

POLICIES & PROCEDURES 2022



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HISTORY

In January of 1979, a group of band directors created an education-based competitive performance organization called the Western States Marching Band Conference. Using standardized rules and score sheets, Mike Rubino (Live Oak HS), Ramiro Barrera (Lincoln HS), Dan Smith (Independence HS), Gary Runsten (Modesto HS), and Mel Stratton (Clovis HS) permanently changed the face of Marching Band on the greater West Coast.

That fall, the first-ever show sponsors were Modesto HS, Live Oak HS, and Independence HS. Music Bowl, the largest contest in the area at that time, utilized WSMBC score sheets and rules that year and every year going forward. The first WSMBC Championship was held in conjunction with the 1984 Music Bowl Prelims at James Logan HS and the Championships, Independence HS was the inaugural winner.

WSMBC steadily grew and continued adding show sponsors in Northern California each season. In 1995, through the efforts of John Hannan (Mission Viejo HS), WSMBC expanded its services into Southern California resulting in a unified organization for the entire state. The WSMBC rubric even attracted bands from Washington, Oregon Nevada, Arizona, and Utah.

The scoring system then developed into two-tiered criteria-based curriculum designed for bands of various sizes. By measuring their unique orchestration and design options, it was assured that smaller bands would have the same scoring opportunities as large bands.

In 2002, under the leadership of Ramiro Barrera (James Logan), WSMBC changed its name to the Western Band Association (WBA). In 2006, the competition schedule grew to offer consecutive contests across Northern, Central, and Southern California, helping to alleviate travel costs for participating bands.

In 2018, WBA partnered with BD Performing Arts from Concord, CA in a collaborative effort to support the continued growth and excellence of WBA as it looks toward a bright future.

PHILOSOPHY AND MISSION STATEMENT

The Western Band Association exists to insure a high-quality performing experience that is educationally sound and in full support of the total band program.

WBA believes that competition is a means to encourage and reward creativity, artistry and excellence in design and performance while providing a vehicle that will educate all students in such a way that they will grow to understand, and evolve to, the highest levels of their potential. It is our intent to encourage and reward the training that augments the development of quality musical and visual skills.

Servicing the students of our participating ensembles is the primary motivation behind all decisions.

MEMBERSHIP BENEFITS

Membership costs \$175 per season and affords each ensemble:

- 1) Voting rights at the annual meeting
- 2) Discounted entry fees for some events
- 3) Discounted or free educational events
- 4) Discounted or free clinic/critique sessions

The annual WBA Annual Member Meeting will be held each year before the end of February, and will include, but not be limited to, Board of Director Officers elections and Rule Proposal voting.

BOARD OF DIRECTORS

WBA's Board of Directors is comprised of 6 officers: President, President Elect, Vice President, Secretary, Treasurer, and Past President.

- President-Elect and Secretary
 - 2-year term, expiring on even-numbered years
 - After 2 years, the President-Elect becomes the President
- Vice President and Treasurer
 - 2-year term, expiring on odd-numbered years
- Past President stays in office for a 2-year term after their term as President ends

WEBSITE AND MEMBER LOGIN

The WBA website and database are hosted by BDPA.

- 1) Each ensemble participating in a WBA sanctioned event for the current season (member and non-member ensembles) must have a login.
- 2) Directors will maintain current information for their ensembles on the website and will adhere to all given deadlines..
- 3) Adjudicators and Event Staff must also have a login.
- 4) Ensemble Manager permissions are granted to Head Directors who have the ability or add/remove other manger permissions for their ensemble.
- 5) Invoices, Receipts, Fees, Agreements, Event Assignments, Statements, and Other important documents and information will be housed in the Director Dashboard and Ensemble Profiles.

REGISTRATION PROCEDURES

- Any ensemble with an outstanding balance owed to WBA is not permitted to register for any WBA event until the balance has been fully resolved.
- Registration date will determine performance order. Ensembles with the earliest registration date will perform last in their class. Ensembles with the same registration date will be randomly drawn to determine performance order within their class.
- WBA Membership is optional. Some WBA events have an associated “Member” and “Non-Member” registration price points. Membership status must be declared at the time of registration for proper invoicing to occur.
- Classification changes will not be allowed after September 1.
- Registration fees are refundable until **September 1**. After September 1 registration fees are 100% non-refundable for any reason including but not limited to rain, natural disasters, or event cancelation.
- Full payment for the current season is due no later than **September 1**. Ensembles failing to remit payment by September 1 may have their existing entries voided, lose their original registration date, and begin the registration process anew.
- If an ensemble registers for an event and then cannot attend, the ensemble has option of transferring the registration to another similar event. There will be no Change Fee assessed for transfers submitted by September 1. Transfers submitted after **September 1** will be assessed a Late Change Fee per event of \$100. Transfer requests must be made in writing via email to admin@westernbands.org.

Entry Fees (subject to change)	Member	Non-Member
Sponsored.....	\$350	\$350
Super Show	\$450	\$600
Regional Championships.....	\$550	\$675
Championships.....	TBA	TBA

April 1 – Public Release of the Schedule
 April 15 – Registration Opens at 7:00AM PST
 September 1 – Registration Closes and Invoice Payments are Due



CLASSIFICATION

WBA classification for participating ensembles is based on the total number of performers in their ensemble. This count includes playing members, auxiliary, and command personnel.

- Class 1A: 45 performers or less
- Class 2A: 46-65 performers
- Class 3A: 66-85 performers
- Class 4A: 86-115 performers
- Class 5A: 116+ performers or more

Ensembles may choose to compete in classes above their designated class.

WBA will conduct an audit at each event to confirm the number of performers in each ensemble. Audit results will ensure ensembles are competing in or above their designated classification.

Any audits conflicting with the number reported in the ensemble's profile on the website will be reported to the Director and the WBA Administration.

CREDENTIALS

- Each ensemble will receive the following credentials that will allow various levels of access into all WBA-sanction events: 1 Director, 1 Staff per 10 student performers, 1 Ensemble Media, and 1 Field per 10 student performers.
 - Director and Staff Credentials permit access to the field, stadium, and stands.
 - Ensemble Media Credentials permit access to the field, stadium, and stands *for their ensemble's performance only* and will allow access to the host-defined staff viewing areas. When the staff viewing areas are near the adjudicators or event staff, the credential-holder cannot impact them in any way.
 - Ensemble Media is not allowed access the inside or top of the press box unless the venue has access that allows a media location. Said access will be at the discretion of WBA and the Event Host.
 - Field Credentials permit access to the field only *for their ensemble's performance only*. An event ticket will need to be purchased if people wish to access the stadium after or before their ensemble's performance.
- Adjudicator and All-Access Credentials permit access to all locations including the press box.
- All credentials are valid for the entire season in which they are issued.

- Adjudicators and Event Staff Parking Permits are only valid when those individuals are working their assigned event(s).
- Extra Credentials are available for purchase, \$10 each. (subject to change)
 - All requests will be based on available inventory.

EVENT PROCEDURES

Under normal conditions these procedures will be followed for events, however exceptions may apply; always follow the posted event details.

- Standard Event Schedule
 - Events will end with the last ensemble performing at 9:00pm and awards to starting as close to 9:30pm as possible; performance times will work backwards from 9pm.
 - Publication of preliminary schedules may be posted by Labor Day.
- Event Packets
 - Packets and Schedules are finalized 2 weeks before each event
 - Updates that occur after an event packet is released will be posted the Wednesday before the event.
 - Updates that occur within 48 hours of the event will be directly updated to directors in a timely manner. Communication methods utilized will include but not be limited to emails, phone calls, and text messages.
- Event Scripts
 - A Spiel Sheet template is provided on the resources page on the website.

Below is a sample schedule of your day at a WBA event. It includes Working backwards while setting up your full day schedule is always recommended.

Arrive	2-3 hours before gate	This depends on several factors, but not limited to: event parking time, equipment unload time, warm up time need, and walk time from warm up to the gate
Warm Up	1 -1.5 hours before gate	
Gate Time	15 minutes before your performance time	
Performance Time	Time on Schedule	
Awards	Drum Majors report to ensemble entrance gate at the start of the last ensemble performance time	Championships or Super Show may differ, please refer to the championships section for those details.

PROGRAM ANNOUNCEMENT

The Program Announcement will be read at the 3:30 mark of each ensemble's interval time. Directors can cue the timing and penalty judge if the ensemble would like to start the ensemble's Program Announcement earlier.

If the ensemble's drum major is going to salute, it should occur as the production title/drum major introduction is made. A drum major salute is not necessary to indicate that the ensemble is ready to start.

Performance time and adjudicator evaluation begins at the conclusion of the ensemble's announcement.

The performance of a pre-show during the 3 minutes and 30 second set up/warm-up time or any other on-field activity prior to the conclusion of the ensemble announcement will not be judged.

Ensembles may use a pre-recorded Program Announcement in lieu of the live announcer. Ensembles using a pre-recorded Program Announcement must communicate that to the event staff (T&P) when they arrive at the gate. The pre-recorded Program Announcement must match the WBA script, verbatim, and be triggered no later than the 3:30 mark of their interval time.

COMPETITIONSUITE

Western Band Association uses CompetitionSuite for all commentary and scoring <https://competitionsuite.com/login/>.

If you need to change or add access to your ensembles CompetitionSuite WBA Page access, please contact WBA no later than 7 days from your first scheduled event.

WBA will release scores and recaps via CompetitionSuite, printed recaps will be at the discretion of WBA Administration.

WBA PERFORMANCE SEASON

Historically, WBA has started season on the first weekend of October and has ended with Championships the weekend before the Thanksgiving Holiday.

Please refer to the online calendar for the latest updates to the full season schedule.

TICKET SALES

Ticket sales for sponsored events are at the discretion of the event host, per the event host agreement. Super Shows and Championships will be under the direction of WBA. **Bus/Truck Drivers will be given complementary access to all events.

Pricing and other details will be released by Event Host or WBA in advance of the event and will be posted on site at the box office.

MERCHANDISE

WBA partners with PepWear for merchandise sales at all WBA events. Event Hosts and WBA Administration will communicate merchandise sales and advertise appropriately if PepWear will be at an event. If PepWear will not be at a WBA event, host will follow Host Agreement for selling merchandise at the event.

CRITIQUE

WBA will host critiques at all regular season events. Championship events will not have critique. This will be conducted on a best-effort basis. Factors that may affect critique include, but are not limited to, adjudicator, event host, and/or facilities availability.

Critique will be comprised of 4-minute sessions with the visual panel and 4-minute sessions with the music panel. Ensembles will rotate 2 at a time. Some ensembles may choose to have percussion and auxiliary break off from the larger panel, which can be handled in their specific rounds (this would be during the existing 2-rounds and would not add additional rounds). It is important to listen to your commentary prior to critique so that you may use the time to ask clarifying questions or receive additional thoughts the panel may have regarding your ensemble's performance. Critique is intended for information sharing and discussion -- arguing scores or placement is not appropriate and will not affect the results. Should you have any concerns regarding judges not meeting your expectations or specific concerns regarding scoring or placement, please email the Adjudicator Coordinator.

Registration is **required** for all critique attendance, the registration deadline is September 1.

COPYRIGHT & LICENSING

Due to legal reasons, and to protect everyone involved in our events, WBA will not provide recordings to groups participating at WBA events. Any liability associated with unauthorized recordings will rest with the individual or organization making the recording. WBA does not condone, nor accept any liability for, any unauthorized recording during the event.

- Use of cameras of any kind are **NOT ALLOWED** on the field for this event. Please communicate this to your parent/booster group.
- Still cameras (digital or film, professional or otherwise) are allowed into the stadium and may be used from stadium seating, but not on the field.
- Tripods or other similar equipment that may obstruct the view or path of travel of others in seating areas are not allowed.
- All ensembles must comply with copyright laws in regarding performance and/or use of arrangements of copyrighted music, visual images, and other materials, as

well as the use of copyrighted audio or spoken text, and the display of copyrighted words and images. Each ensemble shall take steps necessary to obtain permission/license to use and arrange music performed as well as any visual and/or audio images presented.

CONTEST AWARDS

(Subject to Change)

All WBA competitions will include the following awards that may be in the form of trophies, plaques, acrylics, printed certificates, or music-oriented merchandise.

Verbiage listed below must be used on any printed or scripted award material:

Sponsored and Super Show Events:

1st, 2nd and 3rd Place in Each Class.

Participation Awards are optional, but encouraged

Caption awards for all classes

Best Music in Each Class: Music Individual + Music Ensemble

Best Visual in Each Class: Visual Individual + Visual Ensemble

Best Effect in Each Class: Effect Music + Effect Visual

Best Auxiliary in Each Class: Color Guard

Best Percussion in Each Class: Percussion

Regional Championships: (California)

Participation Awards for all ensembles (except 1st, 2nd, 3rd)

Members receive commemorative entry wristbands or patches

1st Place in Each Class will receive Banners and Medals

Caption awards for all classes

Best Music in Each Class: Music Individual + Music Ensemble

Best Visual in Each Class: Visual Individual + Visual Ensemble

Best Effect in Each Class: Effect Music + Effect Visual

Best Auxiliary in Each Class: Color Guard

Best Percussion in Each Class: Percussion

Regional Championships: (Other States)

Prelims & Finals Format

Participation Awards for all ensembles (except 1st, 2nd, 3rd)

Members receive commemorative entry wristbands or patches

Prelims - 1st Place in Each Class will receive Banners and Medals

Finals - 1st Place in Each Class will receive Banners and Medals

Caption awards for all classes in both Prelims and Finals
Best Music in Each Class: Music Individual + Music Ensemble
Best Visual in Each Class: Visual Individual + Visual Ensemble
Best Effect in Each Class: Effect Music + Effect Visual
Best Auxiliary in Each Class: Color Guard
Best Percussion in Each Class: Percussion

Class Championships:

Participation Awards for all ensembles (except 1st, 2nd, 3rd)
Top Ten Scoring Ensembles (excluding 1st, 2nd, and 3rd place ensembles) receive
Special Participation Awards

Members receive commemorative entry wristbands and patches

1st Place in Each Class will receive Banners and Medals

Best Music in Each Class: Music Individual + Music Ensemble

Best Visual in Each Class: Visual Individual + Visual Ensemble

Best Effect in Each Class: Effect Music + Effect Visual

Best Auxiliary in Each Class: Color Guard

Best Percussion in Each Class: Percussion

Grand Championships:

Participation Awards for all ensembles (except 1st, 2nd, 3rd)

1st, 2nd and 3rd Place at Each Site will receive Banners and Medals

Best Music in Each Combined Class: Music Individual + Music Ensemble

Best Visual in Each Combined Class: Visual Individual + Visual Ensemble

Best Effect in Each Combined Class: Effect Music + Effect Visual

Best Auxiliary in Each Combined Class: Color Guard

Best Percussion in Each Combined Class: Percussion

- The Event Hosts, school officials/representatives, sponsors, other WBA approved presenters, and/or WBA Board of Directors may present awards. Award presentation at Super Shows and Championships is at the discretion of WBA.
- The placement scores and caption winners for all competing ensembles will be announced during the awards ceremony. Scores for caption awards will not be announced.

THE TWO-TIERED SCORING SYSTEM

The intent of the two-tiered scoring system is to create a curriculum-based scoring process that will reward and encourage smaller ensemble programs for achievement that is unique to their size and development. This concept offers all

students a more equitable opportunity to compete and achieve.

The primary goal is to support development of the highest quality in music performance and visual design regardless of size. It is intended to be realistic in the expectations for each size class. All ensembles in every class will be measured against the “paradigm” for that class. The “paradigm” will be the ensemble that achieves the highest standard.

Each ensemble will receive a score based on total possible 100 points computed to the nearest thousandth of a point. The score will be the total of the scores given by each of eight adjudicators less any penalty points.

The calculation of the total score for each caption is:

POINTS	AVERAGE
30	Music Effect + Visual Effect
30	Music Perf. Ensemble + Music Perf. Individual
20	Visual Perf. Ensemble + Visual Perf. Individual
10	Percussion
10	Auxiliary
TOTAL = 100	

The percentage of the total score for each caption is:

Music Effect	15%
Visual Effect	15%
Ensemble Music Performance	15%
Individual Music Performance	15%
Percussion	10%
Ensemble Visual Performance	10%
Individual Visual Performance	10%
Auxiliary	10%

All scoring will be performed using a build-up, achievement-based, educational criteria for each caption.

Percussion and Auxiliary will be scored to a total of 200 points, computed to the nearest tenth of a point. Scoring in these captions is included in the scoring and placement of the ensemble as a whole. Adjudication in these captions will assist these sections in such a way as to augment the success of the whole ensemble.

SCORING TIES

In the case of a bottom-line tie between two or more ensembles, the tie will be broken by ranking the ensembles by the combined music and visual effect scores. Should a tie still exist, the combined music performance scores will be used to break the tie. The tabulator will be responsible for bringing the tie to the attention of the chief judge.

In the case of a tie in caption awards a duplicate award will be procured and mailed to the secondary winner.

ADJUDICATION

All WBA competitions use association-approved adjudicators. Each competition requires one adjudicator in each of the following captions. They will adjudicate each ensemble from the locations indicated below.

Visual Ensemble	Press Box
Music Ensemble	Press Box
Effect Visual	Press Box
Effect Music	Press Box
Music Individual	Field Level
Visual Individual	Field Level
Color Guard	Press Box
Percussion	Press Box
Timing & Penalty	Field Level
Tabulator	Press Box or proximity to field

Adjudicators will provide commentary in responding to each aspect of the ensemble's performance. Commentary will offer constructive feedback and should reinforce the learning process. It must be of direct value to both the ensemble director and the ensemble members.

Missing/Late Adjudicator Policy – In the rare event that an adjudicator is late or missing from an event, the present adjudicators will adjudicate the ensembles under the direction of the chief adjudicator. The scoring guidelines will remain the same. Depending on the missing adjudication position, the chief adjudicator will determine how to make up for the missing score. If an adjudicator appears late to the event, they will begin evaluating immediately but their scores will not be counted until the beginning of

the next group or class.

Stand-Still Scoring –In the case of an adjudicated standstill, the music and effect captions will be the only numbers used to determine ranking and placement. If Visual, Percussion, and Axillary adjudicators are present, they may adjudicate all units as they normally would, however in this setting, a score is not assigned. WBA Event Staff, the Event Host, and the chief adjudicator will determine if an event will be conducted as a standard competition, an adjudicated standstill performance, an indoor event, a postponement, or a cancellation.

WBA CHAMPIONSHIPS EVENTS

All WBA Championships events are operated by WBA with WBA rules and regulations in place.

WBA REGIONAL CHAMPIONSHIPS

Regional Championships events are single-day events run separately from, and have no bearing on, WBA Class/Grand Championships. There are no minimum “regular show” attendance requirements to participate. Championships events and ensembles do not have to be members, all ensembles are welcome to participate.

- Regional champions will be held in Northern California, Central California, and Southern California and will be a one-day event. (other locales will be considered as necessary)
- Performance order is determined by class and then random draw, per location.
- Awards Ceremony
 - Logistics based on location will be considered, but every effort will be made to utilize option 1.
 - Option 1 is full ensemble uniformed retreat with no instruments or equipment.
 - Option 2 is full retreat full retreat by class or by a group of classes, 1/2/3A and 4/5A.
 - Option 3 is comprised of uniformed Drum Majors, captains, and seniors. Captains and Seniors are optional at the discretion of the ensemble director, either single class or grouped classes of 1/2/3A and 4/5A.

WBA CLASS/GRAND CHAMPIONSHIPS

WBA Class/Grand Championships is the WBA Championship event of each season. At Class Championships, the highest-scoring ensembles from each class will be recognized as Class Champion. At combined Grand Championships, the 1/2/3A and

4/5A ensembles that continue to Grand Championships compete in their respective class groups via combined contests.

WBA Class/Grand Championships will rotate locations each year to support the geographic areas we serve.

- Class/Grand Championships is a two-day competition held the weekend prior to Thanksgiving. There will be two competition venues: one for the 1/2/3A classes and one for the 4/5A classes. Class Championships will be held on Saturday, Grand Championships will be held on Sunday.
- From Class Championships, the top 5 scoring ensembles from each class plus the next 5 highest scoring ensembles in 1A/2A/3A and the next 10 highest scoring ensembles in class 4A/5A will proceed to Grand Championships. 40 ensembles, across all 5 classes, will advance to Grand Championships. Performance order will be determined by Class Championships score, lowest to highest.
- Saturday Class Championships Awards Ceremony is comprised of uniformed Drum Majors, captains, and seniors. Captains and Seniors are optional at the discretion of the ensemble director.
- Sunday Grand Championships Awards Ceremony is a full uniformed ensemble retreat with no instruments or equipment.

IMPORTANT CONTACTS

2022 Administration	2022 Board of Directors
Western Band Association Mailing Address: 4065 Nelson Ave Concord, CA 94520	President Email – president@westernbands.org
WBA Office Phone – (925) 689-2918 WBA Office Email – admin@westernbands.org	Vice President Email - vicepresident@westernbands.org
Rob van Loben Sels Email – rob@westernbands.org	Secretary Email - secretary@westernbands.org
Mike Stone Email – mike@westernbands.org	Treasurer Email - treasurer@westernbands.org
Lainey Braatz Email – lbraatz@westernbands.org	President Elect Email – presidentelect@westernbands.org
	Past President Email – pastpresident@westernbands.org

WEATHER PROCEDURES FOR EVENTS

Inclement weather and other emergencies can affect the ability to carry out events as planned. The safety of the students, staff, and spectators is paramount in any emergency situation.

No single policy can cover every potential emergency situation, these guidelines are intended to cover the most common issues.

Reminder - Registration fees are refundable until **September 1**. After **September 1** registration fees are 100% non-refundable for any reason including but not limited to rain, natural disasters, or event cancellation.

- Sites used for references, but not limited to:
 - a. [SparetheAir](#)
 - b. [EPA](#)
 - c. [Accuweather](#)

Event Protocol for Rain/Weather/Other Emergencies at all Events

- A. *Rain has started the day before or the day of the event, or a natural disaster has struck*
 - a. Host checks field for flooding or other impeding issues at the end of the day and/or first thing in the morning
 - b. Host checks warm-up and parking zones for potential flooding or other issues that might be caused by natural disasters upon arrival to campus
 - c. Host checks all other areas of importance based on venue specifics
 - d. Host reports to WBA Administration immediately
 - i. Regardless of conditions, WBA Administration will send communications to all participating ensembles 5 hours before the event starts.
 - ii. If conditions with standing water or falling rain have *not* improved by morning, in addition to the 5-hour mark update, WBA Administration will send updates every hour on the hour.
 - iii. All plans related to delays (indoor space for warm up or the event itself, cancelations, etc.) will be discussed with the chief judge, host, and WBA Administration, and then communicated to participating ensembles.

Weather Procedures for Championships Only

Plan A – Normal Conditions

Plan B – Moderate Conditions

- Rain or other conditions leading up to or on the day-of that cause potentially unsuitable conditions for all ensembles.
 - Plan A format stay in effect
 - WBA will provide, as the facilities will allow, covered pre-stage, and warm-up areas
 - Front Ensembles must provide their own tarps and coverings as necessary for their equipment
 - If facilities have a synthetic surface or grass with adequate drainage, Plan A can stay in effect
 - If back-up (pre-booked) facilities are available and the quality of the experience will be better there than at the current venue, WBA reserves the right to move Championships to that facility
 - Timing and Penalties will stay in effect, at the discretion of the chief adjudicator on location
 - Plan B adjustments will be made and communicated by WBA administration
 - Notifications will be communicated, but not limited to phone calls, emails, text messages, and the WBA website at the direction of WBA administration
 - Ensembles have the option to cancel their performance even if the event continues; this will be at the discretion of the director
 - Any ensembles deciding to not participate will communicate with WBA administration as soon as their decision is made

Plan C – Unsuitable Conditions

- Unsuitable conditions are defined as anything that result in either day not being suitable to hold the event for any length of time.
 - 1-day format, taking place either on Saturday or Sunday, at the best pre-booked available facility
 - Performance order will remain the same, however times will be adjusted as needed
 - WBA will provide, as facilities allow, covered pre-stage, and warm-up areas
 - Front Ensembles must provide their own tarps and coverings as necessary for their equipment
 - Timing and Penalties will stay in effect, at the discretion of the chief adjudicator on location
 - Class Championships will be held on Sunday if Saturday is canceled

- If neither day can be held, there will be no Class or Grand Champions for that season
- Notifications will be communicated, but not limited to phone calls, emails, text messages, and the WBA website at the direction of WBA administration
- Ensembles do have the option to not perform even if the event will continue, this will be at the discretion of the director.
 - Any ensembles deciding to not participate will communicate with WBA administration as soon as their decision is made

Plan C – Natural Disaster

- Rain or other conditions leading up to or on the day of that cause's unsuitable conditions for all ensembles to perform either day.
 - Notifications will be communicated, but not limited to phone calls, emails, text messages, and the WBA website at the direction of WBA administration.