



IN-NEWSLETTER

Vol. 44, No. 17

May 3, 2019

Covers the period April 22 – April 28, 2019

Upcoming In-Person Meetings and Event

Eastern Pennsylvania Section Convention

May 5 @ Bristol, PA

2019 ARRL National Convention at Dayton

Hamvention

May 17 – 19 @ Xenia, OH

Executive Committee Meeting

May 20 @ Xenia, OH

Northwestern Division Convention (SEA-PAC)

May 31 – June 2 @ Seaside, OR

West Gulf Division Convention (Ham-Com)

June 7 @ Plano, TX

HAM Radio Friedrichshafen

June 21 – 23 @ Friedrichshafen, GERMANY

ARRL Audio News

Please listen to the two latest episodes of the *ARRL Audio News Podcast*, dated April 26, 2019 and May 3, 2019:

<https://www.blubrry.com/arrlaudionews/43556760/arrl-audio-news-april-26-2019?sbe=1>.

<https://www.blubrry.com/arrlaudionews/43693263/arrl-audio-news-may-3-2019?sbe=1>

Chief Executive Office

Reported by Carla Pereira, KC1HSX

Carla and Diane Middleton, W2DLM, along with the rest of the Mintz + Hoke working group, attended a presentation by M+ H to provide feedback on “mood boards” that would potentially inspire the look and feel of the new Lifelong Learning website. They presented several different boards, and will rework the favorites based on the group’s feedback.

Howard Michel, WB2ITX, was out of the office on PTO last week.

Development

Reported by Lauren Clarke, KB1YDD

We are pleased to welcome John Shepherd, AD6NR, of the Southwestern Division, Tim Ellam, VE6SH, of Canada, and Larry Olson, W9INE, of the Rocky Mountain Division, as the 274, 275, and 276 members of the Maxim Society.

ARRL received \$1,000 from the Estate of Robert Darwin Bleifield, KA9DOD, formerly of the Central Division. The gift is unrestricted.

The Development Office is preparing the spring Spectrum Defense Fund solicitation mailing, to be dropped mid-May to 45,000 members.

Final preparations are being made for Hamvention, including the Donor Reception to be held Thursday evening, May 16, at The Schuster Center Wintergarden.

Development is also in the final stages of completing the donor listings for the 2018 Annual Report.

Lauren has been supporting Jim Fenstermaker, K9JF, ARRL Foundation Scholarship Committee Chair, in efforts to review and assign recipients for 2019 scholarship awards.

Field Services

Reported by Steve Ewald, WV1X

Leona Adams, W1LGA, reports that Eastern Washington Section Manager Jack Tiley, AD7FO, has been nominated to run for a new term of office that begins on October 1. Nominations for this particular SM election cycle are due at Headquarters by June 7.

Leona continues to receive and process Field Organization appointments from Section Managers, and she updates the data base accordingly.

Steve Ewald has been working on the 2018 Simulated Emergency Test results article that is scheduled to be published in July QST.

Lab

Reported by Joe Carcia, NJ1Q

W1AW

Thank you to Paul Cianciolo, W1VLF, for his assisting Joe with replacing the antenna cable (through the conduit) that feeds the new TennaDyne TD-90 antenna.

Joe updated the web code practice files and their archives. He also processed nine Code Proficiency Certificates and two endorsements.

Joe and Michelle Patnode, W3MVP, recorded another "So Now What?" Podcast.

Joe gave authorization for the use of W1AW/6 during the 2019 ARRL Pacific Division convention (Pacificon) being held in San Ramon, California, on October 18-20, 2019.

With the 6-meter broadcasting loop antennas now moved to the South tower, Joe was finally able to get the Harris 6-meter amplifier up and running. The amplifier is currently loafing at 400 watts out for testing.

Scott Gee, WB9RRU, worked on slow and fast code practice files for the week. He processed eleven electronic VUCC applications for a total of 892 credits.

Membership

Diane Petrilli, KB1RNF

We made good headway closing the membership gap between actual and forecast. We are now behind year-to-date goal by only 322 members. April ended with 156,874 members, a 184 member *gain* over last month (a loss 134 members had been forecast).

The gap was tightened due to sending an unusual amount of e-mails to multiple, targeted groups, including:

- Hams who gave us an e-mail address in exchange for viewing a sample digital version of *QST*
- Lapsed members with an international address
- Non-hams
- Online Guest account holders (active and inactive)
- Active VEs who are not members

Several holiday-themed e-mails were also sent to lapsed members. A total of 512 members were acquired through e-mail this month. That high a volume has not been realized since March 2018 (602 members) and December 2015 (661 members).

The *on-time* renewal rate for April expirees was 71% vs. 72% last April.

Diane attended a meeting with M+H to provide input on “mood boards” that will shape the look and feel of the new LLL web site. Diane also attended a meeting in which a new process for requesting graphics was outlined.

With help from Alli McLellan and Scott St. Onge, the digital sample of *QST* on the ARRL web site was updated.

Product Development

Reported by Bob Inderbitzen, NQ1R

Bob participated in publication planning meetings for the *Repeater Directory*, *Antenna Book*, and *Handbook*. He also participated in planning for Life Long Learning content and Mintz+Hoke, and meetings for the Management Council and his business unit.

Bob worked with Steve Ford, WB8IMY, and others to help the developer test ARRL Exam Review as the resource was readied for the new General Class examination question pool. Thanks especially to Jon Faasen, AA1EZ, Kim McNeill, KM1IPA, and Maria Somma, AB1FM, for their help and feedback. Bob drafted a news release about the updated resource, published [here](#).

Bob drafted a survey seeking user feedback for *The ARRL Repeater Directory*®. Thanks to Jackie Ferreira, KB1PWB, for helping publish the survey online, and sending survey invitations to targeted groups of previous purchasers.

Hamvention Planning

A 2-page summary of National Convention programs and activities was completed for publication in the Hamvention printed program.

Bob supported Eric Casey, KC2ERC, as he submitted a final list of hotel reservations to the Marriott, populating ARRL's room block at the hotel.

Bob continued to work with Eric as he populated the new mobile event app with Hamvention's 2019 program. This is the first year a free mobile event app will help attendees navigate the extensive Hamvention program, activities, and exhibits from their personal smartphone or tablet. The app is a collaborative effort between ARRL and Dayton Hamvention. Visit your app store to download it, or search for "Hamvention" in the Apple and Google Play app stores. The following link will automatically redirect you to the appropriate app store to download the app, or you will be redirected to the web-browser version which is optimized for nearly any computer or mobile device: <http://www.tripbuildermedia.com/apps/arrl>

We helped commit planning for SM Scott Yonally, N8SY, as Scott helps organize an ARRL Wouff Hong Ceremony for the ARRL National Convention. The ceremony will be held Saturday, May 18 at 9 PM, at the Marriott at the University of Dayton (Tradewinds Pavillion). The Ohio Section is sponsoring free registration online to ensure there will be enough seats, and to get a certificate following the ceremony <http://arrl-ohio.org/wouff-hong.html>.

Bob supplied information for a couple of ARRL News pieces promoting ARRL-sponsored activities at Hamvention.

Radiosport

Reported by Norm Fusaro, W3IZ

Paper/Fieldcheck Processing Time	3 weeks
Logbook Processing Time	1 – 2 business days
2019 DXCC Applications	3,949
2019 WAS Applications	762
2019 VUCC Applications	234
2019 WAC Applications	34
2019 WPX Applications	277
2019 WAZ Applications	308

Sales and Marketing

Reported by Yvette Vinci, KC1AIM

The deadline for assembling materials to bulk ship to Hamvention has passed. The warehouse clerks have assembled the pallets for shipping, which is expected to arrive in Ohio on Friday, May 10.

Jackie Ferreira, KB1PWB, reports that *The ARRL General Class License Manual* ninth edition is now available for pre-order. The book is available in a spiral bound format.

Merchandise for Field Day 2019 was promoted with an emailing to members, an ARRL News posting, and are being displayed on the carousel on the ARRL homepage.

The 2019 spring/summer publications and products catalog has gone to the printer.

Yvette Vinci participated in a meeting with other staff (Mailroom, Accounting, and VEC) to review the recent migration of the new USPS Enterprise Payment System (EPS) that replaced the existing Centralized Processing System (CAPS). EPS allows its customers to pay for postal products and services through a single account.

Summary of Sales and Marketing Department telephone group, reported by Yvette Vinci:

Week Ending	Calls Answered	Calls Per Hour	Total Talking Duration	Average Speed of Answer
4/26/2019	765	17.0	27:51:26	9 seconds
4/19/2019	605	13.4	20:44:34	8 seconds
4/12/2019	706	15.6	24:22:22	9 seconds
4/5/2019	805	17.8	29:48:04	8 seconds

Summary of warehouse fulfillment activity, reported by Steve Capodicasa:

Week Ending	Packages fulfilled	Member Premiums
4/26/2019	1,348	241
4/19/2019	614	387
4/12/2019	798	468
4/5/2019	964	787

Hamfests/ Conventions/Meetings/ ARRL Representative/Vacations

Leona Adams	05/03	PTO
“	05/31	PTO
Bob Allison	05/04 – 05/06	ARRL Eastern Pennsylvania Section Convention, Bristol, PA
“	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Ken Bailey	05/16 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Kris Bickell	05/16 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Margie Bourgoin	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Joe Garcia	07/01 – 07/03	PTO
“	07/12	PTO
“	07/19	PTO
“	07/26	PTO
“	08/02	PTO
“	08/05 – 08/09	PTO
“	08/16	PTO
“	08/23	PTO
“	08/30	PTO
“	10/14	PTO
Eric Casey	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Paul Cianciolo	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Lauren Clarke	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
“	05/23 – 05/24	PTO
Jackie Ferreira	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Ally Flynn	05/16 – 05/19	ARRL National Convention/Hamvention, Xenia, OH

Steve Ford	05/03	PTO
Norm Fusaro	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Regina Galuppi	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Scott Gee	05/06 – 05/08	PTO
“	05/16 – 05/17	PTO
“	06/10 – 06/12	PTO
“	08/19 – 08/22	PTO
Ed Hare	05/16 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Dan Henderson	05/07 – 05/10	PTO
“	05/18 – 05/21	Executive Committee Meeting, Dayton, OH
“	07/01 – 07/03	PTO
Bob Inderbitzen	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
“	05/30 – 06/03	SEA-PAC, Seaside, OR
“	06/04	PTO
Dave Isgur	05/16 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Bart Jahnke	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Alli McLellan	05/16 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Kim McNeill	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Howard Michel	05/16 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
“	05/20 – 05/21	Executive Committee Meeting, Xenia, OH
“	05/28	PTO
“	05/29	Working from MA
“	05/30 – 06/02	SEA-PAC, Seaside, OR
“	06/03	Working from MA
“	06/04	International Microwave Symposium, Boston, MA
“	06/05	Working from MA
“	06/06 – 06/09	West Gulf Division Convention at Ham-Com, Plano, TX
“	06/19 – 06/23	HAM RADIO 2019, Friedrichshafen, Germany
“	07/18 – 07/20	ARRL 2 nd Board Meeting, Windsor, CT
Diane Middleton	06/24 – 06/28	PTO
“	11/25 – 11/29	PTO
Michelle Patnode	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Carla Pereira	05/16 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
“	05/20 – 05/21	Executive Committee Meeting, Xenia, OH
“	05/31	PTO
Diane Petrilli	05/16 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
“	05/28 – 06/02	SEA-PAC, Seaside, OR
“	06/05 – 06/07	ASAE Marketing, Membership & Communications Conference, Washington, D.C.
“	08/02 – 08/16	PTO
Janet Rocco	05/16 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Michael Scharr	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Yvette Vinci	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH

Compiled and Edited by: Carla Pereira, Executive Office Assistant