

2013 Annual Meeting
ARRL Board of Directors
New Orleans, Louisiana
January 18, 2013

Report of the Chief Operating Officer – Document 8
Submitted by Harold Kramer WJ1B

Overview

2012 was a year of solid achievements for ARRL's operational management team. We reached 160,000 members at the end of the year, the highest since March 2002.

We exceeded our advertising revenue targets for the year with growth in both print and web advertising. Publication sales were 98.5% of the forecasted goals.

Despite the tragic death of Joel Kleinman and other long term absences in the Publications Department, we still published 12 quality issues of *QST* and successfully added some great new books to our catalog including the new *Amateur Radio Public Service Handbook*.

The team launched Digital *QST* in June and the iOS app in November. The app is now the most viewed platform for Digital *QST*. The website was improved with better organized and refreshed content. Web site traffic increased 3% over 2011.

The VEC Department staff reports a 13% gain in new amateurs and a new record high number of licensed Amateurs and ARRL VEs. ARRL VEC still administers about 75% of all amateur exams.

MVP conquered the annual fourth quarter DXCC backlog. There was a maximum of only four weeks delay for paper processing in December and, for most of the year, it was considerably less. LoTW added the CQ WPX Award and MVP added the Diamond DXCC. LoTW now has over 54,000 users and almost half a billion QSO records. New hardware has been installed that has improved the processing backlog.

The Emergency Preparedness and Field Organization groups admirably supported our leaders in the field with Ham Aid equipment and other assistance during some record breaking storms. Because of their efforts, Amateur Radio is professionally represented with served agencies, government agencies and NGOs.

Education Services ramped up with the addition of Nathan McCray to the staff to provide licensing instruction, scouting, school outreach programs and enrichment education activities.

The Lab created a museum out of the former parts room! It is one of the most popular stops on the tour and has increased our organization's overall interest in preserving our history.

We also kicked off the planning for the 2014 Centennial Convention.

2012 was a difficult year for maintaining our staffing levels, particularly in publications and MVP. We all still feel the loss of Joel Kleinman. Other staff members have suffered through various illnesses and conditions this year. Although Connecticut is still suffering from high unemployment, finding knowledgeable and skilled staff remains a challenge.

Also, our colleague Allen Pitts has retired and is filling in part time until a replacement can be found. Joel Hallas intends to retire in a few months, or as soon as we find his replacement.

Business Services Department

Debra Jahnke, K1DAJ, Manager

Print Advertising

A strong effort by the Business Services staff resulted in print and website advertising revenue of \$27,747 over the forecasted goal of \$2,535,260. This was achieved despite an industry wide decline in print advertising, soft Amateur Radio equipment sales, and the loss of several *QST* advertisers.

In 2012, the Business Services team recruited 33 new and returning *QST* advertisers. Company names include: YouKits Technology, Inc.; RFinder; Davis Rope and Cable Assembly; Rigol Technologies; HRD Software LLC; Midwest Unlimited; AE4S LLC; Hamsource; Stealth Telecom FZC; Radshark; Jim George, N3BB; Jefa Technology; Mackay Communications; Expert Amps USA LLC; Man on a Mission, LLC; Collins Research; Kolin Industries; Ham Nation, Arlan Communications, Elk Antennas, InnovaAntennas, Mastrant, M2, Tashjian Towers, Tokyo Hy-Power, Hobby PCB, Geotool, Light Beam Antenna, Main Trading Company, WF5Y, W5YI, Wired Communications and RGF Communications.

Web Advertising:

Web advertising revenue has remained stable across all of our digital platforms and totaled \$95,630 in 2012. Our staff and our advertisers are learning about the new opportunities for advertising in Digital *QST* that we hope to offer in 2013.

Wholesale Publication Sales

Wholesale book sales, 41% of our publication sales business, remain stable. Amazon, our largest wholesale customer, now constitutes 43% of our total wholesale publications sales and 18% of all publication sales. Their sales in 2012 (\$552,997) exceeded their sales of 2011 by \$132,347. Amazon is a double edged sword for us. While our books receive expanded exposure and distribution through Amazon, our traditional clients claim that competition from Amazon and ARRL direct sales have impacted their book sales dramatically.

Auction:

The Business Services Department conducted another seventh successful ARRL online auction with revenues of \$23,100.

Education Services

Debra Johnson, K1DMJ, Manager

License Instruction and Instructor Support

Nathan McCray, K9CPO, who joined ARRL staff as full-time Instruction and Resource Coordinator in July, has been working with ARRL instructors providing support for licensing classes. In the fall, he offered a General licensing course at headquarters for ARRL staff, which resulted in five staff license upgrades.

Continuing Education Program

We enrolled 313 students in 12 online sessions of the *Introduction to Emergency Communication* (EC-001) course. Evaluations continue to be generally positive. Twenty-five volunteer mentors were active supporting the online course and seven new online mentors came aboard. Forty-two Emcomm Field Exam sessions were offered in 2012. One hundred sixty-eight applications for Field Examiner and 62 applications for Emcomm Field Instructor were processed. New requirements for volunteer emergency communications Field Instructors and online Mentors were rolled out.

Thirty-five students enrolled to take the final assessment for the emergency communications manager's course, *Public Service and Emergency Communications Management for Radio Amateurs* (EC-016). Sixty-four completions of the PR-101 course were recorded.

Education & Technology Program

We offered three sessions of the Teachers Institute, which included two sessions of the TI-1 and one session of the TI-2 Space Communications, sponsored by DARA. A total of 26 teachers from 17 states and from a school on an American military base in South Korea participated. We recommended 10 School Station grants and six Progress grants, providing \$19,700 of equipment and resources. Ham Radio Outlet and Yaesu continued their generous support by providing equipment for the program at significant discounts.

In 2012, Mark Spencer, WA8SME, ETP Program Director, developed several new curriculum themes for Teachers Institute instruction including a package of sensor resources to be deployed on high altitude balloons or on sea buoys that would allow students to take scientific measurements. Students can then collect the stored data and use it to do experiments and test hypotheses and use the technology to make connections with concepts in science and math. He also designed a sensor package to be attached to the SeaPerch marine robot (a program sponsored by US Office of Naval Research) that enables the Sea Perch to receive commands via packet radio. This will provide a way to integrate learning opportunities about satellite communications using the packet station on the International Space Station.

Publication of an article in a National Science Teachers Association Journal in August about the use of Amateur Radio for science instruction cultivated interest in a wider audience and has resulted in a list of 80 teachers wanting to be notified of the 2013 Teachers Institute schedule.

Amateur Radio on the International Space Station (ARISS)

The international program team successfully executed 32 US and 61 international school contacts during the year. Sixteen of the US contacts were supported locally as direct contacts; 16 were executed via telebridge. Increased ARRL headquarters involvement with the program in 2012 included reviewing proposals submitted to NASA for two proposal windows and selection of 29 US schools/organizations for future contacts. In the 4th quarter, in response to budget cuts at NASA, the ARISS program was forced to make adjustments because NASA eliminated an administrative support person.

Publications:

Steve Ford, WB8IMY, Manager

Staffing:

The last six months has been a challenge for the Publications department. We suffered the tragic death of *QST* Managing Editor Joel Kleinman, N1BKE, in August. At the same time, our Senior Technical Editor, Joel Hallas, W1ZR, had announced his pending retirement. To complicate matters further, several staffers were out of the office on prolonged medical leaves.

Fortunately, we've been able to improvise and recover quickly. Becky Schoenfeld, W1BXY, our former Book Editor, was named *QST* Managing Editor in September. Mark Wilson, K1RO, has signed a contractual agreement to take on the Book Editor duties which have freed Becky to devote her full attention to her new responsibilities. Mark has been doing much of this work already; the agreement simply formalizes the relationship. Joel Hallas has agreed to remain at full time status until April 2013 as we continue our search for his replacement.

QST

We've published nine issues of Digital *QST* and all have received positive responses from members. Digital *QST* has become a platform for additional content that would be otherwise expensive and cumbersome to deliver to members. For instance, the *2011 DXCC Yearbook* was included in the August digital issue of *QST*. The dedicated *QST* Apple iOS app, launched in November, has also proven to be a success. Members appreciate the fact that their Digital *QSTs* are much easier to enjoy on their iPads and iPhones.

Early this year the *QST* team carefully evaluated the current page design of the magazine and compared it to other publications, particularly those that had also made the transition to digital publishing. As a result, several design modifications were implemented such as changes in line and character spacing, improved use of color and formatting changes to add clarity and more open space to the individual pages.

Books and CDs

In the second half of 2012 we also published several new book and CD editions, and four altogether new book titles. The new titles include the *Public Service Handbook*, *Radios to Go!*, *Care and Feeding of Transmission Lines* and *Antenna Modeling for Beginners*. New editions include the 10th edition *ARRL Operating Manual*, the *2013 ARRL Handbook*, the *2013 ARRL Calendar* and the *2012 ARRL Periodicals DVD*.

Digital Content

Magdalena Owczarska, W1MGZ

Digital QST

Since its launch on May 23 2012, the digital edition of *QST* has received a total of 253,281 visits and 12,285,228 page views. The June 2012 issue had the most visits at 37,470, followed by the December 2012 at 34,608. Digital *QST* average daily visits were about 700, more than double since the launch of the *QST* iOS app in November. Since the launch of the iOS app, this app is the most used platform to read digital *QST* at 54%, followed by the desktop and mobile browsers.

ARRL.org

Arll.org has increased in unique page views by 3%. After the home page, the ARRL Login page was the second most unique viewed page in 2012 and Logbook of the World was the third most viewed page. 67% of the users were returning visitors to arll.org in 2012 while 33% were new visitors. The top three browsers used to access arll.org for 2012: Internet Explorer - 41.77%, Firefox-27% and Chrome-13%.

The following updates were made to the ARRL website:

- The following pages and sections were updated: The Donation Form, The Diamond Club, The ARRL Foundation, the Scholarship Program, The Second Century Campaign, DXCC, Learning Morse Code, ARRL Divisions, Annual Reports, Member Support, A1 Op, Public Service, ARRL awards, Prospective Ham Info Requests, About ARRL, Section, and the "Get Involved" section.
- The Quick Links page was renamed "Site Index" and numerous topics have been added.

- The IARU website was completely redone. www.iaru.org
- Combined content from separate pages to create strong “What is Ham Radio” and “Ham Radio History” pages
- Edited the automated “Thank You” text on the online forms.
- Fixed broken links and updated photos throughout site.

The ARRL Lab

Ed Hare, W1RFI Manager

Advocacy

Lab Manager, Ed Hare, continued his involvement with a number of industry committees. He is the ARRL representative on the ANSI accredited C63[®] EMC Committee and is the Secretary of the IEEE EMC Society Standards Development Committee. He also serves the IEEE locally, holding the position of Chair of the Connecticut Section.

Ed has also consulted with General Counsel Chris Imlay on various rulemaking and compliance matters including the ReconRobotics allocation on 70 cm, the petition to obtain access on LF and FCC amplifier certification issues related to advertising acceptance.

Product Review

Product reviews for 36 devices were published in *QST* in 2012. Bob Allison and Steve Ford continue to produce video overviews of many of these items for the digital edition of *QST*. Bob also developed new testing procedure for balanced antenna tuners.

Technical Information Services

The Lab staff provided, through their TIS (Technical Information Services), support for more than 4,000 member questions. The use of the ARRL technology forums has been steady, replacing some part of the individual service provided one-on-one to members by allowing members to answer each other’s questions. <http://www.arrl.org/forum>.

During the second half of 2012, Lab Engineer Mike Gruber, W1MG, fielded 101 new inquiries from members about RFI problems, including 21 power-line cases. Eight cases have been referred to the FCC, with the ARRL knowing of three being resolved. The workload on RFI cases is continuing at a typical level.

Lab Engineers Bob Allison and Mike Gruber held successful kit building sessions at the Dayton Hamvention. Lab staff tested convention attendees’ 2 meter HTs at the Pacificon National Convention in October. Significantly, 10% of all Chinese manufactured HTs failed FCC emission tests.

Museum Space and Historical Committee

Renovations were completed in 2012 and the Lab museum display area now is now called "The ARRL Evolution of Amateur Radio Exhibit: Understanding the Past to Help Develop the Future." The exhibit is one of the most popular stops on the tour of HQ. With the help of dedicated volunteers, a number of historical items that were deteriorating in the third floor and in the warehouse were rescued. Lab Engineer, Bob Allison is serving as staff liaison to the ARRL Historical Committee.

The Lab received a donated satellite news truck from the local NBC affiliate. Work has begun on converting the truck to an RFI measurement and Amateur Radio demonstration platform.

ARRL VEC PROGRAM

Maria Somma, AB1FM, Manager

Overview

The ARRL VEC program continues to maintain its dominant position in the Amateur Radio community. We have over 28 years of service, operating as a knowledgeable information source for a wide-range of licensing issues.

In 2012:

- Exam sessions are up by 8% compared to 2011.
- A total of 6,831 exam sessions were administered in 2012 compared to 6,352 in 2011.
- 32,866 exam applicants were served in 2012 compared to 32,187 in 2011.
- Exam elements were slightly up from 41,096 last year to 42,473 this year.
- The total number of Accredited ARRL VEs has reached an all time high of 36,682 versus 35,291 in 2011.
- The ARRL VEC market share of total Amateur Radio exams administered remains steady at 74%.

We continue to provide *QST* Exam Info column biannually in January and July, publish the VE Honor Roll quarterly and Silent Key column monthly in *QST*, distribute VE Newsletters via email and manage the Extra class certificate program.

The VEC Department began a process improvement program including future implementation of a digital delivery system for exams and an on-screen testing and information transmission system for VEs in the field.

FCC LICENSE STATISTICS

The total number of US Amateurs in the FCC database continues to grow each year. As of December 31, 2012, the amount of licensees reached an all-time high of 709,575 (year-end totals were 702,056 for 2011 and 696,041 for 2010).

It's an all-time high for Technician, General and Extra class licensees as well. When reviewing the three current license classes, the number of Technicians, Generals and Extras also peaked in December at 345,369, 163,370 and 130,736, respectively.

The charts below illustrate new and upgraded FCC license activity over the past three years. Results through the end of 2012 are stronger than the previous year. One healthy trend is the number of new licensees has increased by 13% over the last year (27,082 in 2012 versus 23,953 in 2011). Over 3,000 more new licenses were issued in 2012 than in 2011. Upgraded license activity remained steady in 2012.

NEW FCC LICENSES

Year	2010	2011	2012
Totals	27,528	23,953	27,082

UPGRADED FCC LICENSES

Year	2010	2011	2012
Totals	10,726	10,337	10,283

Membership, Product Sales and Marketing

Bob Inderbitzen, NQ1R Manager

Amy Hurtado, KB1NXO, Customer Service/Circulation Manager

Diane Petrilli, KB1RNF Membership Manager

Jackie Ferreira, KB1PWB Product Marketing Specialist

Steve Capodicasa Warehouse Supervisor

Staffing

Position vacancies were filled for Shipping Clerk (August), and Membership Services Representative (2 posts; July and September). All positions are filled in the department.

Membership

ARRL membership ended the year on a strong note with 160,278 members—a membership high water mark not seen since March 2002. Membership grew 1.56% (0.86% in 2011; 0.22% in 2010). The gains are attributed to greater than predicted acquisition and positive response to promotion of the new digital edition of *QST* membership benefit.

The largest sources of new member acquisition came from mailings to new licensees, previous members, and targeted mailings to expiring licensees. Targeted emails were another significant source of new members. The smallest source of new members was field-based recruitment, 4% of all acquisition; mostly applications received at hamfests and conventions, and through clubs.

Digital Edition of *QST*

The Sales and Marketing Department, working with Digital Content Coordinator Magdalena Owczarska, introduced and supported the new digital edition of *QST*. In May, members were introduced to the web edition of *QST* which can be accessed from nearly any device with an internet browser: desktop computer, laptop, tablet, Smartphone, etc. In November, the benefit was expanded to include a new *QST* app for users with Apple iOS devices. Members can now read and download the digital edition of *QST* from a dedicated app—on their iPhones, iPads and iPods. These new benefits have contributed to higher levels of membership engagement.

In November, an interdepartmental team worked with General Counsel Chris Imlay to develop an Online Privacy Policy. The policy included details disclosing to members how we collect and use information collected from members browsing the digital edition of *QST*.

Marketing/Sales

Publication and product sales were \$1,552,851 for the second half of the year, 96% of the forecast goal. Total sales in 2012 were \$3,113,449 (\$3,189,327 in 2011), 98.5% of the forecast goal. Direct sales were \$1,849,487; dealer sales were \$1,283,962.

Sales exceeded revenue projections in many product divisions, but not enough to overcome softer-than-predicted sales of the *2013 ARRL Handbook* during the 4th quarter. There were strong sales for ARRL License Manuals throughout the year. There were also good gains from new titles including the *Amateur Radio Public Service Handbook* (October) and *Radios to Go!* (December), and membership supplies (shirts, pins, Field Day merchandise, and other ARRL logo items).

Efforts to promote and service our existing suite of Affinity Membership Benefits continued throughout 2012: Equipment and Club Insurance Programs (Hays), ARRL Visa credit card (US Bank), and group discounted auto and home insurance (MetLife). Royalties earned for the ARRL Visa credit card totaled \$38,385 in 2012 (\$37,979 in 2011).

We expanded our social media marketing efforts during the year, trying new ways to engage our large audience on Facebook. For instance, we boosted our Thanksgiving publication campaigns by promoting posts on the ARRL Facebook page. For a small cost, this effort helped position these promotions to thousands of ARRL Facebook users and their ‘friends.’

As ARRL website traffic has increased significantly, so has our effort to regularly update the graphic “carousel” on the homepage. The carousel is often updated to feature upcoming Division conventions, the current edition of *QST*, new books, ARRL Contests, and other program areas.

Events

In October, we supported the very successful 2012 ARRL National Convention, hosted by Pacificon in Santa Clara, California. ARRL’s large team included officials, staff and volunteers—including the entire Field Organization in the Pacific Division. There were approximately 2,500 attendees. Convention goers descended upon ARRL EXPO, the centerpiece of our convention activities, throughout the 3-day event. ARRL staff and officials supported 12 forums. Dave Sumner, K1ZZ and NASA Astronaut Lee M.E. Morin, KF5DDB, attending as ARRL’s guest, both addressed a packed convention banquet. Publication and product sales were \$18,000 (\$16k at Plano 2011). There were 225 membership applications collected at the convention, including four Life Membership applications, with total dues of \$19,102.

During the second half of 2012, we supported an increased membership recruitment effort at the following events:

- New England Division Convention (Boxboro, MA) – August
- Southeastern Division Convention (Huntsville, AL) – August
- Washington State Convention (Spokane, WA) – September

One particular effort to help bolster membership recruitment at hamfests and conventions has shown some great results. For a handful of events held in 2012, we sent geographically targeted email with an invitation to “bring this email to the hamfest.” The invitation, sent just a few days before the event, includes an offer to receive a small gift for joining or renewing at the ARRL booth. In some instances, event organizers are convinced the email has increased attendance.

Customer Service, Circulation, Fulfillment and Warehouse

New telephone system management software was installed in July, and has resulted in improved staffing allocations and member service. The capability provides real time reporting.

As part of our ongoing efforts to improve our service to members and control costs, our staff participated in regular meetings with representatives from *QST*’s printer, and with our shipping and freight carriers.

HQ Volunteers

There were 901 tours given to visitors in 2012—mostly conducted by Headquarter volunteers. Tour guides regularly take pictures of visitors, which are posted to ARRL’s Facebook page. This effort has helped boost the organization’s Facebook presence and has contributed to a richer relationship with our members.

Membership and Volunteer Programs (MVP)

Dave Patton, NN1N Manager

Awards

In 2012, MVP, with the help of IT, implemented the Online DXCC Application that provides an online alternative to filling out and submitting the paper DXCC application forms. In 2012, 2,469 applications were submitted with 179,853 records and it now accounts for 17% of all DXCC applications.

The Diamond DXCC Award was launched at the beginning of the year to capture the essence and spirit of the first DXCC List coupled with a fun operating activity. There are approximately 1,000 on-line DDXCC users who made 2,100 applications including endorsements. Additionally, a few hundred paper DDXCC applications have been received. The CQ WPX Award added to LoTW in July and has worked well.

Because of the Online Application, the DXCC rate restructuring and other process improvements, we did not experience the usual end of year backup in DXCC applications. Processing delays are averaging two to three weeks.

Award/Program	2011	2012
DXCC		
Credits Received	1,250,864	1,337,968
Credits Processed	1,305,960	1,491,661
Applications Received	10,854	13,325
Applications Processed	11,175	14,301
Logbook of the World ¹		
Total QSO Records	391,690,57	467,138,965
Active Certificates	69,973	82,041
WAS ²		
WAS Certificates	385	2,775
WAS Triple Play	88	143
CQ WPX Award		
Certificates	Not offered	303
LoTW Credits	Not offered	149,040
VUCC		
VUCC Applications	525	481
Grids Credited	44156	45,462
Processing Time (Weeks)	4	4
Outgoing QSL Bureau		
Cards Received	802,500	808,500
Card Shipped	799,675	731,440

¹As of January 9, 2013

² WAS includes all certificates and endorsements

Contest Branch

Sean Kutzko, KX9X

Total contest logs fell in 2012 to 26,203; down from 2011's total of 28,095. This is explained by the record number of logs submitted in the 2011 10 Meter contest due to phenomenal propagation. 2012's 10 Meter Contest had poorer propagation and log submissions returned to normal. Without the abnormal spike of 10 Meter logs from 2011, log submissions from 2011 to 2012 were about equal. RTTY Roundup, January VHF, ARRL DX, IARU, August UHF and the 160 Meter Contest all showed larger participation in 2012.

We are working with a local IT company to evaluate the way contest results tables are created. This is the beginning of the implementing of a long-term vision for the ARRL contest program that will include better search and database capabilities for log submitter and adjudicators, and results authors.

The contest awards certificates have been redesigned by Sue Fagan and Dave Pingree in the Graphics Department. The response has been very positive. Most comments express the feeling that the new designs are light-years better and more visually striking; in the words of one well-known HF contester, "this is worth putting on my wall."

Clubs and Hamfests

Norm Fusaro, W3IZ

The number of ARRL Affiliated clubs has remained relatively flat with a total of 2,347 after adjusting for inactive clubs. In 2012, we had 74 sanctioned conventions and 417 sanctioned hamfests.

Field Organization

Steve Ewald, WV1X

At the end of 2012, the ARRL Field Organization had 7,902 appointees. Many of the emergency-oriented Field Appointees were called into active support at their local and statewide levels in response to communication emergencies including "Superstorm Sandy" that affected a large portion of the Atlantic seaboard, places far inland and the New England region, too, in late October.

Leona Adams, Chuck Skolaut, and Steve Ewald maintained contact with and provided administrative support for Section Managers as well and their cabinet-level section leaders and station appointees. Two Section Manager section elections were completed in August and one section election is presently going on this winter season. In late September, the Field Organization Team coordinated and hosted the annual Workshop for twelve Section Managers who traveled to Newington to participate in this orientation event.

W1AW

Joe Carcia, NJ1Q

W1AW operated in the Hawaii QSO Party in August. More than 500 QSOs were made on 20 and 15 meters. In September, W1AW played host to the new ARRL Section Managers. Scouts and from Den 8 Pack 15 from Middlebury CT who were active from W1AW during JOTA in October. W1AW operated a short time in the ARRL Phone Sweepstakes in November making 675 QSOs with 74 sections.

The autumn antenna and tower inspections included the installation of a new 160-meter dipole; repair to the 80-meter cage antenna; repair to the Cushcraft 416TB satellite crossed-yagi; and installation of a 137 MHz quadrifilier antenna.

Emergency Preparedness

Mike Corey, KI1U, Manager of Emergency Preparedness

Ken Bailey, K1FUG Assistant Manager of Emergency Preparedness

The Emergency Preparedness team provided Ham Aid equipment and other support for Hurricane Sandy and Hurricane Isaac. During Hurricane Sandy, HQ worked closely with National Volunteer Organizations Active in Disasters (NVOAD) members in support of response efforts in southern New Jersey.

We continue to improve the Ham Aid program. New equipment has been added including IC-7000 transceivers, dual band mobile transceivers, new cases, and dual band HTs. We have also expanded our pre-positioned equipment by sending three Ham Aid cases to the Western Washington section.

We have begun discussions with FEMA on ways that the ARRL and FEMA can work together to prepare for future large scale disasters. We also represented the ARRL in meetings with government officials in the Azores about emergency communications. We continue to strengthen and build relationships with other national level served agencies.

This group was also heavily involved in the production of the new Public Service Handbook and they started building a public service communications training library of their own.

COO

I represented the ARRL at the following events:

Event	Location	Date
Dayton Hamvention	Dayton, Ohio	March 2012
Jupiter Tequesta Repeater Group	Jupiter, FL via Skype	March 2012
Nebraska State Convention	Lincoln, NE	March 2012
EmcommWest	Reno, NV	May 2012
Friedrichshafen International Exhibition for Radio Amateurs	Friedrichshafen, Germany	June 2012
New England Division Cabinet Meeting	Boxborough, MA	July 2012
New England Division Convention	Boxborough, MA	August 2012
The Boston Amateur Radio Club	Brookline, MA	Sept 2012
MFJ 40 th Anniversary Celebration	Starkville, MS	October 2012

I taught a Technician Class license course here at HQ resulting in seven new Technician Class licensees in the building

We signed the contract with The Connecticut Convention Center for the 2014 Centennial Convention. A committee has been meeting monthly to work on the project. An in-house team created the Centennial logo.

Special thanks to the Department Heads, Sabrina Jackson in MVP and Magdalena Owczarska for their help with this report. And, as usual, thanks to the entire ARRL Staff for their commitment and hard work in 2012.

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