

USMS EXECUTIVE COMMITTEE & NATIONAL OFFICE ANNUAL REPORTS

USMS EXECUTIVE COMMITTEE

PRESIDENT
Rob Copeland

For many years USMS has had a theme for our annual meeting. This year's theme is "Thinking outside the pool." I challenge each of you to bring to convention innovative causes you are willing to champion which will allow us to more effectively run our organization and better serve our volunteers and members. We are blessed with many exceptionally gifted, talented and passionate volunteers and staff who have brilliant ideas just waiting for the right time. Well the time is NOW! If we want see membership and program growth we need to start doing thing differently. And to quote Benjamin Franklin, "The definition of insanity is doing the same thing over and over and expecting different results." And I for one want to see different results and I would like to remain sane.

The news of most interest to our HOD and membership has to do with our hiring of an Executive Director. Unfortunately I am not able to announce the hiring of our first Executive Director, and it's not for lack of trying. The search committee has reviewed quite a few resumes and interviewed a number of candidates and the search will continue until we have found the right person. In addition to interviewing candidates, the committee has refined the ED job description, developed a benefits package and established the proposed compensation structure. As I reported last year, I would love to have our Executive Director in place for our 2006 convention however I will not select a candidate based on a timeline. This is an extremely critical decision and I want to ensure we have the best possible ED. I continue to encourage our search committee to move with prudent hast to identify our first ED. Also, since a number of our candidates have requested confidentially, we will only be disclosing candidates to the Board of Directors. I hope I am able announce our selection in the near future. In the meantime, I truly appreciate your patience with the process.

The hiring of the Executive Director is part of our overall corporate restructuring. As many of you know, we are nearly a full year into our new governance/leadership structure and while we have made significant progress we still have a long way to go. The good news is that we continue to make positive strides towards a more mature organizational model with a stronger more active Board and a leadership structure aligned to the needs of our members. I anticipate continued improvements as our leadership team and committees learn to more effectively set and achieve goals.

And while you will see and hear reports from other committees, I would remiss if I didn't mention the USMS support for this year's largest aquatic event, XI FINA Masters World Championships in Stanford. Our staff and volunteers went to extraordinary lengths to support the Local Organizing Committee in making this a truly phenomenal experience. I am very proud of the efforts of everyone involved from USMS. Thank you for all your efforts!

In preparing this report, I reread the critical issues I brought up when I was running for the USMS presidency (not often a good idea). And while the organization has made significant progress on many fronts, we have a long way to go and I need your help. We need to focus on setting and achieving realistic goals in alignment with our mission and objectives, to support our members, clubs, LMSC, committees, staff and leadership. Let start "Thinking outside the pool" today and bring these ideas and energy to Dearborn.

VICE PRESIDENT OF NATIONAL OPERATIONS
Leo Letendre

The committees within the National Operations division have been quite active during the year. The details of their work can be found in their individual reports. Several meetings of the chairs of the NO committees were held during the year. I believe that the committee chairs found the discussions about their common problems and overlapping concerns useful. I hope that the counsel that I was able to provide to the committee chairs was useful to them.

USMS EXECUTIVE COMMITTEE & NATIONAL OFFICE ANNUAL REPORTS

Personally, I have been active with the effort directed towards providing an on-line registration system. Many fine ideas have been put forward by the member of this task force. A strategy has been developed that will allow us to implement an on-line registration system in the near future. Discussions with the registrars were held to inform them and to allow for their input. These discussions were useful in both defining some of the scope of the project as well as understanding the diversity among the LMSCs that must be handled by the system. An understanding of the limits of accepting credit cards was also obtained and a scheme to deal with the distribution of funds to the LMSCs was developed. The effort directed towards this project slowed down a bit during the summer due to a number of factors but it is anticipated that the project will be ready for bid shortly. Modification of the local registrar's registration program has already been initiated in anticipation of the on-line portion of the project starting soon.

VICE PRESIDENT OF LOCAL OPERATIONS

Julie Heather

Many of the activities I have been involved in this year are included in the Zone Committee Report and will not be repeated here. In addition, I work with Records and Tabulation and we have been trying to distribute the workload of that committee over more people so that the chair does not do all the work. I am also on the On-line registration subcommittee and have been working with Betsy Durrant and Meg Smath to get a USMS policy manual written.

We will be having five LMSC Workshops at convention, and I've included descriptions of the workshops elsewhere in this packet.

I have been assigned the task of overseeing New Delegate Orientation by the Executive Committee, and have requested and received feedback from last years new delegates on what they feel new delegates need. Based on this we will be expanding information on Robert's Rules of Order and how the House of Delegates is run, the organization of USMS, and the committees.

VICE PRESIDENT OF MEMBER SERVICES

Mark Gill

It has been a busy year in the area of member services. Much attention was spent on the World Championship online entry application. In addition to this project, work has continued on the online membership registration program. This is a long needed option for our members and is scheduled to soon be available.

In addition to these specific projects, I have been working with the following committees: Championship, Coaches, Communications, Editorial, History & Archives and the ISHOF ad hoc committee. A great amount of work has been accomplished in these committees during the last year. We are truly fortunate to have so many great volunteers committed to making Masters swimming better.

As we prepare for the next year, there are several projects I hope to see accomplished in the area of member services.

- First, we need to continue to develop materials, services and tools that we provide to our clubs. Strong clubs will lead to the growth of Masters swimming all across the country.
- We also need to change our process for listing pools on the places to swim website. This is a great tool, when accurate, but currently that is not the case. By updating this information should happen annually as part of our club registration process.
- Work is starting on changing our sanction process so that when a sanction is issued the information about the event is automatically entered into our calendar of events. This way we will have a complete calendar of sanctioned and recognized events.
- I am involved with a subcommittee exploring benefits that we can make available to our members. Our goal is to continually seek ways to provide better services to all swimmers.
- Email communication is a tool that is currently not being utilized by USMS. During the next year, we hope to develop a way to provide members with information that they desire in a timely

USMS EXECUTIVE COMMITTEE & NATIONAL OFFICE ANNUAL REPORTS

fashion via email. This would include not only the ability to select what types of information one wants to receive, but also what they do not want to receive.

- A final project for the year is finding ways to make online meet registration available for all meets.

It has been a fun first year as Vice President of Member Services. I look forward to reporting back to you on our progress as we continue to improve Masters swimming.

VICE PRESIDENT OF COMMUNITY SERVICES

Michael Heather

In this first year of a new administration and Governance structure, it has been a challenge to fit all of the pieces of USMS together in a recognizable, cohesive construct. It is another challenge to get all of the committee chairs and members to rethink some of the ways we do things and come up with new or different ideas of what the organization will, should and can be.

Community services division is dedicated to outreach, growth, and cooperative interaction with likeminded or symbiotic organizations, municipalities, schools and the military. This year there is little to show in concrete changes, but the groundwork has been laid to exploit some of the internal initiatives that have taken place. A survey of about 10,000 USMS members was taken and is currently being compiled in order to give our new Executive Director precise information when dealing with or contacting potential sponsors. This same information will give the Marketing committee new insight in its mission to identify prospective demographic elements of society that could enhance the membership of USMS. Sports Medicine and Health and Safety committee has had a very busy year organizing speakers for the Sports Medicine Lecture Series at Worlds, and has performed remarkably with gratifying results. Planning is still examining the governance structure, but this year has added an investigation into the interrelationships between and among committees. They are trying to determine if we are indeed working toward our stated goals, mission statement and core objectives in concert. Fitness committee has stayed busy with writing articles for the magazine and reflecting on a new approach or replacement for the virtual swim series which has shown declining participation. The liaisons have reported varying degrees of success in their respective endeavors cross promoting USMS, with high regard for the positive results in triathlon members joining workout groups.

We have a lot to look forward to in the coming years and months. Many opportunities (premium web pages? Multimedia presentations? Military clubs from around the world? And lots more) await our participation and exploitation for the good of USMS and the health and vitality of adult swimmers across the United States.

TREASURER

Tom Boak

This year, we have made a great deal of progress in improving our rate of return on our invested cash. In last years' report from the Treasure, he noted that we were earning less than 2% on some of our CD's, which reflected market rate at that time. At the time of my transition to Treasurer, we still were experiencing interest rates in the high 2% to the low 3% range. As a result of general increases in the interest rate, CD's which have been placed this year are now earning rates in excess of 5%. We also moved one of our accounts from Fidelity Investments to Chase, who is much more responsive to our investment needs. Monthly reports on our investments are being sent to the Executive Committee for their review.

We have gone through a review of our financial status by Clifton Gunderson and have received very favorable feedback. The results of the 2005 Financial Statement review have been published and will be available for review at the Convention in Dearborn. The 2005 Tax Returns are scheduled to be filed with the IRS by the end of July.

USMS EXECUTIVE COMMITTEE & NATIONAL OFFICE ANNUAL REPORTS

There are a number of Task Forces currently working to develop information for presentation to the Convention – a complete review of FOG, a review of compensation for our employees/contractors, and a review of our current dues structure.

Special credit needs to go to Margaret Bayless, our Controller, and all of the people in the National Office, for the number of hours they spend and the quality of their effort.

United States Masters Swimming is on very solid financial ground. The process of tracking cash flow, investments, accounting reports, and other financial activities is in very capable hands. It has been a pleasure to serve as your treasurer this year.

SECRETARY Meg Smath

I have been performing the normal duties of a secretary—taking minutes, answering letters and emails, scheduling conference calls and meetings. I provided committee chairs with the updated Committee Chair Handbook, and have been keeping track of delegates for the 2006 convention. I've also served as the Executive Committee's liaison to the National Board of Review.

I must say, following Sally Dillon in this office has been a formidable task! Sally was wonderfully organized, and has been so kind to answer my many questions. All of this has made it much easier than it could have been to hit the ground running. As a continuation of Sally's organizational efforts, I've undertaken a long-term project to scan the paper documents that she has organized by year. I hope I'll have that finished by the time my term is over!

Along with Julie Heather and Betsy Durrant, I've been working on putting together a policy manual for USMS. We have an outline and are in the process of separating policy from procedure. Once we have a final draft, we will submit it to the Board of Directors for approval. I've kept track of the USMS Working Calendar and notified the appropriate people of upcoming deadlines.

IMMEDIATE PAST PRESIDENT Jim Miller, MD

Report is under Special Appointments and Liaisons – Amateur Swimming Union of the Americas Representative (ASUA).

USMS LEGAL COUNSEL Patty Miller

Governance changes, the process of hiring an Executive Director, and changes to the USMS sponsorship program, all of which resulted from the 2005 Convention, have continued to catapult USMS forward in professionalism and service to our members. This has affected the legal issues that arise and services that are needed.

On-Line Event Entry

One of the first actions the new Board of Directors took was to approve on-line entry – including electronic signature of the liability release – for the USMS One-Hour Postal Swim. That pilot, as well as continued requests from our event directors for on-line event registration and the recognition that such registration is common practice for many sports, led to the development of a Preliminary Guidance to Sanctions Chairs for on-line event entry. The document, which I created with Board of Directors approval, gives Sanctions Chairs and event directors guidelines to increase the likelihood that liability waivers used in the on-line entry process will be valid and useful if a liability claim arises from a swimming event. The guidance was recently used by the Long Distance Committee to approve the use of on-line event entry for the USMS 10-K national championship, allowing the meet organizers to use a popular on-line event entry service.

USMS EXECUTIVE COMMITTEE & NATIONAL OFFICE ANNUAL REPORTS

Having the guidelines, which were approved by USMS's insurer, will facilitate the upcoming shift to on-line membership registration, which will involve a requirement that registrants accept the USMS liability release.

Sponsorship Program

The new Board of Directors also finalized adoption of a revised sponsorship program that had been proposed before to Convention. The new sponsor program encourages linkage between sponsorship and advertising in the USMS national publication, and has several levels of sponsorship with specific benefits for sponsors. The adoption of this more defined and uniform program provided me the opportunity to overhaul our sponsor contracts. As a result, it is now much quicker and easier to finalize the sponsorships and renewals that Mel Goldstein so energetically secures.

Executive Director Hiring

I have had the opportunity to participate in and provide legal support for the Executive Director hiring process that has been efficiently and effectively coordinated by Laura Winslow. This has involved issuance of an RFP for a search firm, selection of the firm, negotiation of an engagement letter with the search firm, review of a proposed bonus plan for the Executive Director that Laura drafted, service on the Hiring Committee, and interviewing candidates for the position.

USMS NATIONAL OFFICE

NATIONAL OFFICE ADMINISTRATOR

Tracy Grilli

I am now working for my 4th administration lead by President Rob Copeland, Vice Presidents Leo Letendre, Julie Heather, Mark Gill and Michael Heather, Treasurer Tom Boak, Secretary Meg Smath, Legal Counsel Patty Miller and Immediate Past President Jim Miller. The transition has gone well and like the past three ECs, I have adjusted well to their management style and enjoy working with them.

Since the last convention (and now for the past 10 years), I have maintained the responsibilities associated with running the USMS National Office, each year adding new tasks.

National Office Administrator Duties -

- Day to Day duties - Responding to e-mail and snail mail, faxes and phone calls. Address Changes are constant and these are forwarded to the respective LMSC Registrar as well as to Esther, our USMS Database Administrator (more about Esther and registration follows).
- Weekly duties –Publication orders, All American and National Record Certificates. USMS SWIMMER Magazine address changes, and lots of folding, stuffing, licking, sticking and stamping envelopes!

Major Tasks -

- Registration – The Registration process is ever-present in some aspect so I can't really list it as a daily, weekly or monthly task. It's just "always there". Transmittals come in, Esther maintains the database and I'm responsible for the Club registrations & updates and LMSC Officer updates as well as the money, reports to the LMSC Registrars & Treasurers and transmittals to our Controller, Treasurer, Finance & Registration Chairs
- National Meet Registration and Verification – Inputting the hard copy entries for our 1 national meet this year (SCY), confirming membership, birthdates and club affiliations of all who enter. I make the check deposits and create financial reports that are sent on to the meet host and USMS Controller. The National Office oversees the documentation of the transactions of the merchant account.
- On Line Registration Task Force – participated on the task force (conference calls) which is attempting to develop the on line membership registration capability. Also participated in the conference calls (3) to all registrars with the goal of updating them all with where we are with the registration program and where we want to go with an on line program.

USMS EXECUTIVE COMMITTEE & NATIONAL OFFICE ANNUAL REPORTS

- Worlds Meet Registration and Verification (and whatever else came through via e-mail, phone calls or fax) – this proved to be quite an undertaking and I was relieved to see the light at the end of the tunnel. Thanks to Web Jim for his assistance with the on line registration program and my clerical support staff: Mary Lampert (US entries), Gisela Henshaw (International entries) and Kristin Marchionni (Water Polo, Synchronized Swimming and Relay entries)

Other tasks throughout the year –

- Committee Assignments – I worked closely with the new President Rob in setting up the committees.
- Appendix E of the Rule Book – Once the committees were finalized, I updated Appendix E: USMS Directory and sent to the Rule Book Editor
- USMS Directory – This is the Directory of “Who’s Who” in USMS and includes: members of the EC, Board of Directors, Committee and Ad Hoc Committee Chairs, Special Appointments, Liaisons, Committee Members and LMSC Chairmen. Those who are in it are sent a copy. Dick Sidner did a great job in organizing the photos which has made putting this together a much easier process. Thank you Dick!
- LMSC Handbook – This was developed a number of years ago as a tool to assist the local registrars. Over the years many other committees and offices have added important information and the handbook now includes the following sections: General Information, Registration, Insurance, Sanctions, Top Ten/Records and Tabulations, Long Distance, Treasurer, Marketing/Public Relations, Communications, Convention, By Laws, LMSC Management of Corporate Documents and USMS Endowment Fund. Julie Heather, Vice President of Local Operations is taking on the responsibility of reviewing and updating this handbook.
- USMS Letterhead and Envelopes – With the new administration came the opportunity to update and refresh the letterhead and envelopes. Thank you Doug Garcia for creating this new look! Letterhead along with USMS envelopes to the members of the greater BOD, in the quantities they request.
- Rule Book Sponsors – I worked with Cheryl Gettelfinger with the invoicing of Sponsors for our Rule Book and sending them copies once they are printed.
- Streamlines... *from the National Office* – This is the quarterly newsletter from the National Office. It includes: USMS Working Calendar (next 4 months), Contact Information Updates (to the Directory, Rule Book and LMSC Officers), New LMSC Officers and whatever important announcements that will be of interest to our LMSCs and general membership. Again, the new look is due to the creativity of Doug Garcia.
- Top Ten Subscription – work with Records and Tabulations Chair Mary Beth Windrath, in maintaining the Top Ten Subscription database and create the labels and covers for the 3 yearly issues.
- LMSC Officer Update – As the national office receives changes, I update the database on the web so all officer listings are current.
- Convention Registration Packet – Once I receive the convention registration information from USAS, I “personalize it” for USMS and send it out via e-mail to all in the USMS Directory and those in attendance the previous year.
- Convention Packet – This is what you are reading!

Yes... it was 10 years ago in Orlando, that I was hired as your Executive Secretary, to run the National Office (Mel’s administration). It was a year of learning and figuring things out, with Dot Donnelly only a phone call away if I had any questions.

The next 4 years under Nancy and her administration, I gained valuable experience about all aspects of USMS, became more confident in my knowledge and able to personally respond to members questions (rather than passing them on to someone else in the organization). I also created more efficient procedures, which allowed me to take on more responsibilities – the most obvious was the absorption of the national database administration as a function of the National Office rather than contracting it out. Also the realization that my position was changing and my title changed to National Office Administrator.

Then on to the administration of Jim’s which brought me yet to a higher level as a “voice but no vote” member of the Executive Committee. During this time, I have been included in all EC meetings and

USMS EXECUTIVE COMMITTEE & NATIONAL OFFICE ANNUAL REPORTS

conference calls, have gained valuable experience on how the organization is run, how decisions are made, which again allows me to be more knowledgeable and of better assistance to our membership.

I am now finishing my first year with the "New" Executive Committee of Rob, Leo, Julie, Mark, Michael, Tom, Meg, Jim and Patty and the "New" Board of Directors. There was a learning curve for all of us, adjusting to the new Vice President and Board of Directors composition. I continue to serve on the EC as a "voice but no vote" and have participated in a number of EC conference calls and the EC/BOD Mid Year Meeting hosted by the Boaks in The Woodlands, Texas. There is much dedication, energy and knowledge contained in the members of this administration. When decisions are made, there is no doubt that the best interest of the members of USMS are their number one priority.

The job of Executive Secretary "then" is quite different from the duties of National Office Administrator "now". I now supervise 3 people, 2 employees and 1 contract staff. I work hand and hand (figure of speech, we never see each other) with Esther Lyman, our Database Administrator (and the 53 local registrars) with the registration of our members and member clubs. Esther and I have really fine-tuned this process and look forward to working with other key members of USMS in creating an on-line registration program. Megan MCEacharn has been my office assistant for the past year and she helps with some of the larger "clerical" projects (listed above). Megan will be a senior at Londonderry High School and is a member of the soccer team, swim team and track team (pole vault). Mary Lamport has been contracted to process the national meet entries and has done an excellent job performing this duty for our last 5 National meets.

I am in contact some way/some form with all the members of our Board of Directors, Committee and Ad Hoc Chairs, Liaisons and Special Assignments along with officers from each LMSC. I have enjoyed my first year the new members of the Executive Committee and Board of Directors and look forward to the next and working with the new Executive Director. There have been many changes over the past 10 years with the responsibilities of the USMS National Office. But, the most important duty remains the same – to be there for those who have questions or need.

USMS DATABASE ADMINISTRATOR

Esther Lyman

Matchmaker, Matchmaker,
Make me a match,
Find me a find,
catch me a catch
Matchmaker, Matchmaker
Look through your book,
And make me a perfect match

--Sheldon Harnick (from Fiddler on the Roof)

With close to 88,000 permanent IDs assigned to members registering since 2003 or to "legacy" Top Ten or All-Americans posted on the web page, the task of making a correct match is more challenging than ever. We do not have a matchmaker, but we do have a freshly updated list – which of course is out of date the minute it is published, given the distributed nature of our business with 53 "intake points" for registration, plus soon also the online registration function.

Worse yet, we will have thousands of little matchmakers out there whose keyboard skills will hopefully be better than some of their handwriting and who will not expect miracles with a small investment of their time and patience. We will, after all, need to verify their entry and payment.

As Leo Letendre, our VP of National Operations, has said, implementing this is not optional; there has been a demand for it for a long time. But how it is designed and functions is still a work in progress, a work to which all the LMSCs and their registrars and treasurers have been asked to, and will need to, have input. A series of Registration conference calls took place around the end of April/beg of May. The

USMS EXECUTIVE COMMITTEE & NATIONAL OFFICE ANNUAL REPORTS

needs of 'downstream users' of the registration data -- like the Top Ten Recorders, History & Archives, Meet Managers and others will need to be factored in as well.

Currently we have booked 40,400 members with registration dates through about mid-to-end July or 94.4% of the 2005 year-end total of 42,787 (gross registrations). This equals 40,297 net memberships after almost 100 between-association transfers (causing untold extra work all around.) As always, it is hard to tell because of the transmittal lag, but it seems like we are running safely ahead of this time last year. This might be the year we will reach 43,000, aided by Worlds publicity. The registrars' workload also included some 800 One-Event bookings and close to 400 internal transfers.

For those who are interested in the amount of competition within their age group, this is how the numbers break down for 2006 to date: (Net of external transfers and age calculated as of 12/31/2006, i.e. FINA age)

BGRP	Women	Men	Grand Total	Women	Men
1900-1919	39	60	99	39.4%	60.6%
1920-1929	250	370	620	40.3%	59.7%
1930-1939	557	994	1551	35.9%	64.1%
1940-1949	1553	2930	4483	34.6%	65.4%
1950-1959	4404	6029	10433	42.2%	57.8%
1960-1969	5579	6477	12056	46.3%	53.7%
1970-1979	4201	3718	7919	53.0%	47.0%
1980-1988	1954	1182	3136	62.3%	37.7%
Grand Total	18537	21760	40297	46.0%	54.0%

Or by age group (calculated as of 12/31/2006):

Year-end Age	Women	Men	2006 YTD	Women	Men
85+	69	107	176	39.2%	60.8%
80+	112	168	280	40.0%	60.0%
75+	188	325	513	36.6%	63.4%
70+	265	467	732	36.2%	63.8%
65+	388	722	1110	35.0%	65.0%
60+	699	1329	2028	34.5%	65.5%
55+	1267	2195	3462	36.6%	63.4%
50+	2178	2933	5111	42.6%	57.4%
45+	2849	3624	6473	44.0%	56.0%
40+	2915	3311	6226	46.8%	53.2%
35+	2408	2735	5143	46.8%	53.2%
30+	2073	1791	3864	53.6%	46.4%
25+	1937	1349	3286	58.9%	41.1%
18+	1189	704	1893	62.8%	37.2%
Grand Total	18537	21760	40297	46.0%	54.0%

USMS EXECUTIVE COMMITTEE & NATIONAL OFFICE ANNUAL REPORTS

If you are interested in breakdowns for your LMSC or how your numbers play out against other LMSCs, please just request additional details from Tracy or Esther. We now have electronic archives going back 12 years and can run the numbers from almost any perspective you might want across that period. This is how the year-to-date numbers break down by Zone:

Members	Actual			Percent		Members	
ZONE	Women	Men	Total	Women	Men	ZONE	Total
BB	2024	1735	3759	53.8%	46.2%	BB	9.3%
GL	1867	2587	4454	41.9%	58.1%	GL	11.1%
DX	2059	2772	4831	42.6%	57.4%	DX	12.0%
CO	3678	4633	8311	44.3%	55.7%	CO	20.6%
SW	1899	2840	4739	40.1%	59.9%	SW	11.8%
NW	1237	1285	2522	49.0%	51.0%	NW	6.3%
SC	966	1004	1970	49.0%	51.0%	SC	4.9%
OC	4807	4904	9711	49.5%	50.5%	OC	24.1%
All-USMS	18537	21760	40297	46.0%	54.0%	All-USMS	100.0%

In fact, for those LMSCs seeking grants to build their membership, remember that the national office has detailed statistics available on your LMSC. For example, we can pinpoint by town within 3-digit zip code where you draw your members from. We did such a study recently to help a California club with hard numbers to take to their city council. We have this available ongoing over the past three years but can easily extend it to cover five or even ten years of look-see.

*"If you break your neck, if you have nothing to eat, if your house is on fire, then you got a problem. Everything else is inconvenience."
~Robert Fulghum*

But inconveniences can get overwhelming at times. Since we began to control our own destiny with the magazine last year, we have found information on our members' changes of address much more readily available and more current. Most of the moves are with the college-bound, job-seeking, and nest-building crowd; we catch up to four changes a year for some. We do have our sunbirds and snowbirds and newly retired, but nothing like in the numbers for the younger groups. In fact, last year the three youngest age groups accounted for approx ¼ of the members, but ½ of all address changes. Ninety percent of the changes are in the age groups through 50+.

The good news is that Tracy has figured out how to get the address changes/problems in electronic format from the USPS thus saving money on not having the returned labels typed into a document -- with the attendant opportunity for errors. This USPS file is more readily shareable with the registrars and Esther is then able to import these changes into a template which adds the rest of the information for feeding into the main transaction files. Each record still has to be handled to verify the information and redesignate the 'current' record. Can't be avoided.

When I started in this job in 1999 and soon realized that some 80% of the business is consistently booked by May, I wondered what I would be doing the rest of the year. I found out: making changes and maintaining the archives and producing statistics – pruning, tuning, and evaluating.



And to my perennially patient and professional collaborators, the registrars (and treasurers not to forget, although I don't work directly with them), here's the official USMS Mousekeeping Award for all the inquiries you've had to put up with from me.

If you feel at times that you are losing the battle of the books, you are not alone: "We can lick gravity, but the paperwork is a bit tougher." -- Wernher von Braun