



IN-NEWSLETTER

Vol. 44, No. 28

August 9, 2019

Covers the period July 29 – August 4, 2019

Upcoming In-Person Meetings and Event

Rocky Mountain Division Convention (Utah Hamfest)

August 8 – 10 @ Ogden, UT

Alabama State Convention

August 17 – 18 @ Huntsville, AL

Society of Midwest Contesters Fest

August 24 @ Normal, IL

JARL Ham Fair 2019

August 31 – September 1 @ Tokyo, JAPAN

New England Division Convention (HamXposition)

September 6 – 8 @ Boxborough, MA

New Mexico State Convention

September 20 – 22 @ Albuquerque, NM

ARRL Audio News

Please listen to the most recent *ARRL Audio News Podcast*, dated August 2, 2019:

<https://www.blubrry.com/arrlaudionews/47483261/arrl-audio-news-august-2-2019/>

Chief Executive Office

Reported by Carla Pereira, KC1HSX

Howard Michel, WB2ITX, and Diane Middleton, W2DLM, held monthly meetings with the IT and Product Development departments.

Carla participated in a couple of telephonic meetings with the team from Personify, along with staffers and managers from several departments, continuing to assess the database needs and requirements across departments for the new AMS currently being developed for ARRL.

Dee Methe continues to verify and log the election petitions returned to HQ, then forwarding them to the Ethics & Elections Committee for vetting. The deadline to request an official petition form is August 9 at noon.

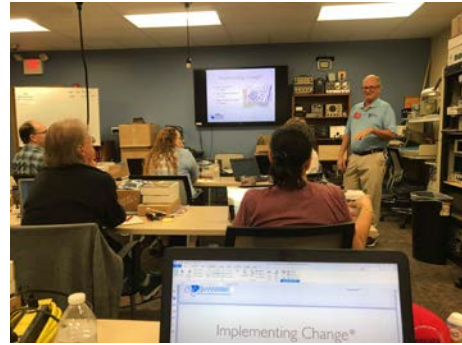
Communications

Reported by Michelle Patnode, W3MVP

Top Social Media Posts

Facebook: ARRL was excited to host another series of Teacher's Institute! We started off the first week with TI-2, and the second and third weeks consisted of TI-1. Thanks to Matt Severin, N8MS, and Tommy

Gober, N5DUX, for teaching at ARRL HQ, and thanks to Larry Kendall, K6NDL, for teaching out in Dayton, Ohio! #ARRL #HamRadio #TI2019 #FlashbackFriday #Teachers #STEM



Twitter: One Dead, One Injured in New Hampshire Ham Radio Tower Mishap
<http://ow.ly/sZtH101HtZE> #ARRL #HamRadio

Total Podcast Downloads

- **Audio News:** 518,720
- **The Doctor Is In:** 1,072,240
- **So Now What?:** 59,858

Lifelong Learning

Reported by Kris Bickell, K1BIC

Teachers Institute:

The third and final session of Teachers Institute ended on July 26. This session was led by Tommy Gober, N5DUX, and assisted by Mike McKaughan, K1DM. Nine students, including Lifelong Learning Administrator Ally Flynn, KM3ALF, learned about satellites, foxhunting, microcontrollers, and how to program robots, culminating with a robot navigation exercise in the first floor hallway late in the week. While here at HQ two teachers earned their Technician license and another upgraded to an Extra license. Thank you to Ally for her hard work in helping to make the 2019 Teachers Institute a great experience for all of the teachers!



EC-001 Course:

The second of four sessions of EC-001 ended on August 2. So far 215 students have successfully completed the revised course in 2019. Feedback from both students and mentors has been very positive:

"This course helped me to make more sense out of many of the items I have studied in the FEMA and NIMS training courses. It made things more clear in my understanding of how Amateur radio plays a part of in emergency coms."

"Lots of great information to help prepare you for working in an emergency. I look forward to using it in my own personal preparations and hope I can share it with others in my local ARES group as well to help them be prepared as well."

Radiosport

Reported by Bart Jahnke, W9JJ

Paper/Fieldcheck Processing Time	2 weeks
Logbook Processing Time	1 – 2 business days
2019 DXCC Applications	6,957
2019 WAS Applications	1,250
2019 VUCC Applications	567
2019 WAC Applications	69
2019 WPX Applications	507
2019 WAZ Applications	471

Sales and Marketing

Reported by Yvette Vinci, KC1AIM

Jackie Ferreira, KB1PWB, reports that July product sales were \$189,319, falling short of the sales forecast of \$200,819. Direct sales were \$81,864; dealer sales were \$107,455. Royalties earned on sales of our Kindle e-books were \$6,405; \$8,500 forecast (\$44,399 YTD; \$59,500 forecast). Year-to-date sales are \$1,511,288; \$32,127 short of forecast.

Jackie also reports that there were 156 orders placed over the weekend, responding to the July *QST* “book of the month” promotion.

Yvette, Jackie, Kim McNeill, KM1IPA, and a small team of staffers have begun their weekly project meetings with a team from Personify. The discussion process was initiated by Personify to determine the functions of the customers and committees modules in more detail. Yvette gathered information needed for this portion of the project and shared it with our Principal Business Solution Architect, Sam Halferty.

Margie Bourgoïn, KB1DCO, reports that in July, we processed 21 paid-in-full Life Memberships.

Yvette Vinci reports that our team of Member Service Representatives handled 2,796 calls in July, versus 3,088 in July 2018. The team includes Margie Bourgoïn, Jon Faasen, AA1EZ, Liz Karpiej, KA1DTU, Kim McNeill, and Cathy Stepina.

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
8/2/2019	702	15.6	24:53:32	10 seconds
7/26/2019	547	12.2	17:14:50	9 seconds
7/19/2019	638	14.1	19:30:47	10 seconds
7/12/2019	745	16.5	25:36:25	8 seconds
7/5/2019 (3 days)	411	15.2	15:36:40	11 seconds

Summary of warehouse fulfillment activity, reported by Steve Capodicasa:

Week Ending	Packages fulfilled	Member Premiums
8/2/2019	818	362
7/26/2019	597	244
7/19/2019	633	204
7/12/2019	994	676
7/5/2019 (3 days)	514	245

Hamfests / Conventions / Meetings / ARRL Representative / Vacations

Steve Capodicasa	09/16 – 09/20	PTO
Joe Garcia	08/05 – 08/09	PTO
“	08/16	PTO
“	08/23	PTO
“	10/11 – 10/14	PTO
“	10/18 – 10/21	PTO
Eric Casey	08/16 – 08/18	Alabama State Convention, Huntsville, AL
“	09/06 – 09/08	New England Division Convention, Boxborough, MA
Steve Ewald	07/30 – 08/09	PTO
Jon Faasen	08/19 – 08/23	PTO
Jackie Ferreira	08/12 – 08/14	PTO
Ally Flynn	08/09 – 08/16	PTO
Steve Ford	08/12	PTO
“	08/19	PTO
“	08/28 – 08/30	PTO
Regina Galuppi	08/10 – 08/17	PTO
Scott Gee	08/30	PTO
“	09/03	PTO
“	09/20	PTO
Dan Henderson	09/18	PTO
“	10/10 – 10/14	Executive Committee Meeting, Denver, CO
“	10/17 – 10/21	Delta Division Convention, East Ridge, TN
“	11/13 – 11/17	Indiana Section Convention, Fort Wayne, IN
Bob Inderbitzen	08/16 – 08/19	Alabama State Convention, Huntsville, AL
Bart Jahnke	08/12 – 08/14	PTO
“	08/23 – 08/24	Society of Midwest Contesters Fest, Normal, IL
Monique Levesque	07/29 – 08/09	PTO

Howard Michel	08/08 – 08/11	Rocky Mountain Division Convention, Ogden, UT
“	08/16 – 08/18	Alabama State Convention, Huntsville, AL
“	08/25 – 08/29	PTO
“	08/30 – 09/02	JARL Ham Fair 2019, Tokyo, JAPAN
“	09/03 – 09/05	PTO
“	09/06 – 09/07	New England Division Convention, Boxborough, MA
“	09/12 – 09/13	PTO
Diane Middleton	08/15 (half day)	PTO
“	08/16	Health Insurance Meeting
“	08/20	PTO
“	08/23	PTO
“	09/12	PTO
“	11/11	PTO
“	11/25 – 11/29	PTO
Carla Pereira	08/09	PTO
“	08/28 – 09/06	PTO
“	10/18	PTO
Diane Petrilli	08/02 – 08/16	PTO
“	08/23	PTO
“	08/30	PTO
“	09/03	PTO
“	09/13	PTO
“	10/25	PTO
“	12/23 – 12/31	PTO

Compiled and Edited by: Carla Pereira, KCIHSX, Executive Manager