

# NAOC Board of Directors Meeting

## Member Services Report

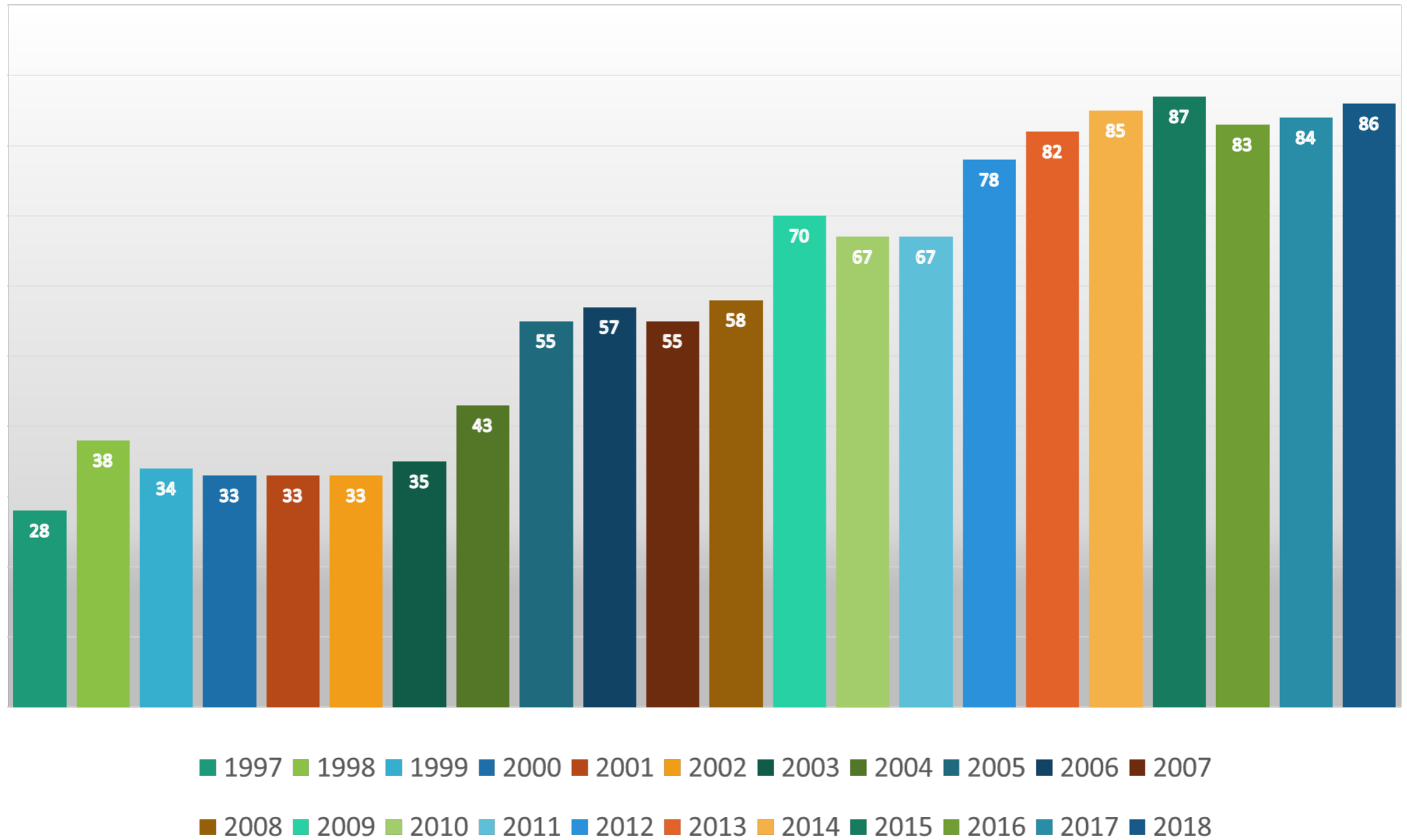
- June 2018



# Committee Members

Courtney Ingersoll, Arcadis	Board Representative
Nicole Sharkey, Weston Solutions	Chair
Laura Pastor, AECOM	Co-Chair, Webmaster
Suzy Cantor-McKinney, Zapata	Special Projects
Connie Birner, USAE	Applications, Dues, Member List
Cheryl Hurns, Arcadis	Newsletter, Special Requests, Graphics, Meeting Planning and Negotiations
Mike Warminsky, GSI Companies	Meeting Support, Special Requests
Maegan Kranz	Social Media Intern
Kyra Donnell, ch2m	Meeting Support, Special Requests
Rick Hanoski, EA	Meeting Support, Special Requests
Lori Hintz, Bay West	Meeting Support, Leadership Award Selection Board

# Membership Growth



We are up on the year (2  
loss/4 gain)

Large Business: 18  
Small Business: 33  
Very Small Business: 35

# Members Gained and Lost

## *since Jan 2017*

- Members Gained

1. EQM (Jan 2018)
2. KIAN International (Jan 2018)
3. H&S Environmental Services, LLC (Jan 2018)
4. AGCPro - Pending Approval (Jan 2018)

### Members Lost

1. Empirical Laboratories, LLC- Jan 2018;  
reason: non-payment of 2017 dues
2. Dynasafe Group – May 2018;  
reason: changes in Group strategy

### Name or Size Change

1. CH2M is now Jacobs - March 2018

# Strategic Objective and Initiatives

- ✓ Overarching Objective: *Enhance Member Benefits*
- ✓ **Strategic Initiatives:**
- ✓ Increase opportunity awareness via speakers, presentations and networking. –CQM and NOSSA MPPEH Training at December Annual meeting.
- ✓ Improve communication via webinars with other organizations, website information/access enhancements, social media. –work with M2S2 on webinars as well as share information on other webinars of interest to membership.

# Strategic Objective and Initiatives

- ✓ Overarching Objective: *Enhance Member Benefits*
  - ✓ **Goals:**
    - ✓ Membership Growth: At a minimum maintain membership, but seek opportunities for growth. – **Membership holding steady.**
    - ✓ Opportunity Awareness Venues: **Host or support a forum engaging government speakers at least 3 times per year in the Spring (at the Fly-in), in the summer (at the summer Board of Director's meeting or alternate workshop) and in the late fall (at the Annual meeting).**
    - ✓ Strategic speaker selection for annual meeting to support NAOC objectives. – **Spearheaded by President.**
    - ✓ Improve Communications: Advertise webinars of interest broadly through our website and newsletter. Investigate social media opportunities. **LinkedIn and Twitter.**
    - ✓ Increase online voter turnout: **Only 45 of the member companies voted.**

# Social Media/Website/Electronic Payments

- **Social Media**

- Social Media Intern – Maegan Kranz – assists with Tweets and graphics as well as member surveys
- LinkedIn/Twitter – need continuing commitment from Committee Chairs and Membership to actively participate in postings

- **Credit Card Payments**

- We now accept credit card payments for dues and fees.

- **Website Updates/Improvements**

- Simplify interface
- Archive old files
- Work on mobile friendly version.
- Resend login to member companies

# 2018 Activities

- ✓ Branding and Communications – **Revamp website**
- ✓ Convene the Leadership Award Selection Board
- ✓ Track Membership
- ✓ Process Applications and Dues Evaluate Other Conference Participation
- ✓ Continue EOD Warrior Foundation relationship
- ✓ Track DoD Conference Policies
- ✓ SERDP/ESTCP workshop support as needed
- ✓ **Annual Membership Meeting Planning-**
  - Hotel Selection - **Done**
  - Contract Negotiation - **Done**
  - Technology – **In Progress**
  - Food & Beverage – **In Progress**
  - Speaker Selection – **In Progress**
  - Invitations
  - Sponsorships - **Available**
  - Poster Board/Table Top Exhibits
  - Registration

# 2019 Meeting

## ✓ Location Ideas:

- ✓ San Antonio
- ✓ Savanna
- ✓ Nashville
- ✓ New Orleans
- ✓ Charleston

# Member Services Committee Contact

Chair, Member Services Committee

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