

# Exhibit Eleven

## Research of WB8RCR - Public Service Honor Roll

In looking at the PSHR data, we decided to query folks from 2 different populations. The first were those amateurs who had been reporting high PSHR scores, but hadn't had a report published during 2002. The second group were those who consistently reported the highest scores.

Email addresses were collected from QRZ, and of course, many amateurs do not have their email posted in QRZ so the sample could only include those that did. Only a few amateurs from each population were polled owing to the short time between recognizing that we had these potential sources of information and the Lupton forum.

Email requests were sent to the 4 amateurs who hadn't had a report published in 2002 but nevertheless had a total score for 2000 through 2002 among the highest. One email from this group bounced. Two had life changes which prevented them from being active in amateur radio. The forth was clearly unhappy with changes in NTS. Obviously, digital traffic was a big issue for this individual, and apparently, there was some rift on the west coast between digital operators and those using more traditional modes:

"when the digital people started excluding the regular traffic nets in their criteria"

This event bears more exploration. This same individual also was concerned about "junk traffic":

"only working your automatic system to get the large amount of a traffic count possible regardless of the content of the messages"

Clearly, the new PSHR reporting format makes this sort of automated traffic generation less appealing, however the individuals polled from this population had stopped reporting before the PSHR change.

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The top 20 scores for which email addresses could be located were also polled. 5 responded.

On responder, Bob Ehrhardt, W5ZX, offered to talk on the telephone and we had a very worthwhile conversation. He felt that recognition was an important issue, and as SEC for South Texas, he works hard to recognize volunteers whenever he can. He was also very strong on education. A concern he has is that very few new licensees understand how they can contribute. For these newer licensees, the new PSHR format should be drawing a lot more reports, because many more can qualify based on public service hours. However, most aren't aware of the PSHR or see it as something for more elite operators.

Reviewing the responses from the other leaders, the recognition theme is repeated:

K4FQU: "I proudly display some 50 BPL's on the wall of my shack"

KA4FZI:"Our CW NTS net, QFN, report for June is QNI 822 and QTC 409 in 60 sessions with all NCS and reps to 4RN and RN5 covered every session. It is a good record but who besides the participants can know? Unfortunately recognition of efforts by all was important and seems to have been muffled."

W2MTA: "My PSHR certificate is dated June 1980. I've been an NTS Official since 1974 and was the Eastern Area Staff Chair from 1989 thru 2000."

and at least one other amateur mentioned that new licensees simply aren't aware of the NTS or of the PSHR.

WA9VMD:"Most people do not work for a PSHR, and most don't even know what it is. Encouragement and talking don't seem to penetrate"

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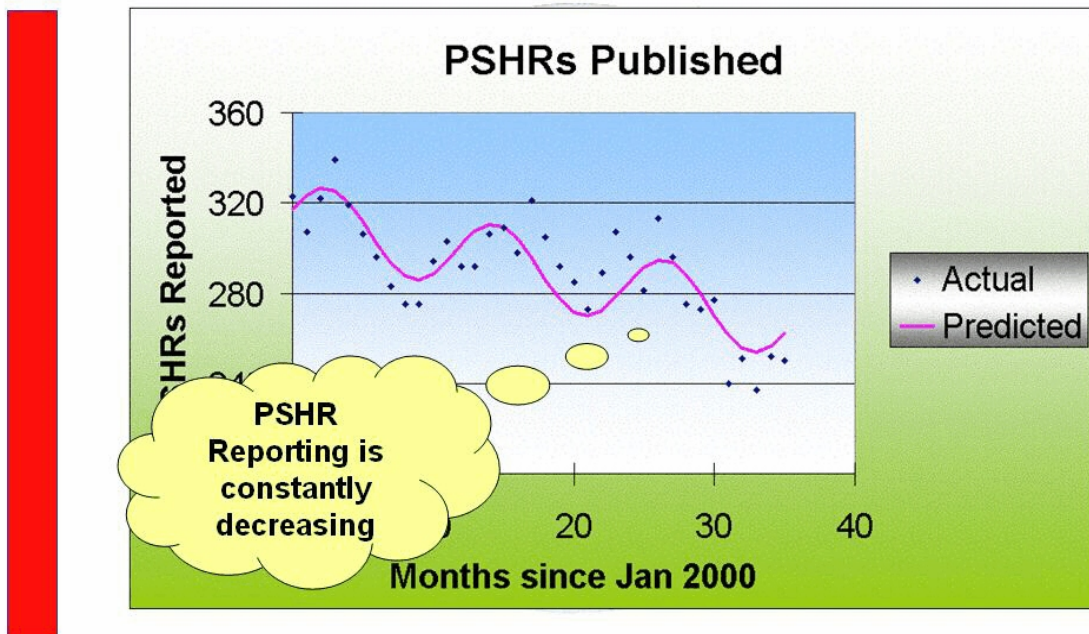
## Research of WB8RCR - Public Service Honor Roll

The education and recognition are intertwined. PSHR is one of those recognition vehicles that many don't know is available. ORS and OES appointments are another. Simply being named in the net report as a liaison to another net is significant for many. Perhaps local clubs could be encouraged to make announcements when one of their members gets any of these honors. It may get other members asking how they can join.

One of the vehicles South Texas uses is to have the STM on their weekly net, to comment after the ECs make their reports on what is happening in their counties. Having the recognition by the STM is significant, and motivates the ECs to get activities underway.



## Initial Analysis

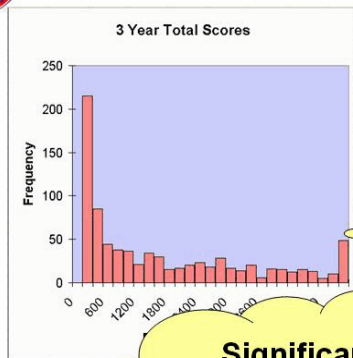


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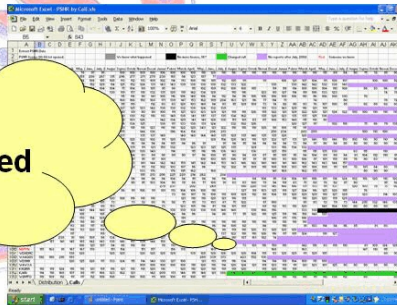


## Sources for Improvement



49 Amateurs had consistently high PSHR scores

Significant numbers stopped reporting



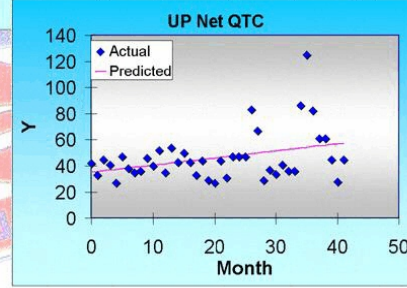
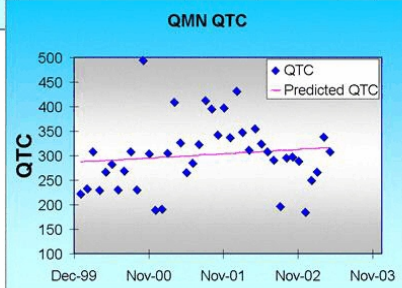
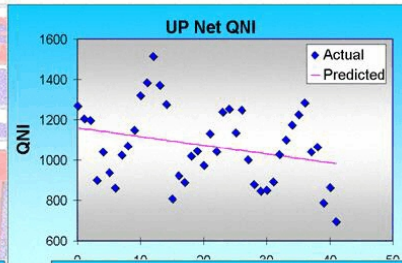
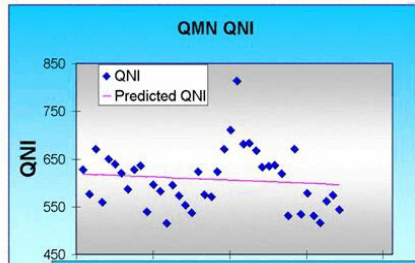
WB8RCR 12-Jun-03

NTS Improvement Overview

Slide 6



## Local Data



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NTS Improvement Overview

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# Exhibit Eleven

## Research of WB8RCR - Public Service Honor Roll

<b>Regression Statistics</b>	
Multiple R	0.848
R Square	0.719
Adjusted R Square	0.702
Standard Error	13.162
Observations	36

### Analysis of Variance for the regression

	<i>df</i>	<i>SS</i>	<i>MS</i>	<i>F</i>	<i>Significance F</i>
Regression	2	14620.9	7310.4	42.20	8.06044E-10
Residual	33	5717.1	173.2		
Total	35	20338			

	<b>Coefficients</b>	<i>Standard Error</i>	<i>t Stat</i>
Intercept	313.6	4.414	71.055
Months	-1.332	0.219	-6.084
Months'	16.21	3.215	5.042

Note: Months' is the sine of months, scaled to 2 pi radians/year and offset by 0.44 months  
Y is the number of PSH reports published in QST

# Exhibit Twelve

## Written Comments Received

JOHN McDONOUGH, WB8RCR

Hello John.

Thank you for the accolades. Its much appreciated. I have worked hard for NTS and it is my forte in Amateur Radio. I prefer to handle traffic more than any other facet of ham radio.

I proudly display some 50 BPL's on the wall of my shack. I have been a ham since 1951, am one of the founding fathers of the Ft. Myers Amateur Radio Club, have held every position there is for at least twice and sometimes many times more. I am the current manager of the Southwest Florida Traffic Net and was just reelected last month to my 15th term. (Probably no one wants to work that hard at a hobby) I also am the publisher/editor of the club news paper called the "MODULATOR" , a position I have held for 14 years now. I am also an ARRL Public Information Officer, and the Official Bulletin Station . I work in RACES, ARES, and County Civil Defense. I am retired from the construction industry, (if you want to call it retired)hi.

Now that you know a little about me, lets see if I can help you in your situation.

Handling traffic is an art. Not something to be taken lightly, yet it must be instilled in each and every amateur that traffic, and or NTS is the very basis and or reason that we are licensed. Public service is the only salvation that Ham Radio has left. I/we stress this very much. We are lucky in that we have a rather large radio club, some 250 members on the rolls and average about 50 at any given meeting and during the

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Written Comments continued

winter season, sometimes double that. That is not to say that we are blessed with 250 workers. We are like any other club. About 10 percent do all the work.

What makes us stand out in the NTS system is that the club sponsors a traffic net. Daily at 1000 hrs on 2 meters, except for Sunday.

Now this net is primarily a traffic net and is advertized as such, however we make it a fun NTS setup. We handle all the traffic, which in many cases is 0, at the beginning of the net. That's primary and we get it out of the way. Next we ask for anyone who might have a QNC, or bulletins. Then we ask for anyone with announcements. Then we ask for anyone with formal written traffic. If anyone has any formal written traffic, then it is handled at that time on frequency. Then we ask for anyone that is short of time., mobile or handheld. These we let have their say immediately. Now the QNC's, Bulletins and or announcements are now given.

Now we take check-ins, with or without traffic into the net. We average about 18 to 20 in the summer and up to about 30 in season. After a couple calls for check-ins, we go back to the top and start down the list of all checked in for a story, comment event, happening or just anything they want to talk about. As we go down the line, others may comment on something someone has previously said. It's really a gab session, but it keeps people coming and they in turn are subject to NTS by just being there. Occasionally, one of my Liaison stations whom I have dubbed my information officer of the net, will give a little two or three minute talk about the net, NTS,

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## Written Comments continued

making up a piece of traffic, what happens to it when we get it, etc. It is only a couple of minutes long and only once or twice a month, so people don't get all hung up over, well, here we go again. They don't get bored and inadvertently learn something each time. We break for ID as required and at this time ask for anyone else to check in with or without traffic. We constantly invite people to send a piece of traffic just for practice and will help them formulate it right on the air. We especially push traffic on certain holidays, ie, mothers day, (biggest traffic day of the year), fathers day, birthdays, anniversaries, thanksgiving, Christmas and new years etc. We have a few who send 15 or twenty at a time. When we have this many we go off frequency to handle them so to prevent boredom. I do not count the traffic passed on the net as mine, that would be unfair to others, unless of course I happen to be Liaison officer on that day.

So I don't know what our secret is other than what I have laid out to you. I can tell you it is a big job and of course E:mail is taking its toll.

One of the ways to improve NTS would be to improve the system. Many people who accept traffic to be handled or delivered or relayed, don't finish the job which stops the whole system right there especially on Packet. So get your local club more involved, push the traffic net if you have one, and if you don't then start one. Ours was born Feb. 1, 1978 and my first checkin to it was Feb. 22, 1979 and I have not missed many check-ins since. If you have a club letter or news letter, push the traffic net, nts, ares, races etc in it because all of this depends on traffic handling.



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Written Comments continued

Stress the need to send SAR's and PSHR's at the end of the month. Whether or not anyone has handled traffic, he or she should send an SAR!

So, John, I don't know if any of this will help you or not. I hope it does. That's what we do and I guess we are just lucky. We have others from our club and net that make the PSHR each month also. Look for Ka4fzi, Wa4eic, Wa4yl, Ke4uof, and of course me.

I am enclosing a news letter for your interest. This is an old one because in the hot summer I cut it to 4 pages.

If I can be of any further service just E:mail me or write if you like.

73

Earl, K4fqu, Net manager SWFTN;

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Hi John,

I think one reason the numbers are lower is the reporting restructure. The caps and category changes make a BIG difference.

For the month of June I had 76 QNI(checkins), 10 NCS, and 9 reps. My SAR was orig 1, recd 216, sent 181, deld 24 (tot 422) I run an NTS pactor MBO and have 3 section appointments.

Under the OLD system my PSHR would be 1/60 2/24 3/24 4/24 5/1 6/30 7/0 8/30  
Total 193.

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## Written Comments continued

The same activities under the NEW PSHR would be 1/40 2/40 3/30 4/0 5/0 6/10  
Total 120.

One NTS station I know used to pick up traffic from the club station in a local hospital 1/week and send it. Each message was counted as origination and each week that station claimed 10 points for public service increasing the OLD PSHR by 40 to 50 points for service plus every origination so the count was well up in the 200's. Under the new rules it is just 100.

Some who made the required 70 under the old system no longer can because they were traffic handlers only and counted NCS, rep, orig and deld. The new standards are much fairer to the emergency (ARES/RACES) people who don't handle traffic much but still serve the public. When comments were requested by ARRL, I suggested 2 separate PSHR's ... one for NTS and one for emergency response.

A second reason for fewer responses and lower scores is the removal of the Section News from QST. Those who work hard in public services/NTS no longer see their appreciation in print by all ARRL members, rather they may or may not be recognized on the ARRL web section page or sent by the SM in a newsletter the members can subscribe to (not a high percentage).

Our CW NTS net, QFN, report for June is QNI 822 and QTC 409 in 60 sessions with all NCS and reps to 4RN and RN5 covered every session. It is a good record but who besides the participants can know? Unfortunately recognition of efforts by all was important and seems to have been muffled.

I don't have an answer other than, perhaps, finding some way locally to recognize those who are in there working but have fallen through the service cracks. Please share any solutions you have with us.

Phyllisan West KA4FZI  
1410 Shelby Parkway  
Cape Coral, FL 33904

# Exhibit Twelve

## Written Comments continued

From: "Sam Sample" <samvvc@theriver.com>  
To: "John J. McDonough" <wb8rcr@arrl.net>  
Subject: Re: Public Service Honor Roll  
Date: Mon, 7 Jul 2003 09:14:01 -0700

Dear Sir: several reasons occurred during my 20 years of operating and handling traffic, I guess the major one was the demise of the Pacific Coast Traffic net, and the advent of the Digital traffic wars, the start of the problem was when the digital people started excluding the regular traffic nets in their criteria, the beginning of the end as more and more traffic was being passed via digital methods and excluding the National Traffic System, in the beginning the digital Traffic System was an affiliate of the National Traffic System, then began the repetitive messages such as WB5NKC.,NM1K,KF5A,W1GMF.N2LTC,W1PEX,K5UPN,KK3F. and a myriad of other

station sending out digital messages by the thousands, in those days and today , you had to spend at least 8 to 10 hours in the shack to try and deliver all of the trash traffic that at that time was being pushed over the air, my digital system was swamped with this trash traffic of no meaning but just mechanically put on the air by computer systems without even a station knowing or caring what kind of traffic it was or its content only working your automatic system to get the large amount of a traffic count possible regardless of the content of the messages, all of the traffic was gleaned from the F.C.C.'s ledger of mostly new hams just coming into the hobby with spamming messages the same that was sent daily to thousands of new hams only for the count , This Was the final burn out of my station, Traffic was handled from coast to coast with out a human seeing or handling any of the traffic content unknown and only the numbers of messages were recorded, this in my estimation was not what my station was built up for, I was a traffic handler not an automatic relay station, many thousands of messages were sent to new hams without the thought of the persons want or possible use of the hobby that he or she selected just the almighty count that mattered, this

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## Written Comments continued

was my end, occasionally I do get on the air now and again, but only to handle meaningful traffic. I will not handle any more of the trash traffic, only messages that I consider true honest traffic, There I have vented my spleen for a while, I do not like to get up on my soap box but you asked for it. respectively submitted, H.SAM SAMPLE L7VVC

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From: "Sam Sample" <samvvc@theriver.com>  
To: "John J. McDonough" <wb8rcr@arrl.net>  
Subject: Re: Public Service Honor Roll  
Date: Mon, 7 Jul 2003 09:32:12 -0700

Dear John:

I am going to condense this reply as I thought about it, the main reason of my station being shut down was the fact that I was indeed obligated only because I was at that time a true traffic handler, to spend 3/4 of my waking moments in my Ham Shack, only for the purpose of relaying those trash traffic messages gleaned from the F.C.C. files of new and reinstated Hams telling them what to do in their new hobby, and not caring what the circumstances were that got them interested in our great Hobby and that was digitally initiated via the computer by the thousands, without any thought of the reason that particular person wanted to become a ham, all completely impersonal messages, with no other intent other than a large traffic count to be listed in to the Q.S.T. traffic handlers section, this was condoned by the powers to be and I guess still is LEGITIMATE traffic, well in my personal opinion this is not and never will be traffic as stated in the old traffic handlers manual.....SAM K7VVC