b. EDITORIAL POLICY

1) Style sheet. The Journal Editor shall create and make available a style sheet specifying criteria for submissions for publication.

2) Internal designations. The use of the letters “CTE” or “Certified Examiner” or “Examiner Level”, or language similar to this in ads, articles, etc., is not permitted unless expressly authorized by the Board of Directors, unless the language is contained within an article approved for publication in the Journal. Material should be edited to avoid using “this country,” “our country,” etc.

3) Acknowledgment/Rejection of submissions. The Journal Editor will acknowledge receipt of articles within 30 days of receipt. If the Journal editor rejects a manuscript for publication, the author should be informed of this by the Journal
editor. If the author of solicited or unsolicited manuscripts is a member of PTG, the Journal editor must list the specific points on which he/she is basing the rejection for publication. [92-031]

Published authors of the Journal have the privilege of responding to any rebuttals printed in the Journal in the same issue in which the rebuttals are printed. Authors of submitted rebuttals will not be allowed to alter them after being received by the Journal editor. [92-031]

4) Use of Editor Advisory Committee. If the Journal Editor rejects an article for publication and the author wishes to appeal the decision, the appeal must be directed to the PTG Editor Advisory Committee. At the Editor’s discretion, this committee may also provide pre-publication peer review of selected articles, in order to help the Journal authors present the clearest, most accurate material possible. [92-031, 97-092]

5) Requests for technical advice. The Journal Editor is not expected to function as an “advice hotline” for technicians; requests for individual help and counsel will be considered inappropriate. A formal notice to this effect will be published in each Journal. Readers shall be encouraged to write with their questions; the Editor will answer in print those questions of interest. [92-031]

c. COMPENSATION

1) Journal Editor. The PTG Board of Directors will determine the monthly stipend for the Journal Editor. [92-031]

2) Journal Contributors. Fees paid to Journal contributors shall be established by the Publisher. [07-043][08-040]

3) Feature Writers. Feature writers who commit to a series of articles may be paid at a rate established by the Publisher. Writers who review convention classes may receive an honorarium. [92-031][08-040]

4) Disbursement. The Home Office will disburse funds. The Home Office will monitor the budget amounts and keep the Journal Editor informed of total expenditures. [92-031, 14-008]

4. PTG MISCELLANEOUS MATERIALS

a. PTG Manuals and Publications. All PTG publications, (e.g., CTE Manual, RPT Exams, Exam Resource Manuals etc.) will be made available to Board members upon request. [81-119]

b. CTE Manual. Each handbook is to be labeled; “This handbook is the property of PTG for use by Certified Tuning Examiners only and must be returned to the Home Office.” Handbooks are to be numbered in sequence and a distribution record is to be maintained by the Home Office. [80-019]

c. Exam Use

1) The Piano Technicians Guild (PTG) owns the Registered Piano Technician (RPT) examinations and reserves these exams for its exclusive use in creating PTG RPT members. Any use of copyrighted PTG exam materials by other organizations or individuals, without prior formal request and approval by the PTG Board of Directors and/or PTG Council of Delegates is prohibited. [00-087]

2) The PTG recognizes that vendors may train their customers in the basic use of the tuning exam scoring programs included in their products. [00-087]

d. Chapter Program Materials. Chapter program materials are available only to chapters. The originals of program library items are to be kept in the Home Office. To promote use of films/videos by chapter and seminar programs, any Board member may borrow them at no charge. Deposits and fees are as follows:

1) Deposits. A deposit of $50 is to be submitted for each film/video requested. Deposit(s) may be kept on file on request of the chapter, or returned when the film/video is returned on time in good condition.

Board Policies (February 2014)
II. PTG BOARD OF DIRECTORS

A. JOB DESCRIPTIONS

Bylaws Article XII – Executive Board, Section B – Authority and Duties

The Executive Board shall:

1. Implement and carry out all Council orders.
2. Be directly responsible for the hiring of the Executive Director.
3. Administer the business of PTG in conformity with the Bylaws and Regulations and Council directives.
4. Present a recommended budget to the Council annually with itemized actual expenditures from the two previous years.
5. Recommend fees, dues, and assessments and set PTG Journal subscription and advertising rates.
7. Try judicial cases where required by the Disciplinary Code.
8. Designate an independent accountant each year to oversee the organization’s books and accounting system.
9. Authorize an annual accounting review and report by an independent accountant.
10. Authorize an audit and report whenever deemed necessary or requested by the Council.

1. PTG EXECUTIVE BOARD

a. GENERAL DUTIES

1) Promote the welfare and harmony of PTG.
2) Attend all Board meetings and submit reports for agenda books prior to each meeting. Submit agenda items with documentation and background reading by the published deadline date. Study agenda books thoroughly in preparation for voting at the meeting. If additional information is needed, request it as early as possible so it can be distributed to all Board members.
3) Review Bylaws Committee amendment proposals after their submission to the Journal Editor and before the deadline for inclusion in the Council Agenda Book.
4) Attend all Council meetings. Educate the chapters and delegates in your region about the issues before the Council; offer background briefings and explain consequences of various actions. Board members may also join in the Council debate, but do not vote in Council. The President presents board recommendations on Council agenda items to Council.
5) Review the PTG Budget regularly. The Executive Committee receives monthly budget updates and the full Board receives quarterly reports. The full Board should review the budget and the year-to-date report at every meeting. Board will recommend fees, dues, and assessments.
6) All other duties listed in Article XII, Section B. (NOTE: For individual Executive Board member responsibilities, see accompanying respective job descriptions.)

2. PRESIDENT

a. BASIC FUNCTION

The President is the chief elected officer; s/he is the head of PTG and serves as its official spokesman. As such, the President truly represents the membership and speaks for them. The President is responsible for assuring that all the activities and programs of PTG work towards achieving the goals stated in PTG’s Mission Statement. S/he needs
to be the public example to the industry of the professional piano technician. The President is the principle liaison with the Executive Director and exercises general supervision over all affairs of PTG.

b. RESPONSIBILITIES

1) Serve as head of PTG and be its official spokesman; when the President is unable to attend official functions, he/she will assist those designated to represent PTG in fulfilling this role professionally. Assure PTG is adequately represented at all major industry events and that liaison is maintained with other industry associations and representatives.

2) Chair all Board meetings, Council sessions, and Executive Committee meetings. Prepare the agenda for these sessions, consulting with the Executive Director and other officers as needed. [08-062]

3) Exert leadership in assisting the Board and Council to set policy priorities for PTG; work with Executive Director to prepare and execute both long-term and strategic planning.

4) Communicate regularly with the membership through monthly Journal articles and attendance at PTG regional seminars as budget permits. Report to the Board and Council prior to each session.

5) Write all PTG committee charges, focusing activities in all committees to achieve the goals of our Mission Statement. Make all non-elective appointments, subject to ratification by the Executive Board. Fill a vacancy or replace incapacitated or inactive members in any committee, subject to ratification by the Executive Board and in accordance with the PTG Bylaws. Serve as ex-officio member of all committees except as otherwise specified by the PTG Bylaws.

6) Keep files of correspondence and official activity and pass these on to the succeeding officer.

7) Serve as Chair of the Executive Committee.

3. VICE PRESIDENT

a. BASIC FUNCTION

The Vice President will assist the President in the discharge of all presidential duties. Specifically, the Vice President is responsible for coordinating the work of all committees and for overseeing the Regional Vice Presidents as they carry out their duties, process expense reports and send them to the Secretary-Treasurer.

b. RESPONSIBILITIES

1) In the absence of the President, perform the duties of President.

2) Coordinate the work of all standing and special committees under the direction of the President; maintain close liaison with committee chairs and assist them in understanding and completing their committee charges. Keep the President informed of all problems and progress and assist the President and Board in identifying members qualified and willing to serve on committees. Serve as ex-officio member of all PTG committees except as specified by the PTG Bylaws.

3) Approve dates for state, regional, and one-day seminars using the approved PTG form; publish a list of approved dates monthly and circulate to Board and Home Office.

4) Maintain close communication with all RVPs and assist them in performing their regional and Board duties. Assume primary responsibility for orienting and training new Board members; conduct a New Board Member Orientation Meeting during any convention at which new Board Members have been elected. [97-095]

5) Approve all ordinary and extraordinary expenditures by Board members and committee personnel. Monitor the finances of all committees and RVPs and keep the President informed. Consulting with ETSC, Staff and Institute Team, prepare
the budget for the Convention Test Center each year prior to the convention planning meeting. [08-062]
6) Maintain files of committee and Board correspondence and activity; pass all files on to succeeding officer.
7) Serve on the Executive Committee.
8) Report to Council and Board prior to each session.

4. SECRETARY-TREASURER
   a. BASIC FUNCTION
   The Secretary-Treasurer must stay informed of the financial affairs of PTG and keep accurate records of all Council and Board actions. This position exists to assure that the membership’s interests are being served in all financial dealings and that all Bylaws, policies and Council and Board actions are well documented. The Secretary-Treasurer has a major role in keeping the membership well informed on PTG’s financial position.
   b. RESPONSIBILITIES
   1) Act as Secretary to the Council and to the Board and produce accurate minutes of all Council and Executive Board sessions in a timely manner. All minutes are to be published and available to the membership. Maintain accurate copies of all Board policies, Council directives and contracts. The Secretary-Treasurer is authorized to make the numerical, grammatical and editorial changes necessary for the minutes to accurately reflect the intent of Board actions. [02-075, 08-062]
   2) Serve as ex-officio member of the Bylaws Committee and maintain an up-to-date copy of the PTG Bylaws and Regulations.
   3) Review the credentials of delegates to the PTG Council. Serve as Parliamentarian to the Executive Board of Directors.
   4) Work with the Executive Director to provide timely and accurate financial reports to the membership and report to the Council and Board before each session.
   5) Be an authorized signatory to fund transfers, withdrawals, etc. and keep a file record of these transactions. Review all monthly financial statements produced by the Home Office and maintain a file of same.
   6) Process all PTG Executive Board members’ and PTG committee members’ expense reports in a timely manner. Maintain accurate files of these expense reimbursements.
   7) Chair the Emergency Reserve Fund Committee, when directed to do so by the Executive Board. Report to the Board and the Council before each session of all activities related to this fund.
   8) Maintain files related to officer activity and pass them on to the succeeding officer.
   9) Serve on the Executive Committee.
   10) Executive Director’s expenses shall be reviewed by the Secretary-Treasurer. Expense reports shall be submitted on the proper form as soon as possible after each activity. [03-051]

5. EXECUTIVE COMMITTEE
   a. BASIC FUNCTION
   Bylaws Article XII, Section A – Composition
   The Executive Board of the PTG shall be composed of all elected PTG officers and the Immediate Past President who shall serve for a period of one (1) year. They shall serve for periods coinciding with their terms of office. The Executive Committee shall be composed of the President, Vice President, and Secretary-Treasurer, and shall act for the Board between Executive Board meetings.
   Bylaws Article XII, Section F - Executive Committee Authority
   Between Executive Board meetings, the Executive Committee shall:
1. Be limited to the general oversight of the Home Office and those routine decisions necessary for general administrative affairs of PTG.
2. Advise the Executive Board periodically of its actions for the Board's concurrence or discussion and decisions.

b. RESPONSIBILITIES
1) Conduct Management Review, usually twice annually. The President will be responsible to call these meetings, set the agenda and choose the meeting site. Although formal minutes are not taken, the Secretary-Treasurer will produce a written summary of the meeting for the President who will distribute it to the Board in a timely manner. The purpose of Management Review is to review, with the Executive Director, the Home Office operations, personnel status and requirements, building maintenance needs and budget and upcoming equipment expenditures.

   At least once annually, the Executive Director’s performance review is done, usually at the spring meeting. The Executive Committee is encouraged to use input from the full Board in conducting this review. Contracts negotiated by the Executive Committee shall provide that they are subject to Board approval. However, the salary of the Executive Director and all other staff members is to be kept confidential; the Executive Committee sets the salary of the Executive Director and approves all bonuses and benefits. [02-012] [ATTORNEY’S NOTE: If an officer of the Guild were to execute a contract after Executive Committee approval (but before Board approval), that contract would be binding on the Guild (whether or not the Board approves it), UNLESS THE CONTRACT SPECIFICALLY PROVIDED THAT IT WAS SUBJECT TO BOARD APPROVAL.]

2) Communicate with each other, the Executive Director, and the full Board regularly.

6. REGIONAL VICE PRESIDENT

a. BASIC FUNCTION
In addition to serving as a full member of the Executive Board as listed at the beginning of Section II.A, the Regional Vice President is the primary liaison between the regional membership and is responsible for communicating the members’ concerns to the Board and for educating the members regarding the Board’s work and decisions. The RVP is membership chair in the region and should actively promote membership and upgrading. [02-012]

b. GENERAL DUTIES
1) Inform the Executive Committee periodically between Board meetings of regional concern and activities; solicit regional input on Board issues.
2) Interact with the Home Office as needed to address members’ concerns and needs.
3) Maintain proper financial records for RVP expenses; work with the Vice President to establish a yearly budget for travel and other expenditures; submit expense reimbursement reports quarterly to the Vice President, review the RVP budget quarterly with the Vice President.
4) Promote membership in the region, both in maintaining current members and in reaching out to non-members. When dues are being collected, work with chapters to assist members who may have financial problems; grant extensions as Board policy permits and advise on all payment options.
5) Submit a written report for the Mid-Year Board meeting and for the Council meeting.
6) Follow-up on all Executive Board directives in a timely manner.

c. REGIONAL DUTIES
1) Identify and inform the President of regional members who are qualified and willing to serve on PTG committees.
2) Communicate with the total regional membership at least twice annually via newsletter, more if possible or needed. Advise membership on PTG concerns and issues.

3) Annually check with the regional chapters for adherence to Bylaws requirements, especially for number of meetings, chapter bylaws updates, and membership roster.

4) Assist regional chapters who fall below the Bylaws minimum standard.

5) Assist with and foster the regional chapters, seminars, and conferences’ educational opportunities.

6) Attend all regional conferences/seminars; supervise and staff the PTG booth. Ensure that a regional caucus occurs during same to afford members and non-members an opportunity to interact with the RVP. Promote PTG membership at all seminars by personal contact with non-members; obtain names and addresses of non-members to forward to Home Office.

7) Visit chapters as budget and time restrictions permit.

8) Initiate member involvement with PTG for future direction.

9) Work with chapter officers relative to membership status.

10) Maintain files of official activity and correspondence; pass them on to succeeding RVP.

B. TERM OF OFFICE

1. CONCURRENT TERMS.

The term of office shall commence upon the close of the PTG Council Session. In cases where there is a newly elected officer and a retiring officer, these shall be considered concurrent terms of office. During that convention, the retiring officer shall fulfill all ceremonial duties of the office, including but not limited to the opening ceremonies, convention banquet, and regional meetings. The newly elected officer will fulfill the legislative responsibilities of the office, including but not limited to board meetings, committee meetings, etc. After election to the Board, PTG Board members are encouraged to relinquish other chapter and/or regional offices within PTG. [93-013, 94-099]

C. OFFICER RESPONSIBILITIES

1. MEMBERSHIP APPLICATIONS.

RVPs and their assistants may take applications for PTG membership (and receive the application fee) at seminars and other functions as appropriate. The RVP shall then forward the application to the Home Office for further processing. [94-142, 07-011]

2. DUES EXTENSIONS.

a. RVPs may offer dues extensions if the member initiates the request prior to February 10. Dues payment may be extended up to but not beyond March 31. The RVP must send the dues extension form to the Home Office. No member will be granted a dues extension in two consecutive years. When extenuating circumstances arise, meriting consideration for an additional consecutive year dues extension; the decision shall rest with the President, Vice President, and Secretary-Treasurer. [94-138, 95-087, 05-054]

b. The following deadlines shall apply:

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov. 1</td>
<td>Dues Invoice sent (no information about late payments).</td>
</tr>
<tr>
<td>Dec. 1</td>
<td>Email reminder sent to members regarding unpaid dues.</td>
</tr>
<tr>
<td>Jan. 2</td>
<td>Dues Statement sent (includes information on late payments).</td>
</tr>
<tr>
<td>Jan. 31</td>
<td>Letter sent to those still unpaid. Letter will include RVP’s name, advising them to contact their RVP for options on extensions if there is a financial hardship.</td>
</tr>
<tr>
<td>Feb. 10</td>
<td>Deadline for all extension forms from RVP’s to Home Office.</td>
</tr>
<tr>
<td>March 1</td>
<td>Drop date for all who have not responded.</td>
</tr>
<tr>
<td>March 31</td>
<td>Final date for RVP requests to Executive Committee for reversal of drop.</td>
</tr>
</tbody>
</table>

Board Policies (February 2014)
c. If a member who has been dropped requests reversal of the action, he/she should be instructed to write his/her RVP by March 24 of the same year as the drop and state his/her rationale. Any supportive documentation needed shall be included with the letter. Upon receipt of said letter, the RVP will forward it to the Home Office for disbursement to the President, Vice President, and Secretary-Treasurer with any comments or recommendation he/she may have. The President, Vice President, and Secretary-Treasurer shall receive all correspondence no later than March 31 of the same year so that the President, Vice President, and Secretary-Treasurer will be able to make their decision and the member informed of same by May 1. [94-017, 94-088, 99-074, 05-054]

d. A survey shall be sent after the May 1 from the Home Office to all those who have discontinued their membership in PTG, so that the reasons for the discontinuance can be analyzed. [92-063, 92-064, 92-065, 94-089, 94-090, 05-054]

3. HOME OFFICE INTERACTION

a. Communications. The Home Office will be available to assist the RVP in communication with his/her region, but such communication must pertain to official board duties, and not be used for purposes of political campaigns, etc. [76-004]

b. Newsletters. Two newsletters per year shall be sent from the Home Office to all members of PTG, with space reserved for separate messages from each RVP to the members of their region. RVPs shall submit their newsletter copy to the Executive Director within 3 weeks of the close of each respective board meeting, after which the Executive Director will distribute the standard newsletter without the local copy, if it has not been received. [93-045, 93-126]

c. Complaints. If an officer receives a complaint about Home Office staff and/or performance, the complaint is to be forwarded to the Home Office with the name of the member making the complaint so that the matter can be researched and a report sent to the officer, President and Vice President. [79-089]

d. Operations Manual. Each Board member will be provided with a PTG Operations Manual. A copy of the manual will be available in the Board section of the PTG website. The website will contain the most current version of the manual. [94-035, 12-009]

e. President, Executive Committee, Board, Home Office staff shall not censor any communication by a Board member without the Boards member’s written consent. With the exception where the President feels such communication is libelous. [13-013]

4. RVP BOOTH INVENTORY AND SALES

The Regional Vice President is responsible for the operation of any membership and sales booth at a regional seminar or conference. A full accounting of items sold and remaining inventory shall be submitted to the Home Office within 3 weeks of the seminar. No cash of any kind may be sent to the Home Office. Cash can be converted to a check by the seminar association, hotel, or by using a personal check, or converted to a money order if necessary. [95-086]

D. EXECUTIVE COMMITTEE EXPENSES

1. PRE-APPROVAL REQUIREMENT

If a member of the Executive Committee is considering some activity which would require an expense of $1000 or more, advance clearance from the other two members of the Executive Committee is required. [97-091]

E. BOARD EXPENSES

1. EXPENSE ADVANCES

a. PTG Board members shall be offered a $300 expense advance and a credit card with a $1,500 credit limit at the commencement of their term of office, to be used for activities directly associated with their official duties, such as membership development and
operating expenses. This expense advance and credit card, if accepted, are not under any circumstances to be used for personal expenses. A final expense report is to be filed within 15 days after leaving office. After the appropriate officers have approved the final expense report, the Board Advance will be deducted from the member’s final reimbursement payment. If the Board Advance exceeds the final reimbursement payment, the former officer will be appropriately notified of the difference, and shall remit that difference to PTG. If the expense advance is not reconciled within 15 days of leaving office, the amount shall be converted to a receivable against the member’s personal account. [03-071]

2. REIMBURSEMENT REQUESTS

a. When attending any approved event, a PTG Board member shall be reimbursed from only one PTG source. [81-34, 91-050, 00-086, 13-022, 14-009]

b. Only one event per Expense Reimbursement form is allowed. If you have more than one event for which you want to claim a reimbursement, please use a separate form. [14-009]

c. If the RVP is considering some activity that would require expenses of $500 or more, advance clearance from the Vice President is required. [14-009]

d. Approval of expense reimbursement requests from the Regional Vice Presidents and President will be sought from the Vice President and the Secretary-Treasurer. Approval of requests from the Secretary-Treasurer shall be sought from the Vice President and President, and approval of requests from the Vice President shall be sought from the President and Secretary-Treasurer. Expense requests shall be submitted within 15 days after each activity for which reimbursement is sought or by December 15, whichever is sooner. [13-011, 14-009]

e. Members seeking reimbursements shall properly complete a Reimbursement Request Form and submit the form along with supporting receipts to the Home Office. Scanned receipts are acceptable and must be emailed with the reimbursement request form to the Home Office accounting department. The Home Office will process the request and seek all necessary approvals from the PTG officers. Officers shall process all requests within 15 days of receipt from HO either by approving the request or notifying the member in writing of their intent to reject the request along with clear instructions for resubmitting the item or items in question, if applicable. Members shall allow 30 days after submission of a Reimbursement Request Form for receipt of their reimbursements. [94-094, 96-008, 01-011, 02-051, 03-009, 13-069, 13-090, 14-009]

3. BUDGETS AND ALLOCATION OF FUNDS

a. The Vice President will oversee the budgets of the RVPs and the Executive Committee. [97-100]

b. At the discretion of the Vice President, RVPs are to prepare and submit a budget for each board meeting agenda. The budget must cover the six-month period until the next board meeting. The budget is to be prepared and submitted at the Pre-Council Board session by all RVPs whether nominated for re-election or retiring from the board. [82-53, 93-023]

c. Funds may be allocated to each RVP based on need and other circumstances at the discretion of the Vice President. [79-002, 91-050]

4. BOARD MEETINGS

a. The cost of the Mid-Year Board meeting in travel and accommodation expense is to be considered in selecting the site. Room reservations for all Board meetings and convention will be made by the Home Office and paid from the master account at the basic rate of one single or one double room as requested. Options for special requests related to room reservations may be made; however those reservations will be removed from the master list and must be paid by the individual, who will be reimbursed at the basic rate. Room and tax only will be paid by PTG; the occupant shall pay all other charges on the room account. Board members attending the PTG convention will be reimbursed at the standard per diem and travel rates with room accommodations billed to the master account, subject to standard review. [81-107, 81-225, 07-009]
b. Newly elected Board members shall be reimbursed for three nights hotel accommodations, three days’ per diem, reimbursement of one-half of paid registration fees, and will receive a complimentary banquet ticket for the convention at which elected. [81-107, 81-225, 83-093, 91-050, 94-097, 09-066, 13-023]

5. COLLISION DAMAGE WAIVER
Accept the “Collision Damage Waiver” for car rentals when using a PTG-issued credit card, and self-insure for the diminished value exposure. Coverage should be reviewed annually. [11-033]

F. GUIDELINES FOR BOARD REVIEW OF AN ETHICS COMMITTEE HEARING
The parliamentary authority for PTG is ROBERT’S RULES OF ORDER, NEWLY REVISED, Tenth Edition. The following quotation form ROBERT’S RULES OF ORDER (Section 61, Disciplinary Procedures, page 624) shall be the ultimate guide for the use of the PTG Disciplinary Code: "In most societies it is understood that members are required to be of honorable character and reputation, and certain types of associations may have particular codes of ethics to enforce. Although ordinary societies seldom have occasion to discipline members, an organization or assembly has the ultimate right to make and enforce its own rules and to require that its members refrain from conduct injurious to the organization or its purposes. No one should be allowed to remain a member if his retention will do this kind of harm. Formal disciplinary procedures should generally be regarded a drastic step reserved for serious situations or those potentially so. When it appears that such measures may become necessary, proper and tactful handling of the case is of prime importance. It is usually in the best interest of the organization first to make every effort to obtain a satisfactory solution of the matter quietly and informally."

1) Upon a Member’ Rights Committee decision to forward a case to the Ethics Committee, the Board shall be promptly notified and shall begin to review the disciplinary code and most current version of the Ethics Committee’s Internal Rules and Procedures.

2) If the Ethics committee decides to formally hear the charge(s) it will submit a report to the Executive Board per Disciplinary Code, section 5, g.

3) Within 7 days following an Ethics Committee’s hearing, the Ethics Committee shall forward copies of all Members’ Rights and Ethics Committee reports and recommendations to every Board member expeditiously (i.e. UPS 2nd day air, Federal Express, etc.). Copies of all electronic tapes, transcripts, evidence and correspondence shall be made available for review upon request of any board member.

4) Board members shall review all evidence, reports and material from the Ethics Committee in order to determine if all procedures were properly followed. They shall also review the merits of the case and whether the evidence supports the Ethics Committee's decision to reprimand, suspend, or expel the member accused of professional misconduct.

5) The board shall have 21 days to review the materials from the Ethics Committee. There will be an initial conference call meeting one week from receipt of the Ethics Committee materials to answer any questions of procedure, or any initial questions on the materials presented. The Chair of the Ethics Committee may be included in this call if clarification is needed. Following that there shall be a conference call meeting two weeks later, during which the board will have time to deliberate and make a decision to concur with the recommendation of the Ethics Committee, reduce the restriction on membership, or dismiss the charge(s). A second conference call meeting for the purpose of deliberating further may be called by a 2/3rds vote of board members present and voting.

6) The board shall prepare a written statement, and shall notify the Accuser, Accused, and Chair of the Ethics Committee of its decision within 10 days. [00-014]

G. MISCELLANEOUS BOARD RESPONSIBILITIES
1. APPROVAL OF CERTIFIED EXAMINERS
The ETS Committee must receive a signed consent-to-serve form before approval may be granted. A majority vote of the PTG Board shall be necessary for approval of a certified examiner.

In the event that an RPT whose name comes before the board for approval as a certified examiner (tuning or technical) should fail to receive a majority of votes in favor of certification or recertification, then the RPT may be considered again by the board only after a two year period has passed and the Examination and Test Standards Committee sees fit to submit the name again. [81-018, 82-096, 05-009]

2. **NOTIFICATION LETTERS**

   Congratulatory letters to new certified examiners shall be sent by the Home Office over the PTG President’s signature. [81-209]

**H. INTERNATIONAL RELATIONS**

1. **IAPBT REPRESENTATION**

   PTG is allowed to appoint two representatives to the IAPBT Board of Directors. The PTG President shall be the official PTG representative to all IAPBT functions whenever possible and shall appoint the additional Director. When the President is unable to attend he/she shall appoint both Directors. [95-078, 03-016]

2. **INTERNATIONAL TOURS**

   All international tours shall be proposed in writing by the International Relations Committee to the Board. No tour arrangements may proceed without Board approval. Proposed contracts relating to any international tours shall be submitted for approval to the PTG Executive Director. The Executive Director shall have the sole authority to make contracts relating to any international tours. Tour insurance as may be deemed appropriate by the Executive Director to protect PTG and tour participants shall be obtained, and all costs associated with tour insurance shall be borne by tour participants. All tour participants shall be required to sign liability waivers provided by the Executive Director. [03-015]

3. **GIFTS**

   Special pins designated as “Friends of PTG” will be available for gifts to foreign visitors. [86-073]

**III. PTG COMMITTEES**

A. **APPOINTMENTS AND OPERATIONS**

   Regulations Article II, Section A.1 – The Vice President shall coordinate the work of all committees at the direction of the President. The Vice President shall oversee the relationship between committees and the Home Office staff; all requests for staff involvement, time, or procedural change must be routed through the Vice President.

1. **COMMITTEE APPOINTMENTS**

   The President shall make committee appointments with the approval of the PTG Board. Vacancies occurring during the year shall be filled by the President and presented to the Board at the next meeting for ratification. Committee members must comply with all PTG Bylaws, Regulations, and Policies.

   The PTG President may approach members for possible committee appointment on the understanding that the incoming President and PTG Board approve appointments after the election of officers. [79–063]

2. **COMMITTEE OPERATIONS**

   a. The committee chairman shall coordinate the work of his/her committee in accordance with the charges issued to that committee by the PTG President. [93–106]

   b. **Ask An Expert Policy**

      1) An automatic reply should be set up to all inquiries as follows: “Thank you for contacting the Expert’s Line at the Piano Technicians Guild, the organization of the
Registered Piano Technician. The technicians who volunteer their time to this service will be in touch with you as quickly as possible. If you don’t get a response within 48 hours, please contact our Webmaster at webmaster@ptg.org. Thank you once again for using our service.

2) When answering an inquiry to the list the responder will use the following: “Thank you for contacting the Piano Technicians Guild, the organization of the Registered Piano Technician.”

3) When answering an inquiry to the list the responder will use the following closing statement: “Once again, thank you for contacting the Piano Technicians Guild. We hope that you will contact us in the future for all your piano related needs. Sincerely, Joe Tuner, RPT.

4) In no case should the responding technician exclusively promote his/her own business using this forum.

5) The responding technician shall - Accentuate the Positive and Eliminate the Negative by:
   a) The technician will emphasize solutions rather than problems.
   b) The technician will advocate their personal methods without denigrating contrasting opinions.
   c) The technician will provide factual information in a thought-stimulating manner.
   d) No energy will be wasted lamenting over obstacles.
   e) The technician will turn every obstacle into an opportunity for superior service and will not spend a minute of time complaining about things over which we have no control.
   f) The technician will also present positive methods of dealing with customers who are unhappy with their pianos. [10-013]

3. BOARD LIAISON

A Board Liaison is defined as a PTG Board member who has been appointed by the President to support a PTG committee or task force. The Board Liaison's duty is to assist the committee or task force in accomplishing their goals or charges by serving as a resource and an advisor (i.e. research, publication review, assistance in developing RFAs, presentations, etc.). The Board Liaison will be included in the committee's e-mail group address. [08–012]

B. COMMUNICATION

1. COMMITTEE COMMUNICATION
   a. The committee chairman shall keep all committee members fully informed about the operations of the committee. Committee members who are acting officially as a representative of the committee and who execute written or verbal communication must have prior approval of the committee chair. All committee members, but especially the Chair, must maintain written records of their committee work and are obligated to pass all committee files on to their successors. [93–106]
   b. All committee correspondence, committee information and action must be copied to the PTG President, the Vice President, and the Secretary–Treasurer. This can be accomplished by sending a copy to the Home Office with instructions to copy to the Executive Committee. PTG stationery for committee correspondence is available from the Home Office. Personalized stationery for committee use will not be made available, but can be used for committee correspondence. Cost for personalized stationery must be paid by the individual committee member and will not be reimbursed. [93–106]
   c. Members of a committee in attendance at the PTG convention are expected to meet with their committee during the time allocated for committee meetings. [93–106]

2. COMMITTEE REPORTS

Board Policies (February 2014)
Two written committee reports are required annually: one for the Mid-Year Board Meeting and one for the Council Agenda Book. Report forms will be supplied by the Home Office to the committee chairs prior to the reporting deadline. [93–106]

3. BOARD AGENDA ITEMS AND BYLAWS PROPOSALS

Board agenda items and Bylaws proposals generated by a committee member must first be cleared through the committee before being placed on the Board agenda or submitted to the Bylaws Committee. All proposals submitted to the Board or Bylaws Committee must be submitted by the committee chair. [93–106]

C. FINANCIAL

1. EXPENSE AUTHORIZATION

   The committee chairman will approve ordinary committee expense (i.e. postage, mailings, telephone, etc.). Committee chairmen should be aware of the budget allocation (if any) for their committee for the current fiscal year (Jan. 1 to Dec. 31), and should ask the PTG Vice President for periodic expenditure updates. [93–106]

   All out-of-the-ordinary committee expenses (i.e. travel expense, conference telephone calls, participation at regional/state seminars, etc.) must be submitted in advance to the PTG Vice President for authorization. [93–106]

2. EXPENSE REIMBURSEMENT

   a. When attending any approved event, a PTG member shall be reimbursed from only PTG source. [14-009]

   b. Only one event per Expense Reimbursement form is allowed. If you have more than one event for which you want to claim a reimbursement, please use a separate form. [14-009]

   c. Expense requests shall be submitted within 15 days after each activity for which reimbursement is sought or by December 15, whichever is sooner. [14-009]

   d. Members seeking reimbursement shall properly complete a Reimbursement Request Form and submit the form along with supporting receipts to the Home Office. Scanned receipts are acceptable and must be emailed with the reimbursement request form to the Home Office accounting department. The Home Office will process the request and seek all necessary approvals from the committee chair and/or PTG officers. Officers shall process all requests within 15 days of receipt from HO either by approving the request or notifying the member in writing of their intent to reject the request along with clear instructions for resubmitting the item or items in question, if applicable. Members shall allow 30 days after submission of a Reimbursement Request Form for receipt of their reimbursements. [14-009]

IV. PTG CHAPTERS AND MEMBERSHIP

A. CHAPTER OPERATIONS

1. BLANKET TAX EXEMPTIONS

   PTG will not pursue blanket tax exemptions for chapters, since it requires a level of activity for the chapters to maintain a blanket exemption as would be required in getting the exemption themselves. The Home Office will make tax exemption information available to chapters by request. Information will also be included in the PTG Operations Manual. [85–092, 95–017]

2. CHAPTER WEBSITES

   a. Chapter websites, hosted by companies other than PTG, shall adhere to the rules regarding informational publications as contained in Bylaws Article VII. Any list of members accessible by the public shall contain the following language:

      A Registered Piano Technician (RPT) has passed a series of rigorous examinations on the maintenance, repair, and tuning of pianos. Only RPTs are authorized by The Piano Technicians Guild to display the logo containing the words “Registered Piano Technician.”
An Associate is a member who has not passed the RPT examinations. Associates may be studying piano technology and working toward RPT status, or may be piano retailers, rebuilders, refinishers or other specialists.

b. PTG hosted Chapter websites shall adhere to the rules regarding informational publications as contained in Bylaws Article VII. Any list of members accessible by the public shall contain only Registered Piano Technician (RPT) members. Associates may be listed if currently holding an elected Chapter Office but only within a list of Chapter Officers or when referring to the office held.

B. MEMBERSHIP
1. MEMBERSHIP CERTIFICATES
   Membership certificates will be sent to new RPT members upon reclassification. New members and membership category upgrades will be published in the Journal. [79–023, 11–037]
2. MEMBERSHIP CARDS
   Annual membership cards will be sent after full payment of dues. [79–024]
3. SERVICE PINS
   a. Service pins shall be given to Registered Piano Technicians in recognition of continuous membership starting at twenty (20) years and for each five-year increment thereafter; accompanying letters shall be signed by the sitting president. [92–046, 93–106, 99–074, 10–049, 12–052]
   b. Associate members shall receive recognition certificates starting at twenty (20) years and for each five-year increment thereafter. Certificates shall be signed by the sitting president. [92–046, 93–106, 99–074, 10–049, 12–052]
4. SUSTAINING MEMBERSHIPS
   a. The Home Office will send letters of congratulations to those who have been voted for Chapter or PTG Sustaining membership. Chapter Sustaining members who move to a new location need not be transferred from the old chapter. [79–007, 81–145, 95–017]
   b. In order to be considered for nomination by the Board for PTG Sustaining Membership, a member shall be a Chapter Sustaining Member, should be at least 65 years of age or medically disabled, should have been a PTG member for at least 20 years, and should have contributed to PTG in some outstanding way. [98–092]
5. INCOMPLETE MEMBERSHIP APPLICATIONS
   The Home Office shall review new membership applications upon submission. If found to be incomplete, the application will be returned to the applicant with a cover letter giving them 30 days to properly complete the application and resubmit it without having to pay an additional application fee. [09–015]
6. RPT LISTINGS ON PTG WEBSITE
   Only Registered Piano Technician members shall be listed on the “Find A Technician” page of the PTG website. [09–044]

V. PTG CONVENTION
A. PLANNING AND REGISTRATION
1. CONVENTION PLANNING MEETING
   A convention planning meeting will occur each fall to plan the PTG Convention and Technical Institute for the following year. The results of this meeting will be presented to the Board. [93–015, 96–025, 02–076, 07–070, 08–062]
2. SITE SELECTION
   a. Convention site selection shall be considered finalized when the PTG Executive Director signs the contracts with the convention facilities. [92–045, 96–025]
b. All PTG convention hotel contracts shall require two signatures, those of the President and the Executive Director. [00-051]

c. All PTG convention hotel contracts shall contain a "no penalty" escape clause to be in effect until board approval is obtained. [01-072]

3. CONVENTION ONE-DAY ATTENDANCE
One-day registrations for Institute classes at the convention will not be allowed. [85-146, 93-106, 96-025]

4. PAST PRESIDENTS
Shall receive complimentary registration. [80-113, 96-025]

5. NEW RPTs
Members who have reclassified to RPT shall receive a gift certificate valued at $200 to be used toward convention registration. [97-119, 09-055]

6. NEW ASSOCIATES
New associates shall receive a discount coupon valued at $200 to be used toward the PTG annual convention registration. The certificate is valid for up to two years from the date of joining. Effective date is January 1, 2013. [13-017]

7. CHARTER MEMBERS
Shall receive complimentary registration. [97-135]

B. COUNCIL
1. DELEGATE FORMS TO CHAPTERS
Are to be mailed to chapters two months and follow-ups one month before deadline for return. [81-142, 96-025]

2. DELEGATE AGENDA BOOKS
One copy to be sent to each registered delegate and alternate. Books for chapters with no registered delegate and/or alternate will be sent to the chapter president. [C92-067, 96-025]

3. VOTING STRENGTH
The Home Office will supply the Secretary-Treasurer with a current record of chapter voting strength by region, for use during the Council session. [88-047, 96-025]

4. CANDIDATES FOR PTG OFFICE
Lists of duties of officers and consent-to-serve forms to be available at all Council and caucus sessions. [80-060, 96-025]

C. BOARD AND HOST CHAPTER
1. CONVENTION COMPS FOR BOARD
Board members shall be extended a complimentary registration, a banquet ticket and a guest room at the convention hotel. [85-163, 93-022, 96-025, 02-015, 03-010, 08-078]

2. HOST CHAPTER
a. The local chapter shall be invited to propose a local host chairman for the convention to be approved by the Board. Duties and responsibilities of the local host committee are to be detailed in the Institute Handbook. [93-106]

b. The Host Chapter may be reimbursed up to $600 for expenses incurred during the performance of host chapter responsibilities. The Host Chapter Chair shall be responsible for submitting all expense report forms through proper channels. If the host chapter desires, the Vice President may authorize a float of up to $200. [80-040, 83-094, 93-106, 96-025]

c. Only the Host Chapter Chair is to receive one complimentary registration and one banquet ticket, as well as four room-nights in the convention hotel. [93-106, 96-025]

D. INSTITUTE AND EVENTS
1. INSTITUTE PERSONNEL
The Institute Team will be composed of up to 4 members. The normal rotation will be as follows: 1-3 years in training, followed by one year as Institute Director. The Institute Director will then rotate off the committee for at least one year. [94-121, 97-029, 05-064]

2. INSTITUTE POLICIES

Official Board policy concerning the PTG Institute is contained in the Institute Handbook, the Functions and Responsibilities document, and the Convention Schedule of events. [83-126, 96-025]

3. MEMBERSHIP BOOTH

The President shall appoint a committee for the membership booth at the PTG convention. This committee shall be comprised of up to five members, including the chair, which will be responsible for the set-up, staffing, and tear down of the booth. The booth must be open and staffed at all regular exhibit hours. The committee chair will be compensated the same as a sponsored instructor, as will other committee members who agree to work at least the equivalent of two full days in the booth. To minimize expense, the committee chair should secure as many volunteers, who will not be compensated, as is necessary to keep the booth fully staffed. [92-027, 96-02]

4. EXHIBIT BOOTHs

a. The PTG Foundation and PTG Auxiliary shall each be extended one complimentary standard exhibit booth at the PTG convention; supplemental contents or supplies to be billed directly to the PTG Foundation or Auxiliary as applicable. [03-011, 13-016]

5. DUPLICATE COMPLIMENTARY REGISTRATIONS

Persons attending the PTG convention shall receive only one complimentary registration (e.g. a journal editor who also instructs will receive only a single registration.) [09-053, 13-016]

6. SALES AT CONVENTION

Only paid exhibitors are permitted to sell and/or take orders for merchandise at the convention. Exhibitors and their employees, representatives and agents may not sell or take orders except in their assigned booths. [09-068]

E. MISCELLANEOUS

1. REGIONAL MEETINGS AT PTG CONVENTIONS

Space is to be planned during peak convention time for regional meetings at a time when most members will be able to attend. [82-217]

2. EXAMINATIONS

RPT Examinations shall be available at all PTG conventions. [82-345, 95–019]

3. AWARDS AT CONVENTION

Only officially approved awards shall be presented at PTG convention. Additional awards may include the Jack Greenfield Award, the Examiner of the Year Award, Presidential Citations, and an award presented by the PTG Foundation. [83-125, 08-079]

4. RESERVED TABLES AT BANQUET

A table is to be reserved at the Banquet for the staff of any manufacturer sponsoring a social hour before the Banquet so that they will have a place to sit after hosting that function. [85-147]

5. ATTENDANCE FROM OVERSEAS

Invitations must originate with PTG President. [81-032]

6. LETTERS OF THANKS

To be written by the Home Office over the President’s signature and to those designated by the Board of Directors. The letters are to be mailed promptly following the adjournment of the convention. [81-199]

7. AUXILIARY

85% of gross income from the Auxiliary program plus $10 per Non Auxiliary spouse registrant shall be credited to the Auxiliary; the Auxiliary shall be responsible for and pay for
all convention-related expenses advanced by PTG for their program(s). [88-043, 03-013, 05-011]

8. **CONVENTION EXPENSE SUMMARY**
   A separate report covering convention expenses is to be prepared showing all items categorized. [78-p5]

VI. **REGIONAL CONFERENCES AND SEMINARS**

A. **SEMINAR DATES AND APPROVAL**
   1. **REQUIREMENTS**
      a. Seminar approval should be submitted to the Home Office, using the proper form, eleven (11) months prior to the event. The Home Office will obtain the necessary approvals. [85-098, 88-083, 13-009]
      b. Seminars will not be approved for dates two months preceding or following the PTG convention without express permission from the Executive Committee. [04-012, 05-044]
      c. Approval of one-day seminars shall be limited to two per year per chapter. [93-069]
      d. The PTG Vice President may approve only one state or regional seminar for any given date. State and regional seminars may be approved, at the discretion of the RVP, on the same date as one-day seminars. Any seminar not approved by the PTG Vice President shall be prohibited from making any reference to the Piano Technicians Guild. (One-day seminars may be approved on the same day as state or regional seminars, but the forms are to be submitted for all.) [93-070, 93-146, 13-009]
      e. RVPs are to keep in close touch with their regions and be aware of all proposed seminars and that approval procedure is being followed. [79-034]

B. **SEMINAR ADVERTISING**
   1. **SEMINAR COMING EVENTS SECTION**
      Only approved events shall be listed in the Journal or on the PTG website. Journal entries to be listed chronologically as space allows. [04-013]
   2. **FREE PUBLICITY**
      In coming events section only. [79-038]
   3. **HALF-PRICED AD RATES**
      Ad rates for all seminars, local conferences etc., shall be approved at half-price. [79-041]
   4. **GRATIS DISPLAY AD**
      One two inch display ad shall be offered to all approved seminars, local conventions, etc. [79-042, 08-052, 13-009]
   5. **BLAST EMAIL**
      Approved Seminars and RCOs may request a maximum of 3 (three) blast emails be sent to the membership by the HO for the purpose of advertising the event. [13-009]

C. **EXAMINATIONS**
   It is recommended that seminars and conferences hold a class on conducting examinations and it is the RVPs responsibility to encourage classes in conducting examinations at seminars and regional conferences. [82-099]

D. **CONTRACTS**
   Contracts for seminars with hotels and motels shall be strictly in the name of the sponsoring body and shall not be drawn in the name of the Piano Technicians Guild. The “hold harmless” clause shall be part of each such contract. [86-068]

E. **EQUIPMENT LOANS**
The Home Office may make equipment (LCD projectors, action models, etc.) available for use by other subordinate bodies of the PTG. Equipment loans are to be made only for events which have been approved by the Executive Committee. The borrower must submit an Equipment Loan Form, available from the Home Office, and agree to the conditions listed on the form including, but not limited to, paying all shipping and handling costs, being responsible for lost or stolen equipment and maintaining the equipment while it is in their care and control. [08-051]

F. ONLINE REGISTRATION BY HOME OFFICE
PTG may provide, as a service, online registration and fee collection including credit card processing for Regional Conference Organizations (RCO). All expenses (credit card fees, postage, long distance calls, etc.) directly related to providing this service shall be reimbursed by the RCO. Setup online is complementary however a $25 fee shall be charged if any changes are requested after the initial setup is complete. [13-021]

VII. PTG FOUNDATION
A. CONTRIBUTION OF PTG FUNDS
1. Contribution of PTG funds to the PTG Foundation shall be made by the PTG Executive Director at the beginning of each fiscal year. The amount of funds transferred shall be equal to the amount budgeted by Council in the fiscal year of the transfer. [95-126]
2. The PTG Foundation shall request of the PTG Board of Directors, at the Mid-Year meeting, an amount to be contributed and a detailed accounting of how the contribution will be used. The Board will make budget recommendations based on the request. [95-126]
3. The PTG Board of Directors, acting as a body, has full authority over the transfer of funds to the PTG Foundation. [95-126, 95-127, 96-025]