



IN-NEWSLETTER

Vol. 44, No. 13

April 5, 2019

Covers the period March 25 – March 31, 2019

Upcoming In-Person Meetings and Events:

Administration & Finance Committee Meeting

April 6 @ Denver, CO

Tennessee State Convention

April 12 @ Bartlett, TN

North Carolina State Convention

April 20 @ Raleigh, NC

2019 ARRL National Convention at Dayton Hamvention

May 17 – 19 @ Xenia, OH

Executive Committee Meeting

May 20 @ Xenia, OH

Northwestern Division Convention (SeaPac)

May 31 – June 2 @ Seaside, OR

ARRL Audio News

Please listen to the two latest episodes of the *ARRL Audio News Podcast*, dated March 29, 2019:

<https://www.blubrry.com/arrlaudionews/42914887/arrl-audio-news-march-29-2019/#autoplay>

Chief Executive Office

Reported by Carla Pereira, KC1

Howard Bickell, WB2ITX, met with Masaaki Maeda, JR1AQN, an editor for CQ Ham Radio (Japan.) Mr. Maeda also met with a small group of managers and toured HQ and W1AW while he was here.

The Management Council met last week to review and discuss new ideas proposed by the group.

Howard and Diane Middleton, W2DLM, held several department meetings last week, including IT and Development.

Communications

Reported by David Isgur, N1RSN

Facebook: Apple has released a new app for digital QST (version 5.1) readers that use that platform. A long-standing problem involved the inability of some Apple iOS app users to download digital QST issues to their devices. When they attempted to do so, the app crashed. The new app is now available on the Apple iTunes store. Apple also required ARRL to create a new version of the app that allows non-members to purchase individual issues of the QST digital edition.

<http://www.arrl.org/news/view/modified-digital-qst-app-now-available-for-apple-ios-users>

Twitter: 3Y0I Bouvet Island DXpedition “Postponed, Not Canceled” <http://ow.ly/oA49101x61Q> #ARRL #HamRadio

Podcast: So Now What? 9,788 downloads

Lab

Reported by Joe Carcia, NJ1Q

WIAW

Thanks to Steve Ewald, WV1X, and Dan Wall, W1ZFG, for their the morning shifts on Monday through Friday for Joe Carcia, who was working the night shift for the vacationing Scott Gee, WB9RRU.

Michelle Patnode, W3MVP, and Joe met to re-record an upcoming episode of the podcast “So Now What?”

Joe updated the web code practice files and their archives.

Joe created the texts for the April WIAW Code Proficiency Runs. He also processed two Code Proficiency certificates, and regular QSL card requests.

Joe also prepped some sections of hardline for photographic use in *QST*.

Membership

Diane Petrilli, KB1RNF

We ended March with 156,690 members, a 198 member gain over last month (a gain of 511 members was forecast). Despite this gain, we are 640 members behind year-to-date goal. New ham acquisition is still lagging behind compared to the first three months of last year (average of 193 new hams per month this year vs. 282 in 2018). The on-time renewal rate for March expiries was 72% vs. 68% last March.

Product Development

Reported by Bob Inderbitzen, NQ1R

Bob contributed to a handful of meetings with others: visit from Masaaki Maeda, JR1AQN, an editor for CQ Ham Radio – Japan; Management Council Meeting; Life Long Learning content planning.

Bob liaised with developers for RFinder and ARRL’s Exam Review for Ham Radio. Both web services experienced problems during the week (unrelated) but were resolved by the developers quickly. He also managed a communications plan with colleagues who were handling a small number of inquiries from members about the problems.

Bob reviewed covers for the upcoming new editions of our General Class license study materials.

Hamvention Planning

The hotel registration deadline for ARRL’s room block at the Marriott was March 31. While passed, any further inquiries for hotel rooms or modifications to existing registrations should be directed to Eric Casey, ecasey@arrl.org. In late-April, hotel confirmation numbers will be sent to travelers.

Bob supported a handful of staff and volunteers on planning for their ARRL-program exhibits at Hamvention. He also worked with Eric Casey and Yvette Vinci on a layout for the ARRL exhibit area, and ongoing development of the mobile event app for Hamvention.

Radiosport

Reported by Norm Fusaro, W3IZ

Paper/Fieldcheck Processing Time	2 – 3 weeks
Logbook Processing Time	1 – 2 business days
2019 DXCC Applications	2,945
2019 WAS Applications	600
2019 VUCC Applications	174
2019 WPX Applications	196
2019 WAZ Applications	228

Sales and Marketing

Reported by Yvette Vinci, KC1AIM

Yvette and Bob Inderbitzen NQ1R, participated in an appreciation luncheon to thank and recognize our volunteers supporting the ARRL Headquarters Volunteer and Tour Guide Program. Member Services Representative, Jon Faasen did a great job organizing the event that was held on March 27 at the Corner Pug in West Hartford.



(Left to Right) Jon Faasen, AA1EZ; David Lesso, K1DVL; George Carbonell, N1RMF; Ronald Lesniak, KW3S; Jonathan Allen, K2KKH; David Kaplan, WA1OUI; Ray Thornton, W1YFF; Joe Poland, N1EAI; Tom Brooks, KE1R; and Rich Lawrence, KB1DMX (Photo, Yvette Vinci, KC1AIM)

Jackie Ferreira, KB1PWB, reports that March product sales were \$213,897, exceeding the sales forecast of \$200,412. Sales were ahead by \$11,123. Direct sales were \$106,744; dealer sales were \$107,153. Royalties earned on sales of our Kindle e-books were \$6,849; \$8,500 forecast (\$20,653 YTD; \$25,500 forecast). Year-to-date sales are \$681,275; \$33,102 ahead of forecast.

A spring-themed promotion featuring a variety of ARRL publications and products is being readied to mail to a large selection of ARRL members and previous publication purchasers. The mailing includes coupons that can be redeemed in April, May, and June.

Yvette reports that our team of Member Service Representatives handled 3,674 calls in March, versus 3,729 in March 2018. The team includes Margie Bourgoïn, KB1DCO, Jon Faasen, AA1EZ, Liz Karpiej, KA1DTU, Kim McNeill, KB1WUX, and Cathy Stepina. She also conducted five annual performance evaluations.

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
3/29/2019	857	19.0	32:42:46	12 seconds
3/22/2019	858	19.0	32:04:57	12 seconds
3/15/2019	866	19.2	32:29:48	11 seconds
3/8/2019	909	20.2	31:08:19	10 seconds

Summary of warehouse fulfillment activity, reported by Steve Capodicasa:

Week Ending	Packages fulfilled	Member Premiums
3/29/2019	968	529
3/22/2019	1,519	551
3/15/2019	879	654
3/8/2019	994	634

Hamfest/Member Contact/ARRL Representative/Meetings/Vacations

Leona Adams	04/05	PTO
“	04/25 – 04/26	PTO
“	05/03	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 Bourgoïn	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Joe Carcia	04/05	PTO
“	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
Steve Ewald	03/29 – 04/09	PTO
Jackie Ferreira	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
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
“	10/17 – 10/18	PTO
Ed Hare	05/16 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Dan Henderson	04/15 – 04/22	PTO
“	05/07 – 05/10	PTO
“	05/18 – 05/21	Executive Committee Meeting, Dayton, OH
“	07/01 – 07/03	PTO
Bob Inderbitzen	04/12	PTO
“	05/15 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Dave Isgur	04/09	PTO
“	05/16 – 05/19	ARRL National Convention/Hamvention, Xenia, OH
Bart Jahnke	04/25 – 04/28	VHF Superconference, Dulles, VA
“	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	04/05 – 04/07	Administration & Finance Committee, Denver, CO
“	04/08 – 04/11	National Association of Broadcasters Show (NAB), Las Vegas, NV
“	04/22 – 04/26	PTO
“	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
Diane Middleton	04/05 – 04/07	Administration & Finance Committee, Denver, CO
“	04/18	PTO
“	06/24 – 06/28	PTO
Michelle Patnode	04/06 – 04/11	National Association of Broadcasters Show (NAB), Las Vegas, NV
“	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
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
Ally Riedel	05/16 – 05/19	ARRL National Convention/Hamvention, Xenia, OH

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