



Michigan Section NTS 2005 Review and 2006 Plans

2006-01-07

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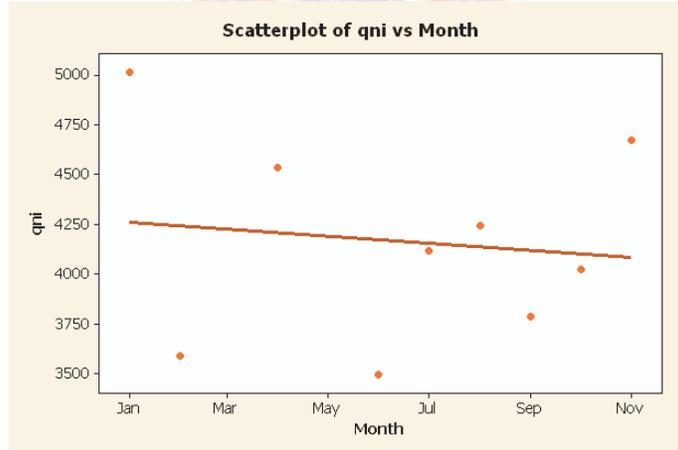
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Today we will review the past year in the Michigan Section NTS, and talk briefly about 2006 plans.



2005 History

- Checkins relatively constant across the year:



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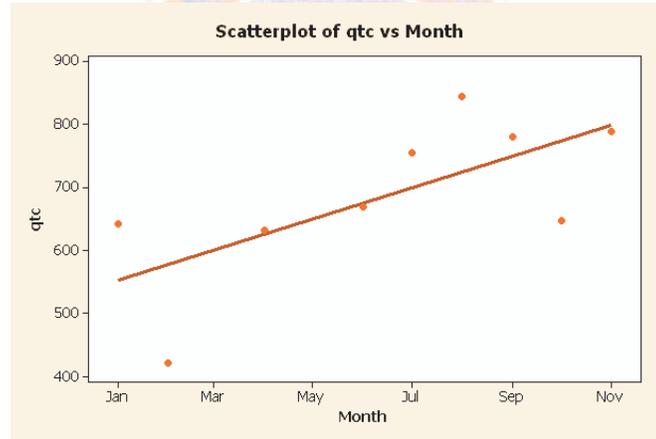
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QNIs didn't seem to change much over the year. Although you might imagine a small downward slope, the correlation is insignificant ($p=0.75$)



2005 History

- Traffic slightly up:



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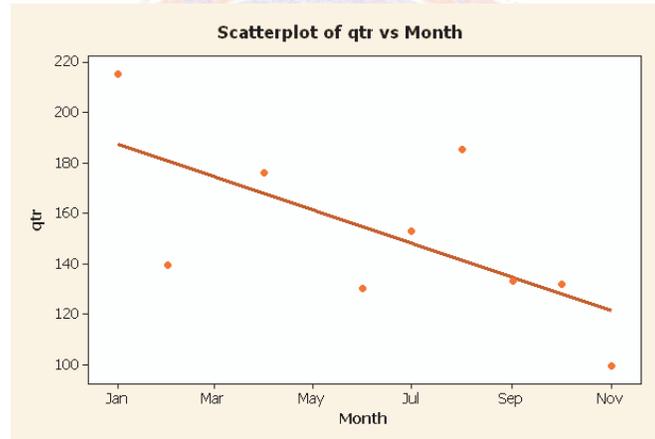
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Although traffic numbers seemed slightly up, there is enough scatter in this data that it is not terribly significant.



2005 History

- Interestingly, QTR seemed down:



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The reported QTR, interestingly, was down. This was the only relationship with any statistical significance as well ($p=0.055$) although the trend is not terribly pronounced (R^2 adjusted= $.35$).



Additional Items

- **nts_net_managers** list started to allow interested NM's some visibility into STM and ASTM issues
- Web site started to allow visibility into Michigan NTS data
 - www.mi-nts.org following the pattern of www.mi-arpsc.org and www.mi-drg.org

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Following Lupton, an email reflector was started to allow the various net managers some visibility into the issues at the section level, and to allow us some insight into those issues of concern to the NMs.

Within the past few weeks the mi-nts website was kicked off. Currently it is largely focused on data. Over time, additional resources for NTS participants will be added. In addition, some analysis of the data should be provided.



2006 Initiatives

- At Lupton we announced that we would communicate with NM's and identify pressing issues
- We had a list of perhaps two dozen possible initiatives
- Wanted to reduce list to one or two we could focus on for 2006

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At the Lupton meeting we indicated we wanted to sit tight as we got our feet on the ground, and to take the pulse of the organization in helping understand where to best place our efforts for 2006.

We proposed a list of potential areas of focus to get the Lupton participants thinking prior to our contacting them.



Two net types

- NTS nets seem to group into two distinct types:
 - Pure traffic nets
 - More social nets
- Not surprisingly, the issues are different
 - Traffic nets – participation
 - Social nets – meaningful traffic
- Some traffic NMs suggested that lack of traffic may be a root cause for low participation
- Therefore, we propose two projects; one focused on participation, the second on increasing traffic

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In discussing the key issues with the net managers, it became clear there were two populations with very different concerns.

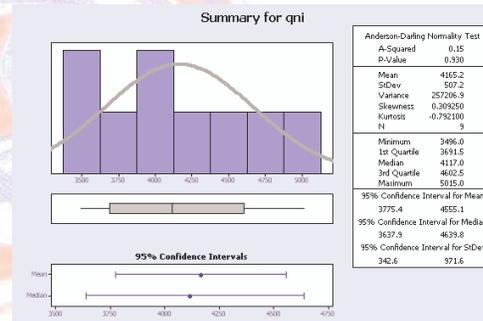
Hard-core traffic nets were having trouble with participation. Most felt they had seen a decline in checkins, and were having trouble recruiting net controls and liaison stations. Even net leadership has been an issue.

Those nets with more of a round-table format were not having issues with participation. Although some had a little difficulty recruiting net controls, those were a minority and even there did not view it as a major problem. These nets were, however, concerned with “meaningful” traffic. Although “spam” traffic was reported as a concern almost universally, these NMs were more concerned with having enough traffic to keep their members trained.



Improve NTS Participation

- An obvious measure of participation is the number of checkins reported across the section each month
- Over 2005, there have been about 4200 QNI per month, with a standard deviation of 500
- A “one-sigma shift” is a common target, so it is proposed that a monthly QNI of 4700 be selected as a target



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To address the participation issue, a project around increasing NTS participation is proposed.

Reported QNI seems an obvious target, although this will need to be validated during the Measure stage (we will review the stages in a later slide).

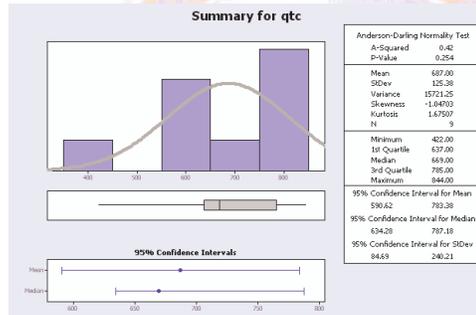
During 2005, we saw about 4200 reported checkins each month. A one standard deviation shift is often taken as a meaningful but achievable change, so it is proposed that a target of 4700 QNI per month be selected.

Note that the team may decide that some other measurement would be better, or that some other target value would be better. This target will be adjusted at the end of Define and again at the end of Measure, so at this point, the number is simply a talking point.



Increase Meaningful Traffic

- During 2005, average QTC per month was about 700 with a σ of about 125



- Using the same logic, a target of 825 is proposed

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Taking the same logic, we might want to move the number of QTC reported from the current value of around 700 to about 825.

Again, although this seems an obvious measure, we need to assess the perception of “meaningful”, and see if perhaps some other measure is appropriate. Similarly, a one standard deviation shift might not be enough to achieve the desired effect, so again, the team will need to evaluate these targets.



Proposed Stage Gates

- **Define** (target 1/31): Identify teams, get agreement on charter
- **Measure** (target 3/31): Validate measurements, target
- **Analyze** (target 6/31): Identify X's, sensitivities
- **Improve** (target 10/31): Select target X, pilot improvement plan
- **Control** (target 12/31): Validate improvement, implement control plan
- **Realization** (target 6/07): Validate improvements have stuck, determine whether further action needed

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I would like to follow a process that has been shown to be successful. There are five project steps, and a “post-project” step. I like to characterize them as follows:

Define – Let’s all agree on what we are going to do

Measure – Let’s make sure we can recognize success

Analyze – Let’s figure out what knobs we have to turn

Improve – Let’s decide what knobs we **are** going to turn

Control – Let’s make sure they stay turned

In addition, a post project realization phase will ensure we actually did what we intended, and will serve as a point to decide whether additional action is necessary.



Proposed Teams

- Teams will be fully identified in Define, however some thoughts:
 - For both projects, it is proposed that NV1X act as process owner, WA8EFK as champion
 - Each project should have at least one of the assistant STMs on the project
 - For the traffic project, “social” nets should be represented (GLETN, UPN, MACS)
 - For the participation project, major traffic nets should be represented (MITN, QMN)
 - Both projects should have representation from VHF nets (WMTN, SEMTN, TMMTN)

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During January, we will be recruiting team members for the projects. Steve Ewald and Dale Williams have agreed to serve as process owner and champion, respectively. These roles are primarily aimed at keeping the teams on target.

Each project should have one of the assistant STMs to serve in a project leadership role.

Since the round-table nets raised the traffic issue, those nets should be represented on the traffic project.

Similarly, the focused traffic nets should be represented on the participation project

As the amateur population is shifting, we need to look to Technician class licensees for much of our growth. To that end, we should ensure that the VHF nets are represented on both teams.

The round-table nets might provide some expertise to the participation project. UPN rarely reports fewer than 1000 QNIs per month, and GLETN and Wolverine typically about half that. By comparison, MITN's QNIs are rarely a quarter of UP's.



Next Steps

- Write charters for both projects
- Recruit team members
- Validate scope, targets with teams
- Agree on operating procedures
- Define stage gate with process owner, champion – planned 1/31

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During January we will set up the project infrastructures, with an aim of getting agreement from the process owner and champion at the end of the month.