



**POTOMAC APPALACHIAN TRAIL CLUB
ANNUAL REPORT
2011**



MISSION STATEMENT

The Potomac Appalachian Trail Club, through volunteer efforts, education and advocacy, acquires, maintains and protects the trail and lands of the Appalachian Trail, other trails and related facilities in the Mid-Atlantic region for the enjoyment of present and future hikers

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PRESIDENT

John Hedrick

President: John Hedrick	Prepared by: John Hedrick
Number of Members/Volunteers: 1	Volunteer Hours Reported: 1,800
Number of New Members/Volunteers: N/A	Date: November 1, 2011

This year presented an opportunity to refine our management practices following the introduction of a number of new cabins/shelters during 2010. We also took time to understand the advantages afforded by several new Information Technology (IT) initiatives; such as, automating the reporting of volunteer work hours, electronic delivery of our newsletter and on-line payment via credit card for event registrations and dues renewals. Thanks to our IT initiatives our membership data base is now more accurate and this greatly assists membership renewals.

We did not purchase any new properties in 2011, but concentrated on managing the existing properties. The Club now owns forty parcels with more than 2,000 acres in four states. Tract Managers are the key to managing and protecting our lands and we are fortunate to have many excellent managers.

Three shelters were completed along the Tuscarora Trail and another in Pennsylvania will be ready for visitors in a few months. We have funding for a shelter in the George Washington National Forest and another adjacent to the Reineman Wildlife Sanctuary in Pennsylvania. New composting privies have been installed at shelters in Shenandoah National Park and bear resistant devices (bear poles) have been erected in Maryland and West Virginia.

Our trail system continues to be praised by our visitors, a result of our dedicated volunteers who work many hours on trail maintenance and trail construction. A new fiberglass bridge was installed in the Sleepy Creek Wildlife management area and numerous trail reroutes were completed on the Tuscarora Trail. We received approval to reroute the Appalachian Trail in southern Shenandoah National Park over Little Calf Mountain which will afford a terrific view to the west. An agreement authorizing PATC to construct and maintain trails at Wolf Trap National Park was negotiated and good progress is being made on these trails.

Our Committees continue performing in an exceptional manner. PATC "Trail Talkers" participated in over twenty public events involving some 84 volunteers. Our Map Committee has been very active and has recruited many new volunteers. They continue to produce quality, digitized maps that are considered to be among the best available. Committees, like Corridor Management, Hikes and Publications have been outstanding. Our newsletter, the *Potomac Appalachian*, continues to improve with new features, excellent articles and superb graphics. A new Hawksbill award for volunteers was implemented and the first group will be recognized at the Annual Meeting. A very ambitious plan to scan and digitize the entire archive of PATC produced maps was completed.

We supported the city of Harrisonburg and Harpers Ferry/Bolivar Heights as they achieved the distinction of an Appalachian Trail Community. Other cities in our area working to obtain this designation are Luray, Front Royal and Waynesboro. PATC volunteers are an integral part of this effort.

Bears Den and the Blackburn Trail Center continue to provide exceptional support to all visitors. These are outstanding, well managed facilities. A search is on-going to identify caretakers for both locations.

The Club's biggest challenge this year and next year is in the financial area. For many years we have relied on the sale of tax credits to assist in balancing our budget. However, this source of revenue is decreasing as suitable land owned by PATC is placed in this program. We will continue to use the appreciation from our Endowment to help offset our expenditures, but we also need to improve our donations and sales. It is possible that we might need to reduce some of our activities as we move forward into next year.

Our most valuable assets are our dedicated volunteers. They work many long hours to help the club accomplish its goals and it is a privilege to be associated with such a fine group.

Goals for 2012

Improve our financial posture.

Foster close, cooperative relationships between trail volunteers, agency partners and the public.

Actively recruit volunteers for selected positions.

VICE PRESIDENT FOR OPERATIONS

Lee B. Sheaffer, Jr.

Chair: Lee Sheaffer	Prepared by: Lee Sheaffer
Number of Members/Volunteers: 1	Volunteer Hours Reported: 600
Number of New Members/Volunteers: 0	Date: October 11, 2011

Operations at PATC remain consistent and steady. The trail system is the standard throughout the Appalachian Trail and all trails throughout the country. Our shelters and cabins are both praised and well used. We opened four new cabins last year and are striving to keep all our cabins up to the quality that we expect. We continue to expand our shelter system and have several projects either in the works or on the books to accomplish that. We continue to look for creative ways to finance these structures. PATC lands are well managed and are used to support our trails, shelters and cabin systems. We have a dedicated group of volunteers which makes the entire club function, there is not one area of the club's operation that is not effected or directly run by volunteers. Our staff does a marvelous job in supporting our volunteers and ensuring the day to day operations get done. We will continue to make sure that PATC operations are both efficient and to a high standard which we have come to expect.

On-Going Projects:

While the Tuscarora trail has been rerouted through the Florence J Reineman Wildlife Management area, much remains to be done. An easement agreement with the Audubon Society needs to be complete so that we can protect the trail further and provide a shelter area for long distance hikers. Further work will be done to make this very challenging trail easier to hike.

The Appalachian Trail is being rerouted in the southern Shenandoah which will make the trail more hikers friendly and emphasize an outstanding view.

The Tuscarora Trail continues to be in constant change with many reroutes and other projects in the works. A substantial bridge was just completed in the Sleepy Creek Wildlife management area and our shelter expansion project continues at a steady pace or one new shelter every year to year and a half. Numerous reroutes are in the works and the trail will be vastly improved in the next few years. There is still a lot of work to do on this trail. There are still too many miles on road and too great a distance between shelters in some areas. We have active volunteers in all three districts of the trail and I anticipate that with time the Tuscarora/ Great Eastern Trail will be the jewel that we all envision it to be.

Goals for 2012

PATC will host the Appalachian Trail Bi-annual meeting in 2015. While this is a ways off the planning and amount of work required to have a successful conference is great. We hope

to have a location selected and all major volunteer leadership positions in place by 2012. This way the actual planning and implementation can begin.

We are looking at how to better use some of our land holdings and we hope to have plans for either new trails or cabins in the near future. The actual work will begin in 2012 and will start a multi-year project.

We will continue to maintain our trails, shelters, cabins up to a quality which we expect. We hope to continue our efficiency gains which were implemented with the new computer system which is coming on line now. We will have improvements to our already outstanding maps and guide books and we will have a volunteer work force that continues to make the club what it is today.

VICE PRESIDENT FOR VOLUNTEERISM

Rick Canter

PATC remains strong at its core.

Perhaps the most noticeable upgrade in the past year is our improved online presence. Our I.T. Committee has dedicated staff and software which has enhanced our engagement with our membership and the broader public. For the first time this year, a member could make a reservation for the Annual Dinner with a few keystrokes and mouse clicks.

Our Maps Committee likewise is boldly pressing forward with advanced technology. PATC maps are being digitized on a schedule and we are currently looking into a possible iPhone application for our maps as well.

Our newsletter, the *Potomac Appalachian*, is led by Editor Rachel Levin with an excellent team of writers, editors and proofreaders. The newsletter remains our living document and showcases our active and very complex organization.

We remain active with outreach to the community. Most weekends, PATC engages the public at festivals and events in the Mid-Atlantic where “Trail Talkers” provide their expertise and guidance. PATC also actively trains our volunteers, with CPR and first aid training, chainsaw certification, overseer workshops and specialty workshops on specific tools and techniques.

Despite the challenges of a soft economy, our membership increased in 2011 and remains well over 6000. Sales of maps, publications and cabin rentals continue to support our ongoing activities and programs.

Our seasonal staff, the ridgerunners, had another successful season serving hikers and the environment in 2011. While the ridgerunners often stay “under the radar”, this year there were several newspaper articles featuring them, including one in the *Washington Post Magazine*.

I remain in awe of what our Club accomplishes and what our potential is as we move forward. A quick look at the Forecast of Club Events in the *Potomac Appalachian* is all you need to discover just how diverse and active PATC is. It is our 600+ overseers and administrators, as well as our seasonal and full-time staff, which provide the sum of our work. We warmly invite our kindred members to jump in and get involved as well. You can work in one of the aforementioned Committees, take care of a backcountry trail, shelter or cabin, as many of us do, or bring your unique talent and personality to the fore for the benefit of all.

I thank those members who work so hard to make PATC what it is today and welcome those who get more involved in 2012.

Supervisor of Trails

Catherine Kelleher

Committee: Trails	
Chair: Supervisor of Trails	Prepared by: Catherine Kelleher
Number of Members/Volunteers: 800+	Volunteer Hours Reported: 65,711
Number of New Members/Volunteers:	Date: November 4, 2011

PATC helped to maintain 1,065 miles of trail in 2011, including 240 miles of the AT and 825 miles of side trails and other trails in Virginia, West Virginia, Maryland, Pennsylvania and DC. Within the various trail districts, there were over 600 trails or trail sections with over 800 overseer assignments for maintaining them. There are now 40 different public land managers PATC coordinates with, consisting of a mix of federal, state, local and private entities. About 45% of the trails are on land administered by two of those land managers, Shenandoah National Park and George Washington National Forest. An exciting addition in 2011 was Wolf Trap Farm Park for the Performing Arts, located near PATC headquarters in Vienna, VA.

The PATC volunteer contribution to trails and trail maintenance is indicated by the efforts completed in the 2011 fiscal reporting period: 53,589 work hours and 12,122 travel hours or a total of 65,711 hours worked across 38 trails districts or sub districts. For the AT alone, there were 15,493 work hours and 4,074 travel hours contributed by some 166 assigned overseers and others, totaling 19,568 hours across the year. The rest of the hours benefitted trails in areas such as Prince William Forest Park, Potomac Heritage & Great Falls, Manassas National Battlefield Park, Fredericksburg & Spotsylvania, Bull Run Occoquan, Rock Creek Park as well as Mutton Hollow.

To build and improve trails and execute more significant maintenance efforts, seven week-long summer crews were conducted, three in SNP and four by the Massarock crew in the Lee District of GWNF. A fourth week in SNP was rained out. Participants as well as agency partners were pleased with the weeks' accomplishments.

Trail building activity occurred in several locations. A relocated stretch of the Tuscarora Trail in PA was completed and opened. The section traverses a portion of the Reineman Wildlife Sanctuary, elevating the hiking to a more inviting ridge route. Relocation of portions of the Tuscarora Trail in WV continued, including the installation of a 40-foot fiberglass bridge. Work began on a relocation of the AT on Calf Mountain in the south district of SNP. Rehabilitation and extension of trails Bull Run Mountain Natural Area Preserve continued. An extension of the Ford Mine trail in C&O Canal NHP was opened. Construction began on a new loop trail around Wolf Trap Farm Park, to allow neighbors and Park visitors to experience more of the wooded site.

In the area of natural threats, there were no real issues from an SNP February fire (2000 acres around Jenkins and Compton Gaps), although subsequent weeds were notably healthy. Heavy rain in April caused some erosion and washed out the parking lot at Rte. 725 in VA. Heavy area rains in the fall required repairs to tread and stream crossings in several areas.

A 500 kV power line construction across a large area of Park Service property in the Mosby district required special permits and monitoring. The final construction phase will be the landscaping. PATC also collaborated with Maryland SHA to complete work on the US340 bridge.

An adjunct to trail maintenance was the maintenance of shelters along the trails. Bear pole installation at AT shelters continued. There were also administrative efforts, such as working with Maryland DCNR for an alternate access route to the Ed Garvey shelter.

A new AT midpoint sign was put in place a few miles south of Pine Grove Furnace, with the previous one moved to the nearby AT Museum.

Youth and Trail to Every Classroom were involved several work trips, such as those from Riverheads HS Honor Society Students; Harrisonburg Valley Ridge Governor's School. Scouts and other groups contributed volunteer efforts in many districts, helped by a new area on the PATC web site devoted to highlighting potential Scout projects.

PATC hired and supervised five Ridge Runners in staggered terms to cover peak hiking season for the AT. Ridge Runners activities and necessary skills were the subject of several positive articles in local publications,

Trail maintenance training included general overseer workshops as well as several specialized training courses (stone, crosscut & axe traditional tools; rigging). To obtain or renew chainsaw certifications, PATC volunteers attended training courses held by SNP, GWNF and ATC.

An Information Technology Infrastructure change occurred in 2011, with the roll out of work trip reporting in the IMIS application. Overseers now have individual logins and the activity input can be more readily reported. Reports are now being distributed electronically to district managers.

Goals for 2012

- Recruit, train, motivate and support trail volunteers.
- Foster close, cooperative relationships between trail volunteers, agency partners and the public.
- Apply for grants to supplement the trail and shelter budget.
- Provide the opportunity to enhance the skill levels of volunteers.
- Coordinate with volunteer organizations and AT Trail Communities to accomplish trail projects.
- Determine how to provide more detailed reporting to partners where required

SUPERVISOR OF FACILITIES

Jack Adams, Supervisor

The Headquarters building has been showing its age during heavy downpours, causing considerable bailing and mopping. The ducts that penetrate the roof have been re-sealed and new drains installed. Plans are in place to have all the windows and doors re-caulked. It is hoped that these efforts will block the leaks that have plagued the building for the last few years.

The cabin maintenance program continues to ensure that our rental cabins stay in top notch condition. The Lambert cabin is presently the site of significant activity. The Pocosin cabin is the beneficiary of NPS efforts to replace the worn roof and other structural repairs. NPS funding is being used for this. Next year Doyles River cabin will be re-roofed. Mel Merritt will be looking for assistance getting materials down the trail to the cabin for this fun project. Little Cove cabin, one of our newest cabins on the Tuscarora Trail in PA, continues to be upgraded.

New shelters continue to be built along the underserved Tuscarora Trail. Burd Run in PA and Barclay's Run in WV are the newest. Reese Hollow shelter is well on its way in PA. It's not far from the Little Cove cabin and offers a water source on an otherwise long dry stretch of trail. REI has funded the construction of yet another Tuscarora Trail shelter. This one may be built near the intersection of the Tuscarora and Massanutten Trails near Strasburg Reservoir, thereby serving two trail systems. The construction of the Charlie Irvin Memorial Shelter is slated to begin next year in PA. AT shelters in MD have been undergoing significant maintenance efforts. SNP shelters/huts will be next on the agenda of the AT shelter maintenance program.

Bears Den continues to provide significant support to the hiking public. Unfortunately, it will lose its caretakers next spring. The Bears Den Committee is actively searching for new caretakers.

LAND MANAGEMENT

Ric Francke, Supervisor of Lands

Bill Downes, Land Management Committee Chair

Land Management	
Ric Francke, Supervisor of Lands Bill Downes, Land Management Committee Chair	Prepared by: Ric Francke, Bill Downes
Number of Members/Volunteers: 35	Volunteer Hours Reported: 1,467 hours
Number of New Members/Volunteers: 2	Date: October 11, 2011

PATC did not purchase any new properties in 2011, but concentrated on managing its existing properties to the best interest of the club. As of September 30, 2011 PATC now owns 40 parcels containing more than 2,150 acres spread over 20 counties in 4 states.

This year the Club recorded a new conservation easement for the 60-acre Shaver Hollow property in Page County, VA, in favor of the Virginia Outdoors Foundation. Measures are now underway to finalize the registration of the associated tax credits by the Commonwealth of Virginia. We anticipate that these tax credits will be sold during 2012, realizing approximately \$72,000 to PATC.

In one of the most important new developments in the protection of the Tuscarora Trail, PATC was granted in September a trail easement from the Central Pennsylvania Conservancy providing a one-mile long trail corridor, as well as permission to construct the Charlie Irvin trail shelter, on a tract adjacent to the Reineman Wildlife Sanctuary in Perry County, Pennsylvania. Together with an earlier trail agreement from the Reineman Sanctuary, this easement enables nearly twelve miles of dangerous road walk to be replaced by a scenic, if rugged, woodland and cliff-top trail.

The Land Management Committee held a spring committee meeting at the Dunlodge Cabin. The meeting was started with a tour of Dunlodge and its grounds by Thomas Jorgenson. Subjects addressed during this meeting and throughout the year included land management policies and procedures, budgeting for tract management, road maintenance, trespass, reporting of volunteer hours, cabin use policy, property boundary marking and signs, GPS and GIS implications for tract management, revegetation needs, hunting issues, and neighbor relations. The meeting was very successful with 20 committee members and the PATC President attending. The committee plans to hold its next meeting in the spring of 2012 at one of the PATC's northern properties.

Tract Managers and other volunteers continued their work managing our lands. Roads were maintained including major repairs to the roads on the Entry Run, Mutton Hollow, and Eaton Hollow tracts. Other accomplishments of the tract managers included marking tract boundaries, mowing fields and along roads, establishing and maintaining good relations with

our neighbors, and reporting tract and road conditions. Thanks to all of our tract managers and volunteers for their continuing work looking after and protecting our land.

SUPERVISOR OF ACTIVITIES

Randy A. Motz, Supervisor

Committee: Activities	
Chair: Randy A. Motz	Prepared by: Randy A. Motz
Number of Members/Volunteers: 296	Volunteer Hours Reported: 1,703 (as of 9/30/11)
Number of New Members/Volunteers: 30	Date: September 15, 2011

2011

In 2011, PATC's "Trail Talkers" participated in a total of 23 events, staffed by 84 volunteers. This was two more events than in 2010. The list of members wishing to be involved with outreach events has steadily grown, and now numbers 296.

After evaluating our ROI in time, expense and volunteer hours at past events, we chose to not participate in many events in 2011 that were deemed unproductive in past years. We replaced them with new events such as the George Mason Health & Fitness Expo, Panhandle Earth Day, Shenandoah Riverfest and the Appalachian Trail Museum Festival. The Southern Shenandoah Chapter alone represented PATC at seven separate events, giving us extensive exposure in the Shenandoah Valley. Our Boy Scout liaison also continued the club's involvement at several Boy Scout events.

The inaugural "PATC Day & Picnic" at Greenbrier State Park was a rousing success and will be repeated on alternate years with the Pig Roast.

At the 75th Anniversary Celebration of Shenandoah National Park, "Trail Talkers" assisted park staff with parking the large number of cars arriving at the event, as well as staffing our display near the Byrd Visitor Center.

The Activities Committee began to formulate plans to reach out to the young professional demographic in the D.C. area. In the works are events such as a hike/wine tasting event, a barge ride on the C&O Canal, presentations at major outfitters in our area, and placing PATC brochures in health clubs. We will also be putting forth a major effort to attend local schools where we will give presentations about PATC and the Appalachian Trail and our participation in the George Mason Health & Fitness Expo exposed us to college students and professors.

The Activities Committee will also begin partnering with the many hiking MeetUp groups on the internet to promote our hikes and work trips. These online social networking groups boast total memberships on over 7,000 members, most of whom are young, professional outdoor enthusiasts, the very demographic we need to attract.

To better understand the needs and desires of our members, a membership survey was developed and PATC members were encouraged to complete the survey online at

SurveyMonkey.com. It is hoped that the results of this survey will give the club's Executive Committee insight into how to approach the future of the club. It will also help in the development of programs that meet our member's needs.

Goals for 2012

We will continue to pursue the initiatives developed in 2011. We will also be looking at better ways to disseminate club information to those who visit our displays at community outreach events. Currently, our volunteers mail out information packets to those who request them at outreach events. This is a very costly and labor-intensive process. Based on statistics that show that very few people who stop by our display and request an information packet actually become PATC members, we have begun emailing out the information packets and will look at ways to streamline this process even further.

This lack of membership growth from outreach event contact in no way means that our efforts in this area should be curtailed. PATC's presence at these events puts a face on our organization and keeps our name, as well as our mission and vision, in the public eye. It also allows us to introduce people to the club and our products, an introduction they would not have received had we not been there. The number of positive comments we receive at these events regarding the quality of our trail maintenance, rental cabins, maps and guidebooks make our being at these events part of our total marketing package.

In 2011, Activities had two main goals. First is to evaluate which of our annual events give us the best ROI of time, expense and volunteer hours. Those deemed too costly or not a good use of our time and volunteers, will be eliminated. Secondly, we will seek out, and participate in, events that cater to the large number of young professionals in the DC area who are active in outdoor recreational endeavors. We will also offer PATC activities that are more in line with what this group looks for to fill their recreational time. Events such as a wine tasting/hike, a barge ride and barbeque on the C&O canal and making our semi-annual picnic a more "family oriented" event are some of the ideas on the table. We are also looking for better ways to inform the public of our mission and vision by giving more presentations at outfitters, schools and other venues.

Supervisor of Communications

Jim Tomlin

Committee: Supervisor of Communications	
Chair: Jim Tomlin	Prepared by: Jim Tomlin
Number of Members/Volunteers: Six	Volunteer Hours Reported: 90
Number of New Members/Volunteers: None	Date: October 30, 2011

Report for 2011:

The hours reported are for the committee chair alone. Other hours are reported respectively by the editor of the Potomac Appalachian and chair of the IT committee.

The *Potomac Appalachian* newsletter staff, led by Rachel Levin (see separate report), did an outstanding job in 2011. Emily Dorr, the newsletter layout lead, deserves much of the praise as well. A renewal of PA volunteers is again upon us, with new volunteers taking on new roles.

The PATC website, under the management of Kit Sheffield and Lee Manning, also rose to new heights in 2011 (see separate report from IT Committee) and continues to add new features.

Other communications-related activities in 2011:

A project was completed to scan the entire archive of PATC-produced maps. These paper maps date back to the 1930s. A digital archive has now been produced of more than 400 PATC maps and is available for PATC volunteers to examine through the PATC Archivists.

A collaboration with the University of Maryland Terrapin Trail Club was a decided success in GPS-ing all of the side trails in the Harpers Ferry area.

The Supervisor of Communications assisted in the implementation of the new Hawksbill Award for volunteers.

Goals for 2012:

Recruit a new Public Affairs committee to assist with the coordination of PATC-related news items.

SUPERVISOR OF MEMBERSHIP

Alan Day, Supervisor

Committee: Membership	
Chair: Alan Day	Prepared by: Alan Day
Number of Members/Volunteers: 3	Volunteer Hours Reported: 600
Number of New Members/Volunteers: 1	Date: September 28, 2011

Highlights of the committee's work for 2011

- Eleven New Members Meetings orienting 22 new members to PATC. While the average meeting has 1-3 attendees, continue to believe this to be a valuable, low cost resource
- 2011 Annual Meeting – Asst Professor of Geology Callan Bentley will be the keynote speaker on the geology of Shenandoah Park
- Provided support & guidance to PATC staff member implementing the iMIS integrated data management system -- the membership database is now hosted on iMIS; membership and annual meeting fees can now be paid on-line by credit card through iMIS.
- Piloted the PATC Annual meeting registration & payment with email/web; this capability also allows membership renewal & reinstatement of lapsed members by email & will take a large administrative burden from PATC staff.
- Improved new member integration by automating the passage of new member contact information to those committees that the new member expressed interest in. Member renewals and reinstatements have improved. Kudos for the IT committee (Lee Manning, Jim Tomlin, & Kit Sheffield) for making this iMIS function happen this year.

Goals for 2012

- Complete implementation of the iMIS system
- Continue improving number of PATC memberships
- See if the new member integration efforts noted above have a positive effect on new member renewals
- Initiate an effort to reinstate lapsed members.

The least expensive way to build the PATC membership rolls is to improve the renewal rate for members that have joined on their own initiative. Many people who support the PATC mission and join to support that mission, do not otherwise participate actively – PATC appreciates their financial & political support. Members that do participate actively are more likely to renew.

Treasurer's Report

Jay Jupiter

Committee: Finance	Date: October 24, 2011
Chair: Jay Jupiter	Prepared by: Jay Jupiter
Number of Volunteers:	Volunteer Hours Reported: 700

The Potomac Appalachian Trail Club funds its operations through six main revenue sources: memberships, cabin rental, publication and product sales, donations, and sales of conservation easement tax credits. When necessary to provide liquidity the PATC draws on the Endowment funds. This year we relied heavily upon donations and the endowment fund in order to balance our revenues and expenditures. The schedule below shows the *pro forma* approximation of sources and uses of funds for the last two years:

Source and Application of Funds

Funds were provided by	Twelve Month Unaudited Projections	
	2011	2010
Sales		
Maps	80,000	74,000
Publications	75,000	80,000
Third Party Products	2,000	1,000
Retail	35,000	40,000
Reimbursed Shipping	12,000	13,000
Total Sales	204,000	208,000
Cabin Rental	250,000	214,000
Memberships	170,000	175,000
Gifts, Grants, Donations	127,000	72,000
Tax Credit Sales and Credits	118,000	229,000
Trail Centers Income	85,000	75,000
Annual Meeting	4,000	3,500
Reimbursements	35,000	27,000
Draw from Endowment & Liquidity	107,900	545,000
Total Funds Provided	1,100,900	1,548,500
Funds were used for:		
Cost of Goods Sold		
Map Printing and Design	75,000	40,000
Other Printing and Purch	60,000	60,000
Total Cost of Goods Sold	135,000	100,000
Operations	135,000	125,000
Payroll & Benefits **	455,000	440,000
Trail Centers Expenses	90,000	85,000
Membership and Fundraising	66,000	77,000
Trails and Shelters	25,000	41,000
Lands Maint. & Acquisitions	41,900	549,500
Cabin Maint & Construction	153,000	131,000
Total Funds Used	1,100,900	1,548,500

** Personnel Expenses would generally be substantially allocated to programs

ATC Mid-Atlantic Regional Partnership Committee

Representative: Pete Brown Alternate: Kerry Snow	Prepared by: Pete Brown
Number of Members/Volunteers: 2	Volunteer Hours Reported: 55.5
Number of New Members/Volunteers: N/A	Date: October 19, 2011

The Mid-Atlantic Regional Partnership Committee consists of representatives from each of the mid-Atlantic maintaining clubs, and meets with representatives from the ATC regional office in Boiling Springs, PA, and government partners such as the AT Park office and state and federal land managers. It meets twice a year to provide communication between organizations, voice concerns, and make recommendations to the ATC Stewardship Council. Last year's fall meeting was held at Shartlesville, PA. The spring meeting was held at the Giant Food Store on Linglestown Road north of Harrisburg, PA. This year's fall meeting is at Shartlesville, PA, on October 2nd. All meetings are open to the public, but only invited attendees are free to join the discussions, and only MARPC members are granted voting privileges.

Among the many items considered at the spring meeting were reports from the AT park office, ATC, and the regional clubs. Barbara Weiman was elected to be the MARPC representative on the Stewardship Council. Walt Daniels of the NYNJ TC and Susan Charkes of the BATONA TC were endorsed for seats on the council.

There were presentations and discussions on:

- Trail assessment data.
- Local management planning.
- The AT community partner program.
- The DOJ Ruling on accessible trails.
- Proposed policies on invasive species, bridges, group and commercial use, special events, and new LNT items.
- MARPC subcommittees and working groups.
- An update from the RPC handbook committee.
- Designing an AT display.

The fall meeting will hear reports from ATPO and ATC. Volunteer training needs will be discussed as will trail project compliance and management approval, land protection, food storage systems at overnight sites, and Marcellus Shale impact on the AT. Voting will take place for the approval of four AT community nomination. These are Warwick, NY, Duncannon, PA, Front Royal, VA, and Waynesboro, VA.

ATC Corridor Management Committee, Tom Lupp, Chair

Committee: AT Corridor Management	
Chair(s): Tom Lupp	Prepared by: same
Number of Members/Volunteers: 38	Volunteer Hours Reported: 750.4
Number of New Members/Volunteers: 4	Date: September 28, 2011

Major Accomplishments:

Boundary maintenance was very active due to the help from ATC's Alison Scheiderer and her boundary technicians Ralph Protano and Stefan Shapiro. They made an active approach directly to the monitors and got out to work with them. I am working with Alison and crew to get monitors to provide detailed information on boundary condition to help map boundary conditions to assist with boundary recovery.

Other activities during the year included:

- Work with monitors to help them perform maintenance on their boundary sections;
- Hold training sessions for new monitors;
- Represent PATC at ATC Boundary database meetings;
- Supplying all monitors with current segment and survey maps;
- Establish new monitoring areas based on new NPS surveys;
- Work with Monitors and NPS rangers to deal with hunting & encroachment issues;
- Work with ATC, NPS and PATC to resolve a boundary marking dispute in N. VA;
- Work with ATC to determine reserved right to timber on NPS easement property.

On-Going Projects:

- Locate new and replacement monitors;
- Help new monitors with field activities;
- Work with volunteers to have entire NPS boundary monitored on an annual basis;
- Remove problem structures in conjunction with ATC;
- Continue with road closures in problem areas;
- Continue with bald management project on Calf Mountain;
- Monitoring of grazing & mowing SUP for Ridenour Property in MD;
- Mowing of the open areas near Linden VA, Ovoka Farms VA and Turners Gap MD;
- Revisions to the AT Local Management Plan.

Goals for 2012:

- Installation of rail fence at Fox Gap MD, as part of the overall management plan;
- Locate new volunteers as needed;
- Have regularly scheduled boundary maintenance work trips;
- Work with ATC staff to recover boundary using staff & volunteers.

Committee Members/Volunteers nominated for awards:

All members have been nominated for ATC service hours awards.

BEARS DEN MANAGEMENT COMMITTEE

Vern Conaway and Mary Sue Roach, Co- Chairs

Committee: Bears Den Management	Date: October 31, 2011
Chairs: Vern Conaway and Mary Sue Roach	Prepared by: Mary Sue Roach
Number of Volunteers:	Volunteer Hours Reported 2,275

Bear's Den Trail Center had plenty of visitors in the past 12 months. Our records show that the total number of guests who spent the night either in the lodge, the cottage or the campground was 4,914 persons and 1,205 of those were backpackers - they arrived at Bears Den on foot. These numbers don't include the many visitors that arrived daily for trail head parking, a day hike, a picnic spot, or to catch the sunset at Bears Den Rocks. Among these guests, we continued to have people introduce themselves to us who are "discovering" Bears Den Trail Center, PATC and the ATC for the very first time and who plan to be back and get more involved.

Bear's Den continues to host returning groups. We've established a good show of regulars who come back for the same weekend year after year. These range from scout troops to family reunions to family campouts to church retreats. More and more we are hosting section hikers who spend several days with us while they complete this section of trail in day hikes. Bear's Den was the site of the 2011 ALDHA Ruck, a hiker gathering, which made the move to Virginia last January and plans to be back in 2012.

We hired a summer staff assistant for a third successful year. This college age person worked alongside the managers during the busiest months.

Volunteers continued to play a key factor in the success of Bear's Den. Total volunteer hours in the past 12 months add up to 2,275 hours. They assisted with many of the major maintenance duties. Most notably, Charlie and Jeanine Kinney and John Killam spent many hours working on the lodge and the cottage in various capacities. Other volunteer activities included trail clean up, interior painting, hauling and splitting firewood, garden planting, lawn and garden upkeep, housekeeping and lodge management help, cottage care-taking, and more.

Blackburn Trail Center

Chris Brunton, Manager

Committee: Blackburn Trail Center	Date: October 25, 2011
Chair: Chris Brunton	Prepared by: Chris Brunton
Number of Volunteers:	Volunteer Hours Reported

As in previous years, 2011 has been a busy and productive year at the Trail Center. Our caretakers for the last two years, Brian and Laura Jo, stayed and worked their third season for us continuing to offer a big welcome and, on many nights, a pasta dinner to the hikers. Although we can never take an exact count of visitors there is no doubt that we had quite an increase in 2011. In fact, this year we had a record-setting single evening of 41 through-hikers on July 2nd. On that same night we also had a large group of Boy Scouts camping up in the group campground! In addition to our day, section and through-hiker visitors, our weekend and weekday rentals have also increased. Brian and Laura Jo's finished up their last season this past month and we thank them for all the hard work. They were excellent representatives for PATC and the Center.

In spite of some snow day cancellations our 2011 as mentioned above our paid rentals increased this year. Rental groups included: nine visits by Scout Troops; Sierra Club brought an "Inner City Group" from Baltimore; many "friends and family" groups; and a college group from the University of Maryland on an "Alternative Spring Break" who helped dig out an old privy pit. Certainly a different experience from the usual Florida Spring Break so not sure they will be back next year! A group from "Lifeline" was back for their fourth visit. In addition the Poolsville High School Ecology Class, led by Joyce Bailey, The Salisbury School, The Waldorf School of Baltimore and Gettysburg College all made weekday stays combining retreat meetings with hikes on the AT. The Maryland Outdoor Club made two visits this year. Also, for the 6th year in a row a PATC group led by Tom and Heather Pacquin, along with their large group of friends from Capitol Hill, rented the Center for their Thanksgiving getaway.

PATC also took advantage of our facility. Mel Merritt held his annual cabins meeting during which they helped us move one of our privies from a filled box to the hole that had earlier been dug out by the University of Maryland crew. Just the kind of help the Manager appreciates! A stone cutting, shaping and building seminar was held in late April which resulted in the Center acquiring another rebuilt wall! Later in May, Jim Tomlin held a GPS class and, over the Memorial Day Weekend, Jon and Katherine Rindt once again brought the Cadillac Crew for the three day weekend. That weekend resulted in two big trail projects being accomplished plus many jobs at the Center itself. A Ridge Runner meeting was held in July and at the end of October the Cadillac Crew returned for a work trip and to mark the transition of crew leadership from Jon and Katherine to a younger generation. This was quite an amazing visit with much work done on our access road, several pick-up truck loads of fire wood cut and some major repairs to the front of the Carriage House. The

evening dinner was also a major event with a barbequed pig cooked by John Spies plus many delicious side dishes. Speeches and toasts to Jon and Katherine followed the meal, thanking them for all the work they have put in over the years they lead the crew. It was noted that our current president, John Hedrick, and two past presidents, Sandi Marra and Lee Sheaffer, attended as did our current Supervisor of Trails, Catherine Kelleher.

One of the major accomplishments by the Blackburn Committee this season included the rebuilding of one of the bridges on our access road. My thanks go out to Jack Luksik who researched, planned and led the crew that over several weekends rebuilt this bridge. Thanks to an Eagle Scout, we acquired two new large tent pads in our camp ground. In addition, due in large part to a private donation, two new refrigerators and a new kitchen stove were purchased. Blackburn also supported the ATC corridor program by housing some of their seasonal employees.

CABINS OPERATIONS COMMITTEE

Mel Merritt, Chair

Committee: Cabins Operations

Chair(s): Mel Merritt

Prepared by: Wilson Riley

Number of Members/Volunteers: 584

Volunteer Hours Reported: 7,981

Number of New Members/Volunteers:

Date: November 4, 2011

2011 is shaping up as a banner year for Cabin Operations. PATC is not in “business,” but it does require revenue and cabins rentals have become the largest and steadiest revenue stream thanks entirely to the selfless dedication of volunteer cabin overseers, co-overseers and their many helpers too numerous to name individually. We can claim proudly that all 38 cabins in the system have been maintained in good condition and have provided outstanding recreation opportunities for our members and their guests this year.

Here are a few of the highlights for the year:

Dedicated volunteers designed and constructed a patio for the enjoyment of renters at Dunlodge, a premium cabin in Charlottesville.

Little Cove Cabin in Pennsylvania, although some work remains, was made available to renters.

The bridge on the road up to Blackburn Trail Center was replaced thanks to the efforts of Chris Brunton and crew, and the generosity of Bobby Lowery who donated the timber.

A spruced up Weaver Cabin was renamed and entered the rental system newly baptized as the Robert Humphrey Cabin. A fitting tribute to Robert for his decades long dedication to PATC’s cabins and shelters programs.

PATC Council approved Special Event Premium Reservations for members who absolutely have to schedule an event outside the normal eight week window. Now, they will be able to reserve their holiday venue one year in advance for the small consideration of paying twice the normal rate with a three day minimum.

Last, but hardly least, the Lambert Cabin received a major make over with work accomplished or underway to replace siding, trim, windows, fireplace, and new flue.

Hiking Committee, Christopher Firme, Chair

Committee: Hiking

Chair(s): Christopher Firme

Prepared by: Christopher Firme

Number of Members/Volunteers: 36

Volunteer Hours Reported: 840

Number of New Members/Volunteers: 0

Date: September 31, 2011

Major Accomplishments:

This was still an active year for the Hiking Committee and the Hike Leaders it serves. Many hikes were held throughout the 2010/2011 season (October 10-September 11). No meetings were held due to the ability of using the internet as our base for communication among the members. Maintaining an excel sheet of hike leaders and hikes for the hiking season.

PATC's Hike Leader community continued to produce hikes of a greater variety throughout 2010. Among these spectacular offerings were Backpacking, Birding, Easy, Family, Geology, Historical, In-Between, Mid-Week, Mushroom, Natural History, Outreach, Series, Vigorous, Waterfall and Wildflower along with the usual weekend hikes covering every trail in PATC's four-state area. Five dedicated Hike Leaders led five or more hikes for PATC during the year. Additionally we had one Hike Leader that led four or more hikes for PATC during the year. This year we had a total of 84 hikes with 35 hike leaders leading those hikes. With the website, the Hiking Sign-Up Sheet, Hike Leader Guide, and Hike Leader Pages are now readily accessible to Hike Leaders.

This was the second year that the hike committee assisted with the Road Scholar program (Elderhostel program) out of Shepherd's Spring in Sharpsburg, MD. The program was to hike the AT in the four state area (four hikes). They held four programs consisting of two in the spring and two in the autumn. A total of sixteen hikes were held. It was quite a successful program and helped with outreach for PATC and the AT. PATC's ridgerunners assisted with the program as well.

In response to the new website we are now allowing our vetting process to accommodate the ability to submit hikes via the website.

The old policy which is as followed for Committee members to check all submitted hikes for suitability before inclusion in the *Potomac Appalachian* "Forecast" was implemented and is running successfully. With the cooperation of all PATC Hiking Groups and the editors of the *PA* and "Forecast" a new rule was established requiring all PATC hikes to appear in the *PA* for greater co-ordination and liability coverage. With the ability of the new website this policy will have to be updated and the committee to get together and discuss.

This year the hike leader chair continued to help assist PATC Trail patrol in the hike leader course. This was very successful and will continue in the future with Trail Patrol and Hike Committee working together. One course was held in 2011.

In an effort to express some of PATC's gratitude to for their efforts, the committee awarded service awards to those individuals leading five hikes this year. Next year, we will

continue with the \$10 gift certificate toward any item in the PATC store for anyone leading five hikes and funds are requested in the 2012 Budget. To facilitate overnight camping hikes, the Committee will continue with the availability of preferential cabin rental.

Goals for 2012

1. Support and improve hiking opportunities within PATC.
2. Respond to Hike Leader needs and concerns.
3. Decrease liability exposure of PATC and its Hike Leaders and increase safety of all PATC hikes.
4. Create a community of Hike Leaders within PATC.
5. Expand the Hiking Program to include Road Scholar program (Elderhostel program), local college outing clubs, singles clubs, ski clubs and youth groups.
6. Continue to develop and encourage greater diversity of hikes offered.
7. Reach out to the local community and the hiking community in particular.
8. Maintain updated hike and excursion “rules” and forms.
9. Continue the contact and coordination between the Hiking Program and the Trail Patrol.
10. Create and implement meaningful award and recognition programs for Hike Leaders
11. Increase new member commitment to hiking activities.
12. Update the sign-up sheet to include hours of the hike leader and to be more user friendly and possible do a small online report form.

ACTION PLAN FOR 2012

1. Create a group mailing list of PATC Hike Leaders.
2. Establish a regular (bi-monthly?) on-line PATC Hike Leader newsletter.

3. Obtain representation on the Hiking Committee from all PATC Hiking Groups and interested members.
4. Continue sponsorship, budget for advertising and request funds for AHS/PATC Congressional Hikes.
5. Promote diversity of hiking opportunities by contacting Backpacking 101 participants, placing ads and articles in the *PA* highlighting hikes with themes, e.g. local history, natural history, singles, backpacking.
6. Facilitate co-leadership of hikes and excursions with other groups by establishing co-leading rules and matching up PATC Hike Leaders with leaders from other groups.
7. Update the hike and excursion rules and forms as needed.
8. Work with *PA* and “Forecast” editors to implement agreed-upon plan for Hiking Committee vetting of proposed hikes.
9. Increase the contact and coordination between the Hiking Committee and the Trail Patrol to promote hike leadership by maintaining contact with the Trail Patrol Hike Leader Training Coordinator.
10. Continue to promote and facilitate interactive Hike Submission form project by maintaining contact with Computer Committee.
11. Establish college-based hikes and outing clubs sponsored by PATC through local contacts and advertising in college newspapers
12. Budget and maintain fund to reimburse Hike Leaders paying for a cabin rental in advance of a planned PATC excursion.
13. Implement Hike Leader Awards and Recognition Program by awarding \$10 gift certificates to 5-time hike leaders. Explore possibility of grant money for PATC

caps or rocker patches. Broadcast all PATC benefits available to Hike Leader for their volunteer work.

14. Budget and fund Hike Leader Awards and Recognition Program

15. Contact local retailers to create and distribute a "Hike Leader Discount Card."

16. Follow up on all New Member Interest Forms indicating Hike Leadership interest.

17. Follow up on all Hiking Sign-up Sheets by sending PATC information packets to non-member hike participants.

18. Regularly obtain lists of Hike Leader Training and Backpacking 101 participants from Trail Patrol to encourage volunteer commitment.

19. Provide all Hike Leaders with PATC brochures to hand out to non-members.

20. Explore other club's Hike Leader requirements and tailor PATC requirements to our needs.

21. Continue to improve Hike Advertisement process.

22. Co-ordinate with the Mountaineering and Ski Touring sections to standardize excursion procedures.

RESOURCES NEEDED FOR 2012

5 Hike Leader PATC Store Gift Certificates.....\$50.00

Excursion Cabin Rental Reimbursement Fund.....0.00

Facilities and Equipment

1. A current, weekly-updated on-line "Forecast" of hiking activities at the PATC website.

2. An interactive on-line Hike Advertisement Submission form that allows posting with as little as one week advance.

3. An auto-messaging system that sends all Hike Advertisement Submissions to the Hiking Committee to be vetted on-line and forwarded to the Forecast editor. (see attachment)
4. An updateable Hike Leader web page at the PATC website. (see attachment)
5. Advance reservation of cabins for excursions.

Staff/PATC Members

1. A computer programmer who can implement our computer needs.
2. A webmaster who can update the “Forecast” of hiking activities.
3. Cooperation from the PA and “Forecast” editors to acknowledge Hike Leaders’ submissions and automatically forward packaged attachments of Sign-Up Sheets and other information.
4. Cooperation from the “Forecast” editor to forward in a group mailing submitted Hike Advertisements for vetting by the Hiking Committee.
5. Help from the New Members Committee in sending PATC information packets to non-member hike participants.
6. Lists of participants of the Hike Leader Training and Backpacking 101 courses from Trail Patrol.

INFORMATION TECHNOLOGY COMMITTEE

Lee Manning, Chair

Committee: Information Technology Committee	
Chair: Lee J. Manning	Prepared by: Lee J. Manning
Number of Members/Volunteers: 3	Volunteer Hours Reported: 500
Number of New Members/Volunteers: 1	Date: October 20, 2011

FY 2011 began during a most difficult time for PATC. We had just lost our entire web site to a malicious hacker attack, and while a replacement site had been under development for some months, it was not expected to be operational for several months after the attack.

The contractual effort to complete our iMIS replacement site was immediately put on a fast track, and within days a new site was operating. While this again supported PATC's presence on the web, many of the functions supported by the former site could not be supported without further work. Between October 2010 and September 2011 we have been successful in all of the following areas:

1. Restored basic descriptions of PATC and its internal structure, rescued from the former site and re-posted to the new site.
2. Registered the entire PATC membership roster as potential users of the new iMIS web site.
3. Established system-wide security procedures and definitions to assure that we would never repeat the hacker-caused catastrophe we had just experienced.
4. Created an on-line calendar function to display PATC events such as hikes, trail work outings, meetings and so forth, and which allows registered users to add and/or edit events.
5. Automated the reporting of volunteer work hours directly to the on-line PATC database, ensuring that all work could be reported to our cooperating organizations using fully automated procedures.
6. Instituted electronic delivery of our newsletter, *The Potomac Appalachian*, and created an on-line archive with both current and former print issues available for download by all.
7. Implemented on-line payment via credit card for event registrations and dues renewals, preparatory to the full implementation of on-line shopping for all of PATC's "store" products, including maps, guidebooks, and other items. These transactions now deposit cash directly into the PATC account for the first time in the history of the club.
8. Established procedures for the posting of important announcements and news items, including a priority "News Flash" area on our Home Page.
9. Supported volunteer recognition through the "Volunteer of the Month" program.

10. Provided high level customer service, generally seven days a week.

Your IT Committee also led the effort to lower PATC's costs and improve Internet service by acquiring competitive bids and awarding a three year contract to Cox Communications, to provide improved high speed broadband Internet service and voice line telephone service to our Vienna headquarters building. The net savings to PATC due to this change will be \$3,300.00 over the three year term.

Through a combination of volunteer leadership and a new permanent full time staff IT position, we have been able to direct and coordinate the work of several contractors, together providing all software maintenance for the iMIS web site, and all internal network and hardware support.

Goals for 2012

In 2012 we expect to complete the full conversion of PATC's Internet functionality over to the iMIS site, bringing the rest of the "Store" functions on-line, with both automated ordering and payment supported on-line, and to implement automated new member registrations, also with on-line credit card transactions.

It is our belief that effective use of the Internet and our web site by PATC volunteers with widely diverse experience and skills requires excellent customer service. This service should be readily available to all, prompt, and should provide easy-to-use answers to all user problems. We will continue to provide these high quality customer support services, with a goal that no reported problem go unsolved for more than one day.

We expect to maintain all Internet and telephone services to the PATC Headquarters facility, and to provide most in-house problem management at no cost to PATC.

We will continue to support our entire Information Technology community via a paid staff position, providing a high level of technical expertise to the whole organization.

MAPS COMMITTEE, Chair, Brian Goudreau

Chair: Brian Goudreau	Prepared by: Brian Goudreau
Number of Members/Volunteers: 9	Volunteer Hours Reported: 554.75
Number of New Members/Volunteers: 4	Date: September 30, 2011

Major Accomplishments: Map printing and digitization:

• Map F reprint	December 18	250 copies
• Map H digitization	January 11	
• Map F reprint	February 28	500 copies
• Map H new edition	February 28	1,100 copies
• Map 12 reprint	February 28	3,000 copies
• Map 13 reprint	March 11	2,000 copies
• Map 8 reprint	April 19	500 copies
• Map 8 digitization	April 26	
• Map 8 new edition	July 8	5,000 copies
• Map 5-6 reprint	July 8	5,000 copies
• Map 9 reprint	August 11	8,250 copies
• Map 11 reprint	August 11	8,250 copies

Committee Highlights:

- In November 2010, four GPS handheld receivers were purchased and made available to volunteers who sign up to perform GPS surveys of PATC trails. These surveys support the map updates as well as the creation of a GIS geo-database of centerline data for trails. This database will eventually be used to support trail maintenance through a web-based tracking system, and can also be reformatted for download to users' GPS devices.
- In December 2010, four concurrent-use copies of ArcInfo with Extensions were purchased from ESRI to support GIS data maintenance, new map layouts, and other database development projects.
- In February 2011, digitization of Map H was completed. The new map of the south half of Massanutten Mountain features shaded relief and a GPS-compatible grid.
- In April 2011, digitization of Map 8 was completed. The new map covering parts of Northern Virginia features shaded relief and a GPS-compatible grid.
- On April 26, 2011, Brian Goudreau was appointed by the Executive Committee as the new Maps Committee Chair, taking over from Thom Kaye, who had served in that position for five years.
- Throughout the summer of 2011, the GIS Subcommittee refined the online web portal known as Project Lucidity, where volunteers can sign up for a section of PATC-maintained trails in order to conduct GPS surveys without duplicating the efforts of other volunteers. The GIS Subcommittee also developed geo-databases of PATC trails and PATC map coverage footprints. Using that geo-database, a Google API was developed which allows map viewers to see the coverage of each PATC map on a Google maps

- base, and link to the PATC Maps web page to order maps. This API will soon be incorporated into the PATC Map Sales web page, replaced the outdated black-and-white index map.
- In May and July 2011, meetings were held to foster the development of a future PATC Map P, which will highlight the Prince William County (VA) Inter-Connecting Trail. Per Executive Committee guidance, this map will not be produced unless funding can be secured from Prince William to cover most of the cost of production and printing.
- In July 2011, a three-year schedule for map updates, digitizations, and printings was drawn up and presented to Executive Committee. Per this schedule, the final PATC maps to be digitized will be Maps F and G, in March 2014.
- In August 2011, an iPhone app concept was proposed by a mapping services company whose identity is currently protected by a confidentiality agreement. The app has been under development throughout September and is scheduled for release in November 2011. The app will allow users to view their location on PATC Maps 9, 10, and 11 using only a GPS signal. The contract has been discussed with ExComm, revised to include language protecting the copyrights and trademarks of PATC, and is pending review by the Council.
- In September 2011, final updates were being made to the new digital edition of Map D. This map is scheduled to go to press by early November.
- Throughout 2011, many emails and phone calls were made to various volunteers who had offered their time and services to the Maps Committee. Most were offered the opportunity to conduct GPS surveys of trails, but three have been helping the GIS Subcommittee with GPS data editing tasks. One volunteer in Charlottesville, VA has been very helpful in editing Map 10 and will also help edit Maps 12 and 13.

Goals for 2012

- In October 2011, Maps Committee Chair will offer GPS training to volunteers who would like to learn how to conduct a GPS survey and upload their data to PATC's server.
- By November 11, 2011, reprint Map 7 (2,750 copies) and print new edition of Map D (2,750 copies)
- By mid-November, release iPhone app *PATC Maps – Shenandoah National Park* for sale on the iTunes App Store.
- By February 20, 2012, digitize Maps J and L, and print new editions (2,000 copies each)
- By May 1, 2012, update Map 10 and print new edition (9,000 copies)
- By mid-2012, release a second iPhone app *PATC Maps – MD/WV/NoVA* for sale on the iTunes App Store.
- By September 1, 2012, reprint Maps F and G (1,000 copies each)
- By November 27, 2012, update Map 7 and complete production of the new Map P if outside funding is secured. Print 5,000 copies each.
- Maps Committee has received a request from the PATC Supervisor of Trails to compile subject matter for a possible PATC publication highlighting “scaled-back hikes” along highly-accessible, low-impact trails. This book would address a growing demand among older PATC club members for shorter, less strenuous hikes. This title could provide opportunities for some of the volunteers who have contacted the Maps Committee in 2011, looking for computer-based graphics work.

Maryland AT Management Committee, Rick Canter and Tom Lupp, Co-Chairs

Committee: Maryland A.T. Management Committee

Chair(s): Rick Canter and Tom Lupp	Prepared by: Tom Lupp
Number of Members/Volunteers: 10	Volunteer Hours Reported: 110
Number of New Members/Volunteers: 0	Date: September 28, 2011

Major Accomplishments:

This year we worked on various projects.

- Collaborated with Maryland SHA to complete work on the US 340 bridge;
- Addressed issues with illegal woods road use; worked to protect trailheads and access points;
- Coordinated activities of NPS, MD DNR and other groups to identify and control invasive plants and insects along the trail and at trail heads;
- Held our first interagency meeting for the A.T. Catoctin Connector Trail;
- Members attended two cell tower site reviews near Smithsburg MD.

On-Going Projects:

- Continue work on revisions and implementation of the Fox Gap Management Plan;
- Continue to provide oversight for the JFK 50 race.
- Continue to work with MD DNR & PATC Shelter Committee to secure and open an alternate access route to the Ed Garvey Shelter;
- Continue working with the ATC Land Protection Program and MD DNR to secure and protect trails and trail heads;
- Work with overseer and ridgerunners in operation of the Annapolis Rock Campground;
- Collaborate with the City of Hagerstown to protect resources in their watershed;
- Keep informed of any plans for proposed high-tension power lines across the AT in MD;
- Keep abreast of plans for a proposed natural gas compression station near the AT in MD;
- Keep active in discussion and site visits regarding the location of a proposed 185 ft communications tower in Pleasant Valley area (formerly the Keep Tryst Rd tower).

Goals for 2012:

- Move the Michigan Brigade historic sign off the AT to a more appropriate location
- Installation of rail fence at Fox Gap;
- Work with Allegheny Power to coordinate the update to a power line that crosses the AT near Smithsburg;
- Assist with maintenance of the Annapolis Rock Campground.

Potomac Appalachian **Rachel F. Levin, Chair (PA Editor)**

Committee: Potomac Appalachian	
Chair: Rachel F. Levin, editor	Prepared by: Rachel F. Levin
Number of Members/Volunteers: 15	Volunteer Hours Reported: 750
Number of New Members/Volunteers: 3	Date: 10/15/11

FY 2011 saw staff changes to the PA, the addition of several much-needed volunteers and the launch of some key new features.

Alan Koontz, who served as editor-in-chief in 2009-2010, stepped down after a stellar year leading the PA. Rachel Levin, who had been serving as co-editor, became editor-in-chief. Toni Gazaway, who had come on board in 2010 as a proofreader, stepped up to be Rachel's co-editor.

We brought on a new Forecast editor to replace Vince Ferrari following his years of excellent service to the PA. New Forecast editor Robert Fox has done an outstanding job, especially in working with the evolving PATC online calendar. Rob receives a "dump" of information from the calendar each month and takes considerable time to re-format it into PA Forecast style.

We lost two of our veteran proofreaders during or just before the start of the 2011 fiscal year, but we were able to bring on four new proofers who have done an excellent job. One of our existing proofreaders, Kit Sheffield, stepped up to serve as the coordinator for all PA proofers, assigning sections each month based on proofreaders' availability. This system has worked very well, allowing proofreaders to take a month off when needed. Kit has done a great job serving both as a proofer and in this new role as a coordinator.

Luckily for the PA, our longtime Features Editor Joanne Erickson has continued her service. Our articles read better thanks to her meticulous work. In addition, Jane Thompson has continued in her role as our informal advisor to the PA. Jane's long history with PATC has served us well in providing context and clarifications, as well as hints for where to find information. Pat Fankhauser has also served as an invaluable informal adviser to the PA.

In line with PATC's efforts to appeal to younger membership, the PA launched a Youth Section this year. Coordinated by one of our new volunteers, Catalin Florea, this section continues to evolve and will hopefully heighten awareness of the wonders of the outdoors among our younger readers.

The visual appeal of the PA continued to get even better in 2011 thanks to our contract layout editor Emily Dorr and her co-editor Susie Mulligan. Emily and Susie consistently think "outside the box" and have used graphics and images creatively and effectively.

Working closely with our contract printer, Graphcom, we have adjusted our editorial and printing schedule so that Graphcom receives the newsletter files in plenty of time to print and deliver the newsletter so that most members receive it well before the first of the month.

Goals for 2012

Pending our budget numbers in 2012, we hope to produce at least one full-color issue, including an issue highlighting the annual dinner and awards banquet with a collage of images.

We plan to continue some of our newer features such as the Youth Section and “Echoes Down the Trail,” Tom Johnson’s occasional look at the PATC’s fascinating history.

With chief layout editor Emily Dorr stepping down as of November 2011, we hope to recruit an additional contract layout designer to share these duties with remaining designer Susie Mulligan.

I hope to continue to attract the interesting variety of words and pictures that the PA is known and loved for.

PUBLICATIONS COMMITTEE, Shirley Schulz, Chair

Committee: Publications	
Chair(s): Shirley Schulz	Prepared by: Shirley Schulz
Number of Members/Volunteers: 53	Volunteer Hours: 2,105
Number of New Members/Volunteers: 25	Date: October 21, 2011

Year's Accomplishments:

Revision and Production of the following Guidebooks:

The Tuscarora Trail North Half
Hikes in Western Maryland
Hikes in the Washington Region Part C

Revision in progress for 2012 edition of Appalachian Trail SNP

Ads created and featured in PA and website for each revised guidebook with thumbnail cover image on home page upon its release.

Overstocks on 5 titles shop around with remainder houses. Unfortunately, we only had one buyer.

Bar codes added to all revised books

Have established list of 4-6 volunteers with file formatting/layout/design skills who we now have successful experience with on book revisions.

The "how to guide" for revision editors, publications chair, formatters/designers will be complete by end of year.

Goals for 2012:

Completion of the revision and production of three guidebooks

Create and feature ads in the PA and website for each of the above revisions

Monitor Quarterly inventory/stock out report to ensure books in stock; quarterly reporting in 2011 was more consistent.

Continue to recruit/find a team of volunteers with file formatting skills and publication software experience.

Continue to recruit/develop revision editor volunteers.

Continue to refresh "how to guide" so it remains relevant for new volunteers and provides consistency in PATC guidebook production.

Shelters

Henry Horn, Chair

Committee: Shelters	
Chair: Henry Horn	Prepared by: Henry Horn
Number of Members/Volunteers:	Volunteer Hours Reported: 4,741
Number of New Members/Volunteers:	Date: October 31, 2011

The past year has been another successful year. We have added two new shelters, Burd Run shelter, in Pennsylvania on the Tuscarora Trail and are in the process of building Barclays Run Shelter in Virginia, also on the Tuscarora Trail. It is scheduled to be completed before winter sets in. We surveyed two more sites for shelters on the Tuscarora Trail and expected to start on the building of a shelter at one of these sites. Approval is still pending for the go ahead on these two shelters from the U.S. Forest Service. We have a donor willing to pay for one of the shelters, but I am afraid their commitment may wane if it takes much longer to begin construction. We had also hoped to begin repair of the barn on State property near Pine Knob Shelter and Annapolis Rocks. The state has agreed to sign a long term commitment for our use of the barn as a supply/storage depot. We still have their commitment; we just have not received the paper work and are hesitant to start work until we do.

Other accomplishments:

- Work was done at the old Rocky Run Shelter for the removal of the old eating pavilion and the improvement of the small deck in front of the shelter. Some work is still pending.
- Pine Knob Shelter interior was repainted and repaired and the roof Cool Sealed.
- Metal roof installed on the new Garvey shelter privy.
- Ensign Cowell shelter exterior was stained and the interior was given a coat of polyurethane. The privy roof was repaired.
- High Top Hut was measured for replacement logs and the logs have been ordered. We do not yet have a notice from the saw mill operator that he has cut them to our specifications.

Next Year:

For the coming year we hope to have the approvals to start work on the new shelters and to repair the barn. We also would like to work on High Top Hut next fall after the replacement logs have dried out. I will also survey the shelters in the Shenandoah National Park this fall and winter so other projects may be put on next year's schedule. There will be other repair and maintenance projects that are not scheduled at this time, but they will pop up from time to time.

Conclusion:

We have had a good year and our shelters are going into the fall in good shape. We are planning more success for next year. Many people have made this year successful, but two Crews have done yeoman's work and deserve mention: Al Black and his crew for their

work on Burd Run shelter and Mike Wingart and his crew for their work on Barclays Run Shelter.

The shelter crews in Maryland Pennsylvania and Virginia have been busy with construction this year. Three new shelters have been constructed. Two shelters on the Tuscarora Trail, one in Pennsylvania called Burd Run Shelter and one in Virginia called Spruce Pine Hollow Shelter. The Raven Rock Shelter on the Appalachian Trail was also completed. A covered eating pavilion was constructed at Tumbling Run Shelter by the overseer of that shelter, George Finney and his son Curt Finney. Next year we will be spending more time on maintenance of shelters but some construction will continue if funding is forth coming.

Reported Hours compiled for shelter work

Admin	36
SNP Total Huts	747
SNP Maintenance Huts	414
AT TOTALS	3187
ATPO	2145
PA State Forrest	1718
MD DNR	1741
GWNF	11
T-trail [All]	1100
ALL Maintenance Huts	418
TOTAL SHELTER HOURS	4741

TRAIL PATROL

Murry Moskowitz, Chair

Chair: Murry Moskowitz Vice Chair: Rush Williamson	Prepared by: Murry Moskowitz
Number of Members/Volunteers: 160	Volunteer Hours Reported: 11,078 hours
Number of New Members/Volunteers: 7	Date: October 31, 2011

Trail Patrol Annual Report for 2011

- **Patrols.** Continued providing regular electronic newsletter to Trail Patrol members providing information on trail conditions, PATC and partner patrol needs, upcoming training opportunities, and upcoming events. Provided at least 989 hours of volunteer patrols where members assisted hikers, provided information to hikers and other visitors on safe and responsible use of the backcountry, conducted light trail maintenance, and provided information on conditions to trail, shelter, and cabin overseers. Continued providing patrols in specific areas upon request of TP partners.
- **Member training and coordination.** Conducted two training weekends for new Trail Patrol probationary members, along with training hikes for probationary members, to provide means to train and certify new TP members. Provided training to bring seven probationary members into active Trail Patrol membership during 2011. Performed membership database maintenance, cleaning up contact info and certification data.
- **Ridgerunners.** Hired and supervised five Ridgerunners in 2011 to educate hikers and backpackers on safe and responsible use of the Appalachian Trail and backcountry; reported trails, shelters, and cabin conditions; conducted light trail maintenance; and assisted public and private partners on special projects. Helped ATC in Ridgerunner recruitment.
- **Leave No Trace.** Provided three Leave No Trace (LNT) courses for the mid-Atlantic region. Sponsored one LNT Master Educator course in conjunction with Shenandoah National Park (SNP) and the National Outdoor Leadership School (NOLS).
- **Backpacking.** Scheduled one introductory backpacking class (Backpacking 101) for the public but had to cancel due to low enrollment. Continued Web-based discussion forum/bulletin board that allows persons who have taken a TP backpacking class to continue to learn from other participants and organize their own trips; increase forum membership and improve its usefulness to members.

- **Hike Leadership Training.** Offered one, one-day class on hike leadership for leading day hikes. Topics included backcountry medical information, LNT ethics, hike planning, personal gear, map reading, and leadership skills.
- **CPR/AED/Wilderness First Aid.** Offered four two-day classes for TP active and probationary members, PATC members, and the general public. Offered five, two-day classes for certification in Wilderness First Aid.
- **Outreach.** Updated TP portion of PATC web site to provide information to PATC members and other web site visitors about classes offered. Developed a Trail Patrol Facebook page to facilitate communications and advertise patrol opportunities among active members.
- **Provide Partner Support.** Provided support for partner programs such as SNP's Wilderness Weekend and Old Rag Mountain Steward Program. For National Trails Day, organized and held public event in partnership with SNP and other PATC groups promoting safe and responsible backcountry use. Provided support to SNP's 75th anniversary celebration. Conducted TP partnership meetings with SNP, Maryland, ATC, and Pennsylvania to discuss Ridgerunner program and budgets.

CHARLOTTESVILLE CHAPTER

Lindsay Brown, President

Committee: Charlottesville	Date: October 21, 2011
Chair: Lindsay Brown	Prepared by: Lindsay Brown
Number of Members:	Volunteer Hours –1,312

Chapter Officers:

President-Lindsay Brown
 Vice President-Iva Gillet
 Vice President/CIO-Ken Moss
 Treasurer-Marian Styles
 Past President-John Shannon

During the past twelve months, the chapter focused on increasing our participation in club activities by enhancing our visibility within the community. This was accomplished by the development of a new website, adding a page on Facebook, and development of a Blog. We supported the SNP 75th Anniversary by having individuals involved as “Trail Talkers.” Our chapter provided very significant support for the new Dunlodge Cabin in Charlottesville. We held one joint event with the South Shenandoah Valley Chapter. Finally, our longest standing and most loyal member, John Shannon, was recognized as “Volunteer of the Month” in October 2011.

Goals for 2012 will likely include broadening our participation in trail work, more community outreach, and improved leader training in first aid.

Volunteer Hours for the 12 Months Ending September 30, 2011

AT Trail work	300 hours *
Dunlodge Vol. Work	160 hours *
Community Outreach	140 hours
Training (first aid, leadership, etc)	52 hours
Administration	240 hours
TOTAL	1,312 hours
*2/3 previous work rpts.	

NORTH CHAPTER

Bob Wise, President

Committee: North Chapter	Date: September 21, 2011
Chair: Bob Wise	Prepared by: Bob Wise
Number of Members: 256	Volunteer Hours –Not Previously Reported: 319

The members of the North Chapter maintain trails, shelters and cabins in Maryland and Pennsylvania. The chapter also leads hikes on a regular schedule during the year. There are two general meetings in the year – one in spring and one in the fall. Officers are elected in odd numbered years at the fall meeting. Between chapter meetings a board composed of the elected officers and committee chairpersons conducts business. The chapter sponsors an annual corn roast to which all PATC members are invited. There are two trail crews in the chapter, the South Mountaineers in Maryland and the Yankee Clippers in Pennsylvania. The South Mountaineers trail crew sponsors a volunteer appreciation meal, the Humiture Fest.

During the past year members of the chapter participated in numerous organized work trips and hikes on the Appalachian Trail in Pennsylvania and Maryland, the Tuscarora Trail in Pennsylvania and Maryland, the Catoctin Trail in Maryland, and side-trails in both states. The trails maintained by chapter volunteers comprise about one fifth of the total mileage of trails that PATC maintains. That mileage includes at least 23 bridges. Chapter members also maintain seventeen trail shelters and eight cabins.

In Maryland, the South Mountaineers trail crew spent the springtime working on a large erosion zone on the south slope of Pine Knob, generating and repairing about 60 devices. The crew also teamed with Scout Troop 859 from Springfield, VA on a one-day erosion control project on Lambs Knoll. Over 110 check dams and water bars were repaired or replaced along the Maryland AT in the spring of 2011.

The crew cleared weeds with vigor in early summer and continued to address erosion issues through the autumn, either side of Pogo Campsite, near Monument Knob and at other locations. Issues reported by the Maryland ridgerunners were quickly responded to. The South Mountain crew also cleared blow downs as needed on the Catoctin Trail and Appalachian Trail as well as on side trails. Over 40 blow downs were scouted and cleared by the crew on the Catoctin Trail in September.

A bear pole was installed at Crampton Gap Shelter last December. As part of an Eagle Scout project, two more bear poles were installed at the Rocky Run Shelter sites in August.

The South Mountaineers anticipate working through the winter on fair-weather weekends when possible.

The Yankee Clippers dedicated the Burd Run Shelter this spring. This shelter is a mile from the Silberman Cabin just off the Tuscarora Trail. Construction of this shelter was completed

in 2010.

This summer the Yankee Clippers completed and dedicated, in August, the Waggoner's Gap section of the Tuscarora Trail. This trail now replaces a previous section that was a long road hike. The new trail section is now a seven mile ridge hike with great views of the Cumberland Valley and goes through the Audubon Hawk Watch at Waggoners Gap. This project was possible with the cooperation of the Reineman Sanctuary, The Audubon Society, and the Central Pennsylvania Conservancy. Plans are to build a shelter on this trail in honor of Charlie Erwin which will have an overlook of the Cumberland Valley.

Also, construction continues and is nearly complete on the Reese Hollow Shelter in Cove Valley. Work is nearly complete and the shelter will probably be dedicated in the spring. Also, the privy for the shelter is near completion. The Hearth trail from the shelter to the Tuscarora Trail is now open and will be blazed soon.

Plans are to build a porch around Little Cove cabin after the shelter is complete.

Information about the North Chapter is available on PATC's web-site.

SOUTHERN SHENANDOAH VALLEY CHAPTER

Karen Waterman, President

Committee: Southern Shenandoah Valley Chapter	
Chair: Karen Waterman	Prepared by: Karen Waterman
Number of Members/Volunteers: 20	Volunteer Hours Reported 1,524
Number of New Members/Volunteers: 20	Date: October 1, 2011

Officers:

President, Karen Waterman
 Vice-President, Mark Gatewood
 Treasurer-Reba Leiding

Executive Committee:

Lynn Cameron
 Malcolm Cameron
 Al Dahler
 Michael Seth
 Betty Gatewood

This small but active chapter put in another year of advocating for hiking and preservation of the mountain environment in the Southern Shenandoah Valley. Lynn and Malcolm Cameron continue to represent the club's interests in meetings on the George Washington National Forest Plan Revision; it has been an intense year. The chapter works effectively with the North River Ranger District and Tom Johnson to push forward the Carr Mountain segment of the Great Eastern Trail and to maintain existing trails in the district which otherwise would have received little care. Mark and Betty Gatewood had worked closely with the Downtown Harrisonburg Renaissance to assist with the city's application to the Appalachian Trail Conservancy for Harrisonburg's designation to become an Appalachian Trail Community. The impressive dedication ceremony was a time of celebration! Fourteen members of our chapter attended the SNP 75th rededication ceremony; four volunteered and others joined in the day's events.

Our Chapter has done outreach events including the following: Green Scene in Harrisonburg, Earth Day in Staunton, River Fest in Waynesboro, Harrisonburg AT Community Dedication, Outdoor Adventure Fair-Sole Source in Harrisonburg, Valley Fourth in Harrisonburg. In addition the SSVC-PATC display was at the Harrisonburg Visitor's Center for over a month. It was a special opportunity for people coming into the area to learn about the PATC and receive hand-outs. In addition I have contacted each new PATC member in our interest area to welcome them, provide information and answer questions. People always are appreciative of this personal contact.

Southern Shenandoah Valley Chapter Volunteer Hours
30 Sept. 2010-30 Sept. 2011

>Trail work on the George Washington National Forest, including Carr Mountain and Great Eastern Trail	540
>Attending GWNF Plan Revision Meetings	150
>Hike Leadership-planning meetings, trail exploration, leading hikes	405
>Training Received (chainsaw, first aid GPS etc.)	0
>Public Presentations on Shenandoah Mtn. Proposals/Leave No Trace for Boy Scouts/ Leaders *PATC outreach events already reported to Randy by M. Gatewood	108*
>Website Administration	40
>Administration, membership, planning, emails etc.	191

Total Hours 1524 **

**Hours on AT section maintenance already reported through the Work Trip Report and PATC Outreach to Randy Motz

Ski Touring Section

Robert Swennes, Chair

Committee: Ski Touring Section	
Chair: Robert Swennes	Prepared by: Robert Swennes
Number of Members/Volunteers: 17	Volunteer Hours Reported: 149
Number of New Members/Volunteers:	Date: October 10, 2011

Goals for 2012

For the past several years, Lynn Yates and Erma Cameron of the STS have led trail work trips both to Canaan Valley, West Virginia (White Grass Ski Touring Center) and to the Laurel Mountain and Laurel Ridge parks in southern Pennsylvania in order to perform trail maintenance on a number of routes used by cross-country skiers once the winter snows arrive. The Section has plans to continue this volunteer effort in the years to come.

Shenandoah Mountain Rescue Group, Roy F. Oelschlager Jr., Chair

Committee: Shenandoah Mountain Rescue Group SMRG	
Chair: Roy F. Oelschlager Jr.	Prepared by: Roy F. Oelschlager Jr.
Number of Members/Volunteers: 120	Volunteer Hours Reported: 3,532
Number of New Members/Volunteers: 35	Date: 10/24/2011

The Shenandoah Mountain Rescue Group (SMRG) has been maintaining an average membership of 120 personnel for the last two years. This is due to the new members that wish to take part in the wilderness search and rescue mission. There are a percentage of members that contribute a majority of hours due to their flexible work relationships.

The number of missions that SMRG has responded to this year is low compared to previous years. There has been a surge of search and rescue missions throughout Virginia and West Virginia since August 2011. One recent mission took place in West Virginia and lasted for four days and SMRG responded as members of the Appalachian Search and Rescue Conference (ASRC).

SMRG obtained a Memorandum of Understanding (MOU) with the Virginia Department of Emergency Management (VDEM) in order to provide additional search personnel to Virginia related SAR missions. A percentage of the membership has also received training and certifications through VDEM to strengthen the core skills and roles for SAR missions.

Goals for 2012

The goals for 2012 have not been finalized at this time and will be completed in the near future. Areas of interest are:

- Updating technology
- Updating training related materials
- Strengthen core values for the membership

CABIN RESERVATIONS COMMITTEE

Stephen McLaughlin, Chair

Committee: Cabin Desk	
Chair: Stephen McLaughlin	Prepared by: Stephen McLaughlin
Number of Members/Volunteers:	Volunteer Hours Reported:
Number of New Members/Volunteers:	Date: November 7, 2011

Report for FY 2011

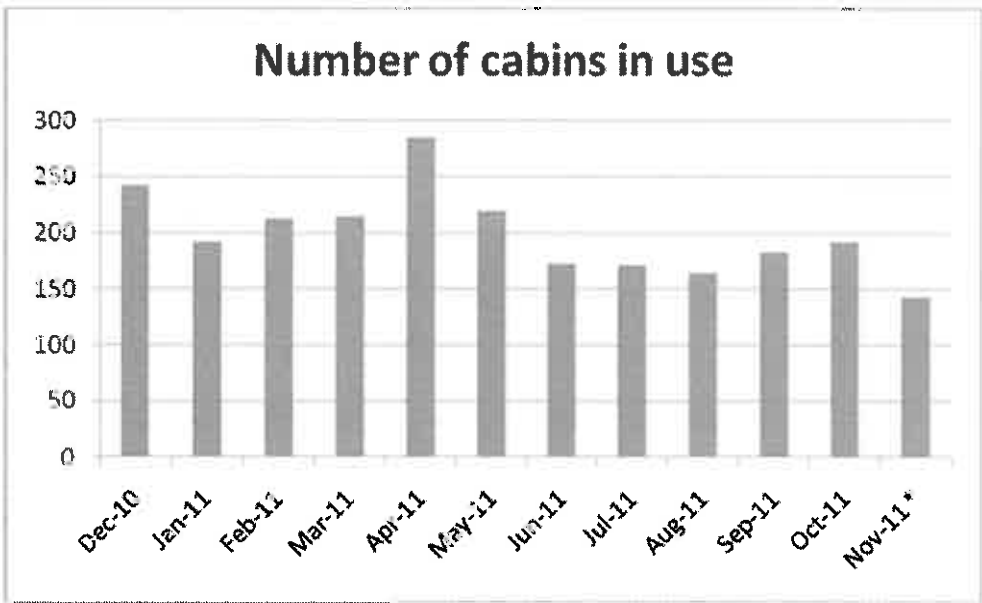
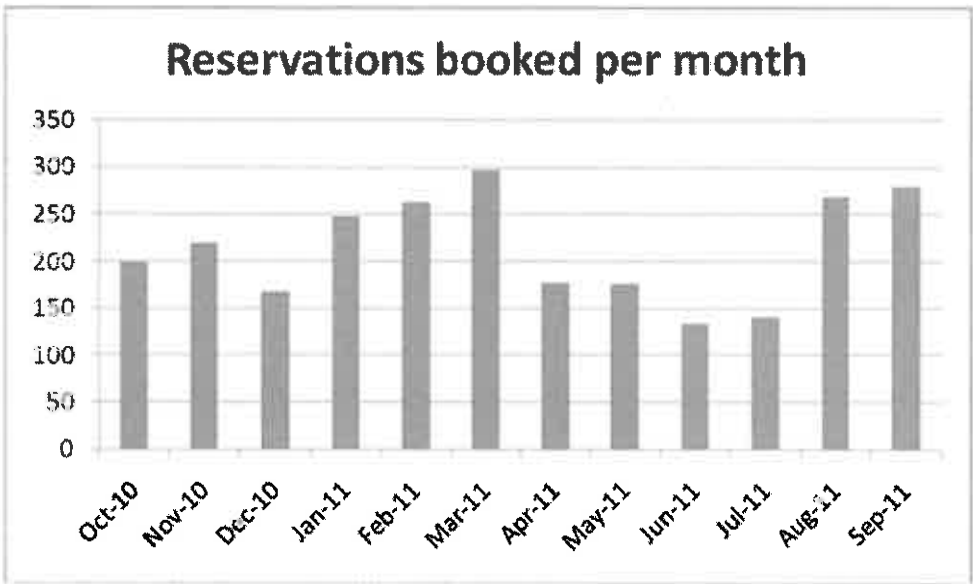
During FY 2011 the cabin desk committee successfully continued to transform its membership, as well as adjusting to the addition of new cabins and new procedures. Nine of the 25 cabin desk volunteers who worked during FY 2011 joined the cabin desk committee since March of 2010. This addition of "new blood" allowed us to largely eliminate staffing problems that had arisen in recent years due to attrition. We are grateful to welcome the following staff to our crew in the last 18 months: Beth Corrigan, Jennifer Dean, Laurie Tickle, Dayna Smith, Brett Lougee, Peter Meyer, Pam Pavrod, Tyler Young, Leslie Aaron, and Laura Madden. I am even more grateful to those veterans who keep signing up every month, year after year: Ellen Glynn, Melanie Wilson, Jean Golightly, Jay Jupiter, Allan Tanner, Paul McEnrue, Sam Perdue, Karen Sheffield, Nancy Lake, Dick Clough, and Ron Cuffe

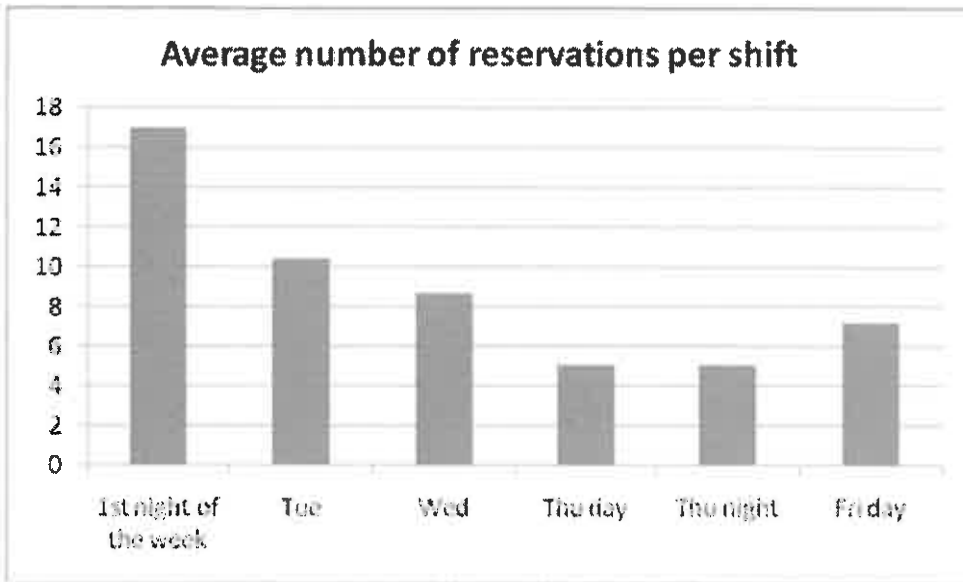
The cabin desk staff faced numerous logistical challenges in the last year, including snow storms, hurricanes, floods, and a power outage at HQ. While we had to scramble for coverage at times, and Pat Fankhauser had to assist us too often and clean up after our mistakes, the cabin desk was staffed by volunteers every time HQ was open during FY 2011 with three exceptions. That is 98.7% coverage. Our goal for FY 2012 is 100%.

In FY 2011, the cabin desk completed 2,574 cabin reservations. As experienced cabin desk staff can tell you, the busiest day of the week is always the first shift (Mondays or Tuesdays after a three day weekend). One-third of all reservations are booked on the first day of the week, an average of 17 per shift for the first day, compared with an average of just over five on Thursday shifts. With the "two months in advance" reservation policy, our busiest months at the cabin desk are March, September, August, and February - the months before the spring and fall seasons. In terms of actual use of cabins, however, December is actually our second busiest month, with April in the number one slot. Christmas and New Years are very popular dates at all of our cabins. See attached charts.

Goals for FY 2012

Our primary goals for FY 2012 are (1) get 4-5 more new volunteers, (2) cover 100% of all shifts, and (3) revise and reissue the desk manual. The influx of new volunteers was the key to filling gaps in the schedule in FY 2011, but the number of new volunteers has slowed dramatically in the last 6 months. We need to keep adding new people to balance normal attrition as people move out of the area or move on to other groups. Commuting to Vienna in the evening rush hour is a serious challenge. We also need to adapt the desk manual to take into account new policies and procedures with regard cabin reservations, including the optional "double pay" for reservations more than two months in advance, the elimination of the senior discount, and express mailing practice. Keeping up with the changes and keeping everyone in the loop has been a challenge. I would like to recruit another volunteer to focus on keeping the manual up to date.





INFORMATION & SALES DESKS

Bill Ryan, Chair

Committee: Information and Sales Desk	
Chair: Bill Ryan	Prepared by: Bill Ryan
Number of Members/Volunteers:	Volunteer Hours Reported: 900
Number of New Members/Volunteers:	Date: November 7, 2011

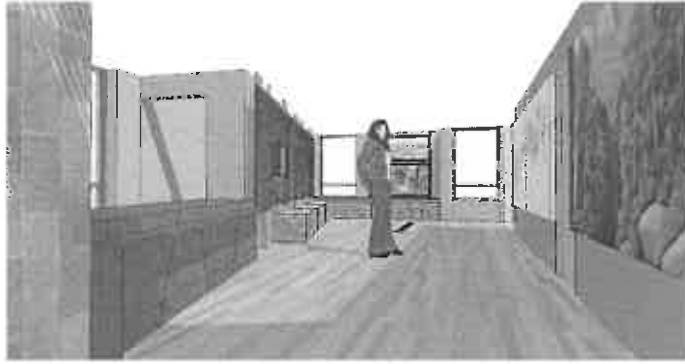
Accomplishments of 2011

The information and sales desk operations are being maintained by a cadre of fourteen (14) dedicated member volunteers for all afternoon and evening hours five days a week. This year we have added one additional member volunteer. Our combined Information/Sales desk volunteer hours accumulated from September 2010 through October 2011 is 900 hours. Our volunteers continue to improve process efficiencies including formal pre-screening of cabin reservation call-ins and membership validations.

In addition, an Ad-Hoc Modernization committee was established in January 2011. The ad-hoc committee consists of PATC HQ staff and member volunteers. The purpose of the committee is to investigate modernization options to the first floor office space. Goals of the committee include expanding the club's ability to offer more social, outreach and educational functions in the first floor space and enhance the clubs image and impact in the community. The Ad-Hoc committees presented its initial findings and proposed modernization designs to the PATC EXCOM in July. The Ad-Hoc committee is currently working on developing phased modernization options and estimated costs through a series of pro-bono construction estimates.



View from Front Door



View from conference room

Goals for 2012

- Increase information and sales desk volunteer participation
- Investigate improvements to the PATC phone systems to more efficiently answer, route and hold calls
- Obtain PATC EXCOM approval and budget to initiate Ad-Hoc modernization recommendations