

Report of the Programs and Services Committee

July 2011 ARRL Board Meeting

Document #17

The Programs and Services Committee is pleased to present its report to the ARRL Board.

This committee studied our structure currently three sub-committees focusing on

- Education
- Field Organization
- Radiosports

Committee members held several discussions on was this the best structure to accomplish the ARRL goals and committee goals. Discussions on separating the PSC into two separate committee similar to the previous Member Services Committee and the Field and Education Services Committee, to increasing the number of members of the PSC, to utilizing Task Groups for specific topics.

The PSC from last through current has been utilizing the task group format under the sub-committees.

At our meeting in Newington last month, we determined that we would not recommend dividing the PSC into two or more standing committees, and we expect to have more information on our findings at the July board meeting.

Our biggest project for this spring was reviewing the affiliated club benefits. PSC members believe that in order for the ARRL to be strong, our affiliated clubs also need to be strong as that is where the rubber meets the road for amateur radio. Clubs are usually the first place prospective hams go to for classes, training and VE sessions.

We wanted to find out if the current affiliated club benefits were of interest and beneficial to the clubs and to the special service clubs. At the same time, we wanted to see if there were any new benefits that affiliated club would like to see.

A survey was deemed the best method of getting these answers and the survey was drawn up. Committee members and staff had an opportunity to review the questions on site for corrections/changes.

The survey went live on April 8th and ended on May 20th. Invitations to the survey were sent out by email to club president's, club contacts and club newsletter editors. Within the first hour of the message going out, we had over 300 responses! By survey's end, we had just under 900 responses. A copy of the survey summary is included with this report.

We have received several nominations for various ARRL awards for our committee discussion and recommendations at our July 14th PSC meeting. We received nominations for the Joe Knight Distinguished Service Award and the Hiram Percy Maxim Award.

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On another matter, the PSC has an issue brought before it by the Contesting Advisory Committee chair in that one or more CAC members have been leaking committee proceedings which has been detrimental to that committee.

The entire CAC report will be given to the ARRL Board and Officers, but it is the request of the CAC Chair that the entire report probably is not appropriate for public information.

Both the PSC Chair and the PSC CAC Liaison have talked with the CAC Chair, Dick Green WC1M to discuss the issue.

The CAC will discuss the matter at our July 14th meeting and then talk with President Craigie and CEO Sumner about matter.

The new website has presented some new opportunities and challenges for our members, especially those who use the back-office part of the website in providing service for our members. Our Section Managers and Field Organization appointees, who use the website for appointments, newsletters, etc, and our Directors/Vice Directors have been challenged with providing a quality service for our membership. We all look forward to the website project completion.

We appreciate the help and assistance from our ARRL Staff members, staff officers, volunteer officers, Section Field Organization members, Advisory Committee members, Directors and Vice-Directors during the past several months.

The PSC Members would like to thank those who have helped in task groups and sub-committees: Andrea Hartlage, KG4IUM, Kermit Carlson W9XA, Bill Hudzik W2UDT, David Haycock, KI6AWR, David Woolweaver, K5RAV, Debra Johnson, K1DMJ, Dewey Rykard, KI4RGD, Jim Bohner N2ZZ, Kent Olson KA0LDG, Tom Abernethy W3TOM, and Twila Greenheck, N0JPH

Respectfully submitted,

PSC Members:

Director Joyce Birmingham KA2ANF, CAC Liaison
Director Mickey Cox K5MC, ECAC Liaison
Director Bill Edgar N3LLR, Chair
Director Jim Fenstermaker K9JF, DXAC Liaison
Director Dick Norton N6AA
Vice Director Jim Tiemstra K6JAT

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Staff:

Harold Kramer WJ1B
Dave Patton NN1N
Dave Sumner K1ZZ, ARRL CEO

ARRL Club Benefits and Survey Results

Current Club Benefits are:

Mailing Lists

- "Convention" and "Hamfest" labels are furnished, upon request, to sponsors of ARRL sponsored and approved events for use in making mailings promoting the event. They may not be used for any other purpose, specifically for campaign mailings during an ARRL election.

Club Commission Program

- ARRL Affiliated Clubs receive a commission for every new ARRL membership and renewal they submit to ARRL Headquarters.
- Clubs retain a portion of the dues for each regular membership submitted to ARRL Headquarters:
 - Clubs retain **\$15 for each new membership** OR lapsed membership (of two years or more)
 - Clubs retain **\$2 for each renewal**
- Family, Blind or 21-and-under discounted memberships are not applicable for any discount.

Club Liability Insurance

- This Plan Provides Complete Protection
- Up to \$2,000,000 in Coverage Each Year
- This Plan Covers the Club, Members and Officers
- You Will be Covered for All These Types of Lawsuits
- Most Meeting Facilities Require This Type of Coverage
- <http://www.arrl.org/affiliated-club-benefits>

Equipment Insurance

- ***Antennas, Rotators and Towers Now Covered***
- *Did it ever strike you that your equipment could use more protection?*
- Besides protection from lightning, this ARRL "All Risk" Ham Radio Equipment Insurance Plan also gives you the protection you need from loss or damage to your amateur station and mobile equipment by theft, accident, fire, flood, tornado, and other natural disasters.

Library Book Set

- Special money saving offer! This book set includes popular ARRL publications, intended for clubs or individuals that wish to make a gift to a local library or school.
- Only complete sets of these publications are available at the special price of **\$200 per set**.
- Price includes UPS ground shipping throughout the 48 contiguous states, only.
- This special offer applies only to orders purchased directly from ARRL.
- [Orders](#) must be pre-paid.

ARRL Club Benefits and Survey Results

Email Forwarding Service

- E-mail forwarding service now available for ARRL affiliated clubs: Effective immediately, clubs affiliated with the ARRL can sign up for the League's new E-Mail Forwarding Service.
- The forwarding--or alias--service is available at no additional charge for ARRL affiliated clubs. It will provide clubs with a uniform "call sign@arrl.net" e-mail address that remains the same even if the user changes e-mail service providers

Annual Report

- Every ARRL club is eligible to receive a *complimentary* copy of the League's *Annual Report*, which contains the business reports of the staff and Directors.

Referrals of Prospective Hams

- League Headquarters, in addition to providing a basic package of information to a prospective ham, will refer prospects to your club for follow-up and recruitment. And your club will be listed in *ARRLWeb's club search database*.
- In order to remain in the database your club must submit an annual report each year.

Club Gavel Competition

- Only affiliated clubs are eligible for participation in the gavel competitions of the ARRL DX Contest, the ARRL November Sweepstakes, the ARRL VHF Sweepstakes and the 160- and 10-Meter Contests.
- For more information, see the Club Competition Rules

50% Discount of QST Ads

- Your affiliated club may purchase advertising in *QST* at half of the going rate.
- Contact the ARRL Advertising Department for more information at: ads@arrl.org

Hamfest/Convention Planning Guide

- Most hamfests and conventions are club sponsored affairs.
- *PSC note: This guide available online to anyone!*

Club Call Signs

- Club station license application and filing procedures.

New Amateur Reports for Clubs

- This link is restricted to Club Presidents, Club Contact and Club Newsletter Editor.
- <http://www.arrl.org/new-amateur-reports>

ARRL Club Benefits and Survey Results

Tips for Preserving Your Club History

- Whether your club is fairly new to the Amateur Radio scene or if it has been around for decades, these tips will help you pass along your club record to future generations.

Special Service Club only Benefits

In addition to the preceding, Special Service Clubs also receive the following additional benefits:

- SSCs get special recognition in *QST* as they renew or become SSCs.
- SSCs are also eligible to appoint local Awards Managers.
- Display SSC Logo on newsletters, website, jackets



Each question in the survey had information on the affiliated club benefit so that the respondent had information about what they were answering.

Questions 20 through 35 requested the respondent to, "Please rate your club's interest in this current club benefit using a rating scale of 1 through 5. (1 = no interest through 5 = highest interest)".

So the higher the number, the more interest in the benefit.

Question 1: Your call sign

Textarea and Textfield results are not displayed.

Question 2: Please list your position with your amateur radio club

Chairman/President	Vice President	Treasurer	Secretary	Board Member	Past Club Officer	Newsletter Editor
329	84	123	151	173	186	153
21.90%	5.60%	8.20%	10.10%	11.50%	12.40%	10.20%

Question 3: Are you currently a member of an amateur radio club

Yes	No	Total
882	7	889
99.20%	0.80%	100%

Question 4: ARRL mailing lists

Yes	No	Not sure	Total
192	544	146	882
21.80%	61.70%	16.60%	100%

Question 5: ARRL Club Commission Program

Yes	No	Not sure	Total
352	380	150	882
39.90%	43.10%	17.00%	100%

Question 6: ARRL Club Liability Insurance Program

Yes	No	Not sure	Total
355	331	196	882
40.20%	37.50%	22.20%	100%

Question 7: ARRL Equipment Insurance Program

Yes	No	Not sure	Total
285	436	161	882
32.30%	49.40%	18.30%	100%

Question 8: Library Book Set

Yes	No	Not sure	Total
132	597	153	882
15.00%	67.70%	17.30%	100%

Question 9: ARRL e-Mail Forwarding Service

Yes	No	Not sure	Total
415	337	130	882
47.10%	38.20%	14.70%	100%

Question 10: Annual Report

Yes	No	Not sure	Total
146	500	236	882
16.60%	56.70%	26.80%	100%

Question 11: Referrals of Prospective Radio Amateurs

Yes	No	Not sure	Total
512	172	198	882
58.00%	19.50%	22.40%	100%

Question 12: Club Gavel Competition

Yes	No	Not sure	Total
146	508	228	882
16.60%	57.60%	25.90%	100%

Question 13: 50% Discount on Club Ads in QST

Yes	No	Not sure	Total
63	640	179	882
7.10%	72.60%	20.30%	100%

Question 14: Planning an ARRL Hamfest or Convention

Yes	No	Not sure	Total
261	499	122	882
29.60%	56.60%	13.80%	100%

Question 15: Club Call Signs

Yes	No	Not sure	Total
395	319	168	882
44.80%	36.20%	19.00%	100%

Question 16: New Amateur Reports for Clubs

Yes	No	Not sure	Total
278	388	216	882
31.50%	44.00%	24.50%	100%

Question 17: Tips for Preserving Your Club's History

Yes	No	Not sure	Total
205	459	218	882
23.20%	52.00%	24.70%	100%

Question 18: Special Service Clubs only - QST Recognition for new or renewal SSC's

Yes	No	Not sure	Not a Special Service Club	Total
182	128	192	380	882
20.60%	14.50%	21.80%	43.10%	100%

Question 19: Special Service Clubs Only - Awards Manager Appointment

Yes	No	Not sure	Not a Special Service Club	Total
74	230	194	384	882
8.40%	26.10%	22.00%	43.50%	100%

Question 20: ARRL Mailing Lists

1	2	3	4	5	Total
277	129	243	108	132	889

31.20%	14.50%	27.30%	12.10%	14.80%	100%
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Question 21: ARRL Club Commission Program

1	2	3	4	5	Total
130	135	203	138	283	889
14.60%	15.20%	22.80%	15.50%	31.80%	100%

Question 22: ARRL Club Liability Insurance Program

1	2	3	4	5	Total
132	72	177	134	374	889
14.80%	8.10%	19.90%	15.10%	42.10%	100%

Question 23: ARRL Equipment Insurance Program

1	2	3	4	5	Total
144	101	214	136	294	889
16.20%	11.40%	24.10%	15.30%	33.10%	100%

Question 24: Library Book Set

1	2	3	4	5	Total
245	172	274	102	96	889
27.60%	19.30%	30.80%	11.50%	10.80%	100%

Question 25: ARRL e-Mail Forwarding Service

1	2	3	4	5	Total
99	97	212	174	307	889
11.10%	10.90%	23.80%	19.60%	34.50%	100%

Question 26: Annual Report

1	2	3	4	5	Total
216	165	286	115	107	889
24.30%	18.60%	32.20%	12.90%	12.00%	100%

Question 27: Referrals of Prospective Radio Amateurs						
1	2	3	4	5	Total	
58	57	145	203	426	889	
6.50%	6.40%	16.30%	22.80%	47.90%	100%	
Question 28: Club Gavel Competition						
1	2	3	4	5	Total	
228	173	292	95	101	889	
25.60%	19.50%	32.80%	10.70%	11.40%	100%	
Question 29: 50% Discount on Club Ads in QST						
1	2	3	4	5	Total	
364	179	222	65	59	889	
40.90%	20.10%	25.00%	7.30%	6.60%	100%	
Question 30: Planning an ARRL Hamfest or Convention						
1	2	3	4	5	Total	
268	138	220	130	133	889	
30.10%	15.50%	24.70%	14.60%	15.00%	100%	
Question 31: Club Call Signs						
1	2	3	4	5	Total	
162	119	231	156	221	889	
18.20%	13.40%	26.00%	17.50%	24.90%	100%	
Question 32: New Amateur Reports for Clubs						
1	2	3	4	5	Total	
88	68	168	181	384	889	
9.90%	7.60%	18.90%	20.40%	43.20%	100%	
Question 33: Tips for Preserving Your Club's History						
1	2	3	4	5	Total	

98	119	281	189	202	889
11.00%	13.40%	31.60%	21.30%	22.70%	100%

Question 34: Special Service Clubs only - QST Recognition for new or renewal SSC's

1	2	3	4	5	Total
336	103	214	84	152	889
37.80%	11.60%	24.10%	9.40%	17.10%	100%

Question 35: Special Service Clubs Only - Awards Manager Appointment

1	2	3	4	5	Total
366	126	220	69	108	889
41.20%	14.20%	24.70%	7.80%	12.10%	100%

Question 36: What new ARRL Affiliated club benefits would you like to see added?

Textarea and Textfield results are not displayed.

Question 37: Are you personally a current ARRL member?

Yes	Not certain	No	Total
829	8	52	889
93.30%	0.90%	5.80%	100%

Question 38: How do you feel the ARRL should view your relationship with it?

As a Customer	As a Member	Total
110	779	889
12.40%	87.60%	100%

