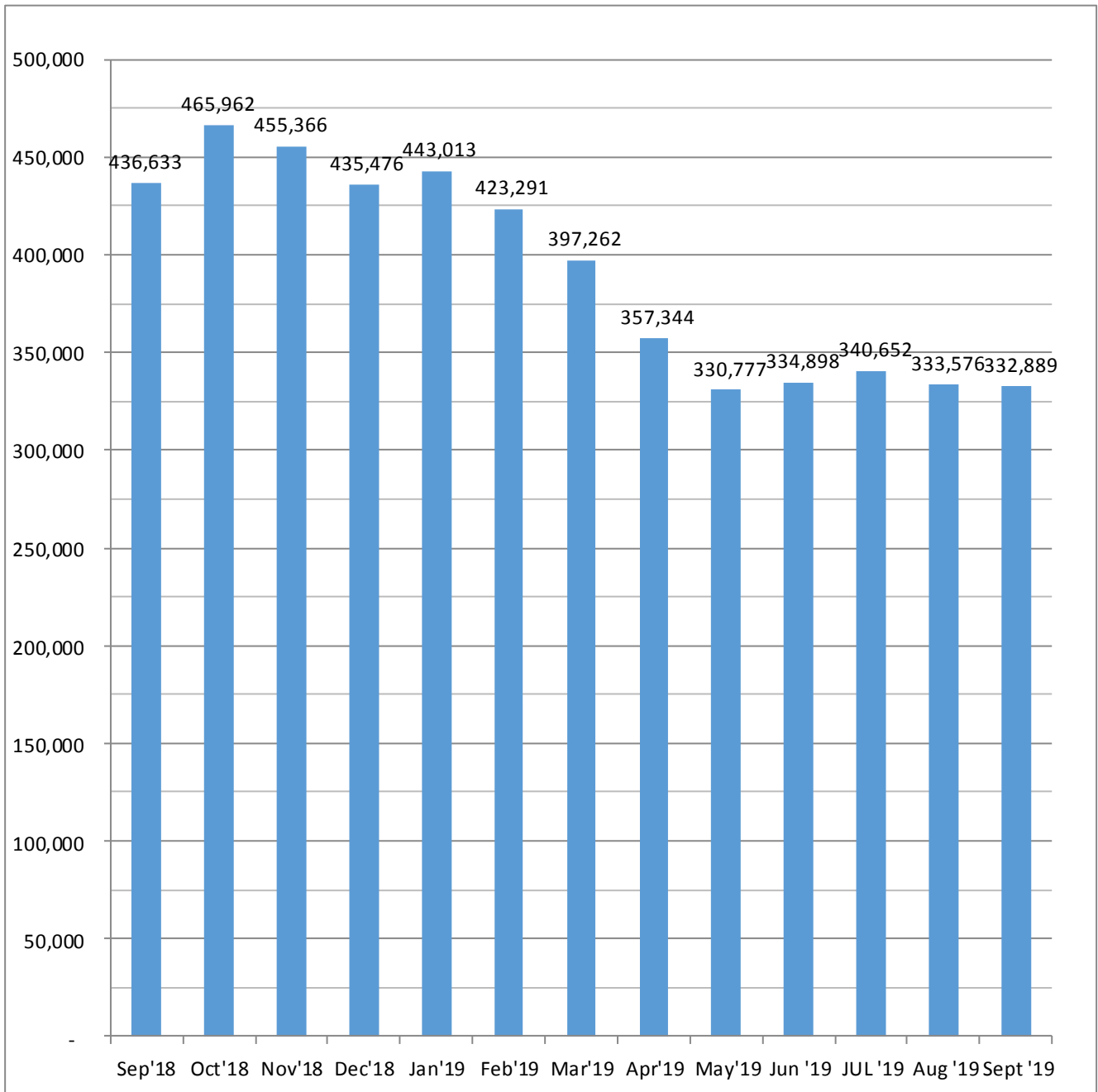
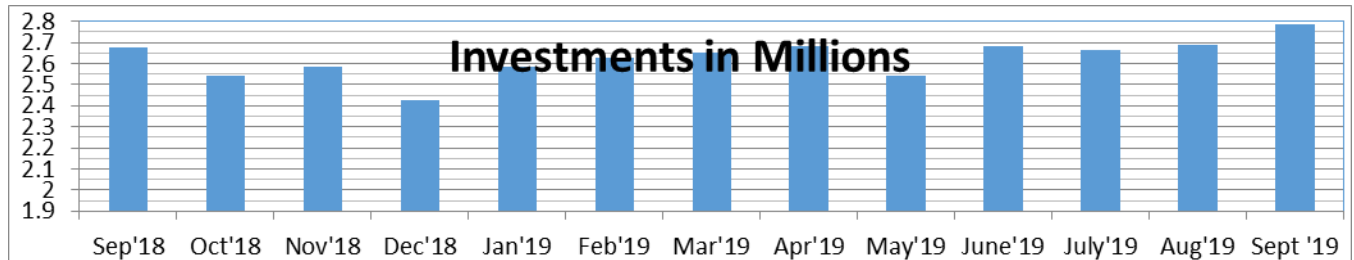


Net Liquidity Reserve Chart



Investment Balances



Controller's Report for September 2019 Period 6 FY 19-20  
Financial Summary

	Sept '19 Actual	Sept '19 Budget	Sept '19 Variance	YTD Actual	YTD Budget	YTD Variance
Operating Revenue	115,937	171,265	(55,328)	747,311	825,995	(78,684)
Operating Expenses	142,349	158,447	(16,098)	860,023	909,423	(49,400)
Net Revenue/Expenses	(26,412)	12,818	(39,230)	(112,712)	(83,428)	(29,284)
Less: Operating Pledge	0	0	0	0	0	0
Plus: Pledge Payments	0	0	0	20,500	0	20,500
Net with Pledge Adjustments	(26,412)	12,818	(39,230)	(92,212)	(83,428)	(8,784)

- A surplus of \$55,640 for Member Services in the month of September and a YTD surplus of \$338,796. Year-to-date we have had 153 new members (62 of those joined at the \$52 level and 91 members reinstated). Total Membership YTD is 11,333.
- The Museum showed a small deficit of (\$387) and is showing YTD surplus of \$10,963. We had 999 visitors to the museum during the month of September, which included 324 to our Clocktoberfest Family Fun Day.
- The Gift Shop showed a small surplus of \$236 in September due to our bus tour visitors and Clocktoberfest families.
- We had one Traveling Workshop in Floriday in September taught by Gary Combs and one regular Workshop in Columbia, PA.
- The rent for the house increased to \$800 a month beginning with September 1<sup>st</sup>.
- For the month of September we had an operating deficit of (\$26,412) and a YTD deficit of (\$112,712).
- September donations totaled \$13,120 which includes Chapter donations of \$125. Endowment donations of \$6,105 were received during the month.
- Our investments dividends total \$7,990 for September bringing them to a year to date total of \$36,465.
- Investments totaled \$2,912,818.

RKL has completed the audit and will be presenting to the Finance Committee in early November and reporting to the board of directors at the November Board Meeting. They offered an opinion that the financials present fairly in according with GAAP (Generally Accepted Accounting Principles).

RKL has completed the 401K 5500 Tax Form.

I am happy to say that EnnisPellum has finished the integration journal entry template. It is working and will alleviate duplicate data entry each month into the accounting system. He will also be working with me to create the proper fund codes and accounting structure so we can track restricted funds through our accounting database instead of excel spreadsheets. I'm very thankful for this assistance, since these are items I wanted to be working on, but did not have the time.

I will also begin work on account reconciliations and analysis that is much needed for further cost savings for the organization.

I thank you all for your support and assistance.

Jennifer Byers, Controller

October 31, 2019

## Member Services Report – September 2019

Pamela J. Lindenberger, Member Services Manager

<b>Individual Memberships</b>	<b>Sep 30</b>	<b>Aug 31</b>	<b>Jul 31</b>	<b>Jun 30</b>
*Regular/Student/Youth	10,066	10,045	10,104	10,221
Associate	652	653	662	660
Life	214	215	215	216
<b>Total Individual</b>	<b>10,932</b>	<b>10,913</b>	<b>10,981</b>	<b>11,097</b>

<b>Contributing Memberships</b>				
Brass	99	100	102	104
Silver	50	50	47	49
Gold	14	15	15	14
Platinum	12	11	11	10
Ruby	1	1	1	1
Diamond	0	0	0	0
<b>Total Contributing</b>	<b>176</b>	<b>177</b>	<b>176</b>	<b>178</b>

<b>Business Memberships</b>				
Regular	214	213	219	225
Silver	6	6	6	6
Gold	3	3	3	3
Platinum	1	1	1	1
Ruby	1	1	1	1
<b>Total Business</b>	<b>225</b>	<b>224</b>	<b>230</b>	<b>236</b>

<b>Total Membership</b>	<b>11,333</b>	<b>11,314</b>	<b>11,387</b>	<b>11,511</b>
Gain/Loss	+19	-73	-124	+7

\*Regular with Online Only Publications and Student/Youth – 1642 (16%)

\*International (included in figures above) – 631

Institutional Subscription Bulletin subscribers – 15

<u>Sep19</u>	<u>Membership Categories</u>				<b>TOTAL</b>	<u>Application Source</u>					
	Regular Business Contributing	Assoc Student Youth	First-Time	Intro		Mail	Phone	Web	Event	Telemarketing	
New	10	4	41	7	<b>62</b>	5	12	36	9	0	
Rei	80	5	5	1	<b>91</b>	6	18	18	11	38	

<b>Suspended Members</b>	<b>Total</b>	<b>Paid-to-Date</b>	<b>Net</b>
Oct 1 (Sep 30 expiration)	265		
Sep 1 (Aug 31 expiration)	206	57	149

<b>Dropped Due to Non-Payment</b>	
Aug 1 (Jul 31 expiration)	212

<b>Dropped Due to:</b>	
Deaths	4
Resignations	2

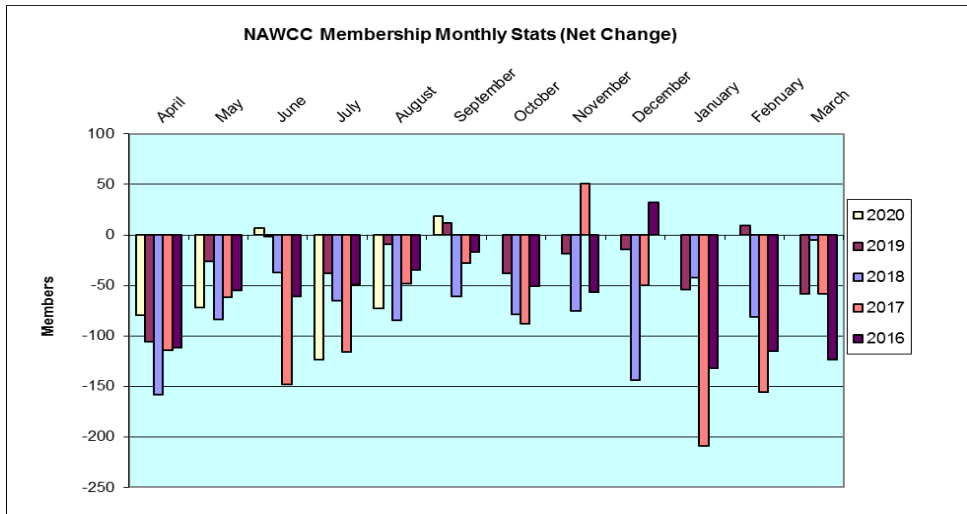
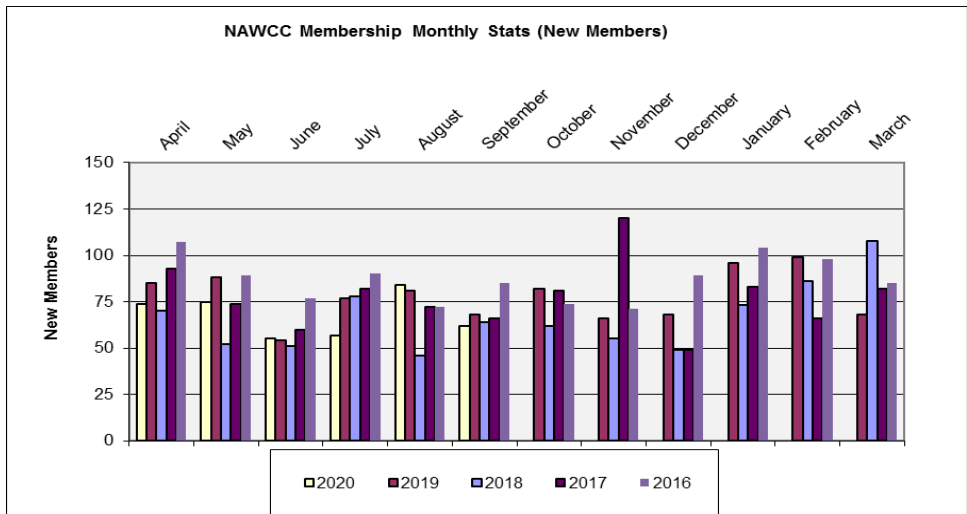
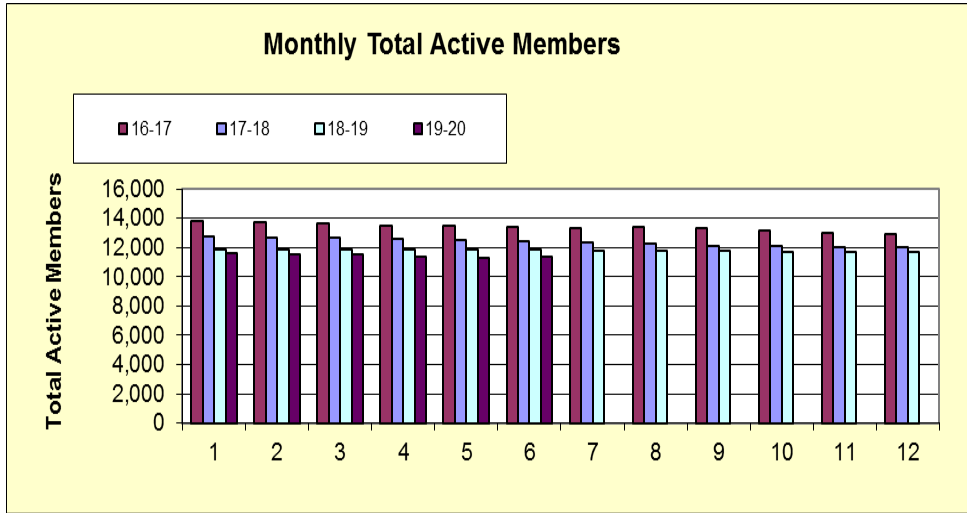
### FY / YTD Totals – 4/1 to 9/30

	<b>New Members</b>	<b>Retention</b>	<b>Member Net</b>	<b>Total Membership</b>
2019 / 2020	407	-730	-323	11,333
2018 / 2019	453	-622	-169	11,830
2017 / 2018	361	-851	-490	12,425
2016 / 2017	447	-963	-516	13,425

### Phone Logs

Helped member	147
Helped non-member	67
Redirected	136
Renewal	49
New/Rei member	21

# MEMBER SERVICES REPORT – SEPTEMBER 2019



Pam Lindenberger, Manager  
NAWCC Member Services