**MEMBER SERVICES COMMITTEE**

**Sunday, October 12, 2014**

**7:30-9:00 a.m.**

**Hilton Americas Hotel, Lanier Grand, Ballroom E**

**Houston, TX**

**AGENDA**

1. Welcome – Dick Shiffer
2. Leadership APTA Team 5 Presentation – Dick Shiffer
3. Introduction of new committee members – Dick Shiffer
4. Approval of Minutes of March 10, 2014 committee meeting – Dick Shiffer
5. Discussion of pending change in committee leadership – Dick Shiffer

* Confirmation of new chair & election of new vice chair to occur at March meeting

1. Membership Update – Helene Brett

* Membership numbers as of October, 2014
* New members
* Lost members – fiscal year comparisons

1. Review Status of Committee Assignments – Helene Brett

* Recruitment – two new public sector members for recruitment
* Recruitment - two new private sector members for recruitment
* Reclamation - review the list of lapsed members from the past three years; identify those with which you have a relationship and can help recruit.
* Re-energize –recommendations for new members keeping diversity initiatives in mind

1. Retention Initiatives – Helene Brett

* New initiatives implemented to help retain members and support involvement

1. Expo Assignments - Helene Brett

* Staffing the Member Services desk in the APTA Center
* Visiting non-member exhibitors on the Expo floor

1. New Business
2. Next Meeting – March 9, 2015, details TBD