



NCWM - NEWS

National Conference on Weights and Measures

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Chairman's Column

Kurt Floren — Los Angeles County Agricultural Commissioner
Weights and Measures

Power In Numbers - Promise In Teamwork



Let me begin by wishing Happy New Year to you and hoping that your holidays were filled with happy and memorable times. If the holiday season for you is anything like it is for me, you are thoroughly

exhausted, but grateful for having had a few moments to focus on family, friends, and the blessings granted in having come through another year!

I am writing this column, rushing to meet press-time, within days of commencing the 2012 Interim Meeting of National Conference on Weights and Measures (NCWM) and facing the prospects and challenges of a new year ahead. I apologize in advance for any haphazardness in composing this. As I am certain was the case for most of you, 2011 finished with a flurry of local activities and demands and 2012 looks no less demanding. I look forward to seeing many in New Orleans, where we expect some 150 of our membership to convene to discuss and debate myriad issues presenting themselves in the marketplace and in our respective work. This level of attendance says a great deal about the dedication of NCWM members in seeking the necessary support and approval to travel and take part in the work of the Conference when there exist so many demands on limited resources. It is also a demonstration of the interest generated by an impressive array of topics and issues to be addressed. I will not go into discussion of them here, but encourage your review of the full agendas posted on the NCWM website in preparation for what will surely be an interesting meeting.

Here at home in southern California, where the climate has been quite comfortable

by comparison to that of many regions (days of sunshine and temperatures in the 70's), much of my time, unfortunately, has been taken up over the past couple of months dealing with a much less attractive economic climate. The state's fiscal condition is no secret to most, and the release of the governor's proposed budget in the early days of January have created a scramble to plan for addressing even greater cuts to many programs. With the budget of the California Department of Food and Agriculture (within which resides the Division of Measurement Standards) having taken a \$19 million general fund reduction in the current year and facing an additional \$12 million reduction in FY 2012-13, many of us at both state and county levels have been struggling with developing means to incorporate the nearly 30% cutbacks while preserving, as best as possible, the most key components of widely diverse functions.

Under my County Agricultural Commissioner hat, I had the opportunity to testify at a hearing of the Senate Committee on Agriculture in mid-December regarding threats posed by reductions to pest prevention efforts, protecting agriculture from invasive pests and diseases, followed by a meeting in Sacramento with the Committee Chair, at his request, and a few other Commissioners to provide additional clarification and information on the potential ramifications of program reductions. I remained in Sacramento the next day, donning my Sealer of Weights and Measures hat, to meet with a number of County Sealers from around California to evaluate statewide data regarding weights and measures programs of our 58 counties in preparation for developing legislation to pursue possible enhancements to the weighing and measuring device registration fees authorized in state law,

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Chairman's Column Continued

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which provide the core support for our weights and measures activities at the local level. The collection of statewide data reflecting hours expended in testing specified categories of devices, associated costs, the compliance levels documented, and the percentages of device populations tested with current resources will prove invaluable and, hopefully, successful in demonstrating to affected industry groups and to legislators the challenges faced and the justification for increased support for these critical programs.

I share this brief review not to seek sympathy for our "West Coast Woes" on the funding front or in any belief that all have time to focus on California issues when you face your own significant challenges in your own states. I present it, rather, to emphasize the importance of collecting, tabulating, and being prepared to present comprehensive and defensible data in the pursuit of fiscal support for all of our activities. There is power in numbers. I can say with certainty that the request for a follow-up meeting with the Senate Agricultural Committee Chairman resulted from seizing the chance to speak directly to legislators and presenting "numbers" regarding intercepted pests resulting from local and statewide efforts under already limited funding and demonstrating the obvious risks in doing less. Similarly, from past experience in negotiating device registration fee levels and other weights and measures program support mechanisms with retailers and other industry members and legislators, I am equally certain of their expectations and needs for the presentation of meaningful "numbers" to demonstrate the values and ramifications of program funding increases and decreases, respectively. During similar legislative activities several years ago, discussions of fee and funding adjustments were put off pending preparation of clear and demonstrative data regarding the efficient, effective use of existing resources and justifications for enhancements. **Thanks to collection and reporting of such data from jurisdictions throughout the state, we are now prepared to head back to the table, armed with numbers to make**

our case.

So, to step from the local level and return to the national realm, as your current Chairman of NCWM, I seek your help.

Under our present theme, "Taking Measure of Our Worth," I remain convinced that we need to pool our thoughts and data resources to provide the types of information and "numbers" discussed above, providing good, comprehensive data from around the country for use in our local fiscal discussions and negotiations regarding our weights and measures programs and to provide additional information to our industry partners on which to invite and build their support, so critical in such efforts.

I must confess that I had sincerely hoped, by this time, to have made much greater progress in coordinating outreach efforts to solicit individual input from you on such matters, developing marketplace and program surveys and collecting information on existing methodologies for generating and compiling that data. I remain committed to working with Don Onwiler, Executive Director and Carol Hockert, Chief of the National Institute of Standards and Technology (NIST) Office of Weights and Measures (OWM), and their staff members in coordinating such efforts as we move into this new year. I wish to take this opportunity, though, to invite proactive participation from any and all in sharing what you have in place in your own jurisdictions and business operations for collecting and reporting such information and your valuable and thoughtful ideas for best approaches to package and present the results in usable, productive formats for the benefit of NCWM and our individual members. Please contact me directly at (626) 575-5451 or by email at kfloren@acwm.lacounty.gov to share your suggestions and experiences. We can all benefit from you and your ideas.

While much work is ahead of us in conducting and participating in the upcoming Interim and Annual Meetings,

I will quickly share a review of what has been going on within the activities of NCWM since our July meeting in Missoula, Montana:

In August, we held a two-day orientation session for new Board of Director members at NCWM headquarters office in Lincoln, Nebraska, welcoming Terence McBride of Memphis, Tennessee, to the Board, representing the Southern Weights and Measures Association (SWMA). The orientation program provided a detailed history of our organization, the roles and responsibilities of board members, a review of current issues faced, and good discussion of the many topics NCWM is addressing and activities underway to enhance the values and benefits of NCWM in its work. We have also welcomed John Gaccione of Westchester County, New York, to the Board of Directors, in an At-Large position, as well as James Cassidy of the City of Cambridge, Massachusetts, filling the position representing the Northeastern Regional Association (NEWMA). These very skilled and enthusiastic members will surely contribute greatly to the leadership of the Conference.

In the last week of September, I attended the Annual Meeting of the Western Weights and Measures Association (WWMA), followed by the SWMA Annual Meeting in late October. Both held spirited and productive discussions on many agenda items with resulting proposals and positions that will be addressed at the NCWM Interim Meeting. Following the SWMA meeting, the NCWM Board of Directors convened for two days of meetings, receiving reports of activities and issues of concern from the regional associations, the Associate Membership Committee (AMC), NIST, and the National Type Evaluation Program (NTEP), and discussing many matters ranging from evaluation of, and potential improvements to, NCWM website functionality to future meeting site selections, strategic planning for NCWM, clarification of NCWM bylaws, progress in development and implementation of the Professional Certification Program and the Online Position Forum, and a



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host of other matters. Please review the Interim Agenda of the Board of Directors for information on these and other issues and I look forward to providing updates on these topics at the Interim Meeting.

In November, we held an orientation session for new committee members at NIST headquarters in Gaithersburg, Maryland, over the course of two days. Committee chairs engaged in discussions of the roles and responsibilities of their important positions during the first day's events and were joined by new committee members for the balance of the program. A thorough review of the NCWM Committee Handbook was undertaken, as well as discussions on committee work procedures, appropriate classification

of agenda items, and identification of potential improvements to better equip committee members with guidance on procedures and means to address and develop agenda items. Input and contributions from Carol Hockert, as well as many members of her staff were greatly appreciated in providing both the venue for the orientation program and an abundance of constructive content in the presentations.


NCWM has been busy and will continue to be so in seeking ways to meet challenges, provide solutions, and develop tools for the benefit of our members and the industries that are so richly served by the work of NCWM and its members. Again, I seek your assistance in identifying what we can

collectively do to quantify the value of our activities and generate the numbers, the data, so necessary to demonstrating that worth. There truly is power in numbers and, by combining them throughout our membership (both in terms of individual contributions of suggestions and, literally, in providing data), we can work together to aid one another in fulfilling the intent of this year's theme. Please participate in this endeavor and share your thoughts and suggestions with me. Here's to another year of challenges and great promise for teaming to conquer them!


— Kurt Floren, NCWM Chairman

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Committee News

2012 Interim Meeting

Laws and Regulations Committee

The 2011 Laws and Regulations (L&R) Committee Interim Agenda consisted of 29 items. We had lively discussion during the Interim Meeting Open Hearings, including 2 presentations on aerosols with Bag on Valve technology. In addition, the Fuels and Lubricants Subcommittee (FALS) and the Task Group on Printer Ink and Toner Cartridge met and reported to the L&R Committee. The new Packaging and Labeling Subcommittee (PALS) should soon have all members appointed, and the committee will request that the NCWM Chairman appoint a new Chair for the Moisture Loss Work Group.

210 NIST HANDBOOK 130 - GENERAL:
210-1 Clarification of Terminology: This item was **Withdrawn** from the agenda.

221 NIST HANDBOOK 130 - UNIFORM WEIGHTS AND MEASURES LAW:
221-1 Section 1. Definitions: Update international harmonization of metrology definitions. This moves forward as a **Developing Item**, assigned to NIST for development.

231 NIST HANDBOOK 130 - UNIFORM PACKAGING AND LABELING REGULATIONS:

231-1 Sections 6.12. Supplementary Quantity Declarations and 6.14. Qualification of Declaration Prohibited: This moves forward as an **Informational Item** to be developed by PALS.

231-2 Section 10.3. Aerosols and Similar Pressurized Containers: This moves forward as an **Informational Item**. The committee will develop a clearer definition of aerosols.

232 NIST HANDBOOK 130 - Uniform Regulation for the Method of Sale of Commodities:
232-1 Section 2.13.4. Declaration of Weight (Polyethylene): Provide new density values for heavier density plastics. The language amended by the WWMA moves forward as a **Voting Item**.

232-2 Section 2.19. Kerosene: This moves forward as a **Voting Item**.

232-3 Section 2.23. Animal Bedding: Disallow pre-compression volume statements on packages of compressed animal bedding. This moves forward as a **Voting Item**.

232-4 Section 2.33. Vehicle Motor Oil: This moves forward as a **Voting Item** with an implementation date of July 2013.

232-5 Section 2.XX. Retail Sale of Electricity/Vehicle: This moves forward as a **Developing Item**. NIST is gathering information, and will form a work group led by Marc Buttler to complete development.

232-6 Section 2.XX. Printer Ink and Toner Cartridges Labeling: This moves forward as an **Informational Item**. Test procedures need to be developed.

237 NIST HANDBOOK 130 - Uniform Engine Fuels and Automotive Lubricants Regulation
237-1 Section 2.1.2. Gasoline - Oxygenated Blends: Align the regulation for gasoline and gasoline-oxygenate blends with EPA language. This moves forward as a **Voting Item**.

237-2 Section 2.1.7. Minimum Motor Octane Number: This moves forward as an **Informational Item**. FALS will develop.

237-3 Section 3.1. Standardized Colors for Nozzles: Only the language regarding diesel nozzle size requirements will move forward as a **Voting Item**. The rest of the proposal was **Withdrawn**.

237-4 Section 3.13.1. Labeling of Vehicle Motor Oil: This moves forward as a **Voting Item**, with an implementation date of July 2013.

237-5 Section 3.15. Biodiesel and Biodiesel Blends: This moves forward as an **Informational Item**. A FALS work group will develop the item.

237-6 Section 3.2.X. EPA Labeling Requirements Also Apply: This moves forward as a **Voting Item**.

237-7 Section 4. Retail Storage Tanks and Dispensers: This moves forward, with some language modifications, as a **Voting Item**.

237-8 Section 4.3. Dispenser Filters: This moves forward as an **Informational Item**. FALS will develop.

237-9 Requirements for Hydrogen: This moves forward as a **Voting Item** with the language recommended by WWMA and the USNHWG.

237-10 Definitions for Hydrogen Fuel for Internal Combustion Engines and Fuel Cell Vehicles: The definitions and method of sale language recommended by

WWMA and the USNHWG move forward as **Voting Items**.

237-11 Section X.X Flex Fuel Vehicles: This moves forward as an **Informational Item**. A FALS work group will develop this item.

250 NCWM POLICY, INTERPRETATIONS, AND GUIDELINES, SECTION 2
250-1 Section 2.7. Technology Difference of Standards: Item **Withdrawn** by submitter.

260 NIST HANDBOOK 133
260-1 Section 2.3.8. Moisture Allowance - Moisture Loss for Products Not Listed: This item was **Withdrawn**. The committee recognizes the need for moisture loss guidance, and will ask the Moisture Loss Work Group to develop new language.

260-2 Section 2.3.8. Moisture Allowance - Pasta Products: This moves forward as a **Voting Item**.

260-3 Section 3.10. Animal Bedding: This moves forward as an **Informational Item**. The committee will seek input regarding evaluation of test results and MAV's.

260-4 Section 4.7. Polyethylene Sheeting - Test Procedure - Footnote Step 3: This moves forward as a **Voting Item**.

270 OTHER ITEMS - DEVELOPING ITEMS
L&R Subcommittees and Work Groups
The subcommittees and workgroups of the L&R Committee will develop the items already noted.
270-1 Fuels and Lubricants Subcommittee
270-2 Packaging and Labeling Subcommittee
270-3 Moisture Loss Work Group

— Judy Cardin, Committee Chair
Wisconsin

Specifications and Tolerances Committee

The Specifications and Tolerances (S&T) Committee agenda consisted of 26 items. The S&T Committee conducted an agenda review by conference call the week before the meeting. The committee received a good volume of comments during the Open Hearings. Thank you to everyone at the conference for their participation. Items under consideration were as follows:

320 SCALES
320-1 S.1.7. Capacity Indication, Weight Ranges, and Unit Weights: The committee recognized that alternative procedures are readily available that would allow officials and service technicians to verify whether or not an electronic computing scale complies with paragraph S.1.7. Consequently, the committee agreed that the changes proposed lacked technical merit and elected to **Withdraw** the item.

320-2 S.6.4. Railway Track Scales and Appendix D - Definitions: The committee considered the comments received during the Open Hearings and agreed with concerns raised regarding how the proposed new language would

affect equipment with an existing NTEP Certificate of Conformance. Consequently the committee agreed to designate this item **Informational**.

320-3 N.3.1.2. Interim Approval: The committee agreed that adding the words "excluding calibration" changes the intent of the proposal and agreed to move the item forward as a **Voting Item** as originally proposed.

320-4 UR.1.2. Grain Hopper Scales: In considering this item, the committee concluded that it was the likely intent of NCWM to require hopper scales manufactured as of January 1, 1986 used to weigh grain to be Class III. Therefore, the committee moved the item forward for **Voting**.

320-5 Appendix C - Units of Mass (ton): The committee heard comments from the original submitter requesting that the proposal be modified to eliminate the reference to long ton. The committee also heard comments suggesting that additional work is needed to assure that the proposed abbreviation for short ton (tn) is consistent throughout

NIST Handbook 44. Based on the comments received, the committee has modified the item and designated it as **Informational**.

320-6 Appendix D - Definitions (Reference Weight Car): The committee agreed to move this item forward as a **Voting Item** as proposed.

321 BELT-CONVEYOR SCALE SYSTEMS
321-1 S.1.9. Zero Ready Indicator: The committee moved the item forward as a **Voting Item** with suggested amendments.

321-2 UR.1. Use Requirements: The committee agreed to move this item forward as a **Voting Item**. The committee notes that if agenda items 321-1 and 321-2 both pass, the language developed under UR.3.2.(a) in agenda item 321-1 would become UR.3.1.(a) and the remaining User Requirements renumbered accordingly.

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S&T Committee Continued

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- 330 LIQUID MEASURING DEVICES**
- 330-1 S.1.6.4.1. Unit Price**
- 330-2 S.1.6.5.4. Selection of Unit Price**
- 330-3 S.1.6.6. Agreement Between Indications**
- 330-4 S.1.6.7. Recorded Representations**
- 330-5 UR.3.2. Unit Price and Product Identity**
- 330-6 UR.3.3. Computing Device**

The committee agreed that Agenda Items 330-1 through 330-6 need to be consolidated into a single agenda item. The committee proposes combining all items into a single **Voting Item**.

330-7 UR.3.X. Nozzle Color for Retail Motor Fuel Dispensers: The committee heard comments during the Open Hearings suggesting that color coding of nozzles would not prevent accidental mis-fueling. The committee received amended language to incorporate nozzle size requirements; however, the committee agreed with comments received during the Open Hearings suggesting that requiring either 1) color coding of nozzles, or 2) nozzles of different sizes for different products offered for sale, wouldn't prevent accidental mis-fueling. The committee has concerns that size requirements could negatively impact consumers with existing vehicles that may not accommodate nozzles with larger diameters. Consequently, the committee agreed to **Withdraw** this item from its agenda.

331 VEHICLE-TANK METERS

331-1 T.4. Product Depletion Test: The committee agreed that tolerances for the product depletion test of a VTM should be based on the Marked Maximum Flow Rate of the meter rather than meter size. The committee considered the two options for modifying *NIST Handbook 44* shown in the Item Under Consideration and a third (alternative) option offered by the Meter Manufacturers Association prior to the Interim Meeting. The committee agreed to propose option 2 of the item under consideration as an **Informational Item**.

336 WATER METERS

336-1 S.3. Markings: The committee agreed to move the item forward as

a **Voting Item** using the alternative language proposed by the WWMA. The committee also agreed that the General Code paragraph references in the bracketed portion of the item proposed are not needed and amended the item accordingly.

354 TAXIMETERS

354-1 S.5. Provisions for Security Seals
354-2 Global Positioning Systems Applications for Taximeters: The committee agreed with comments received during the Open Hearings that both items need additional work. Juana Williams announced during Open Hearings that NIST is forming a work group in consultation with NCWM to review and update the Taximeters Code to reflect current technology and practices. The committee supports the formation of the work group and looks forward to further development of this issue. Interested parties should contact John Barton, NIST, OWM at john.barton@nist.gov. The committee designated both items as **Developing**.

356 GRAIN MOISTURE METERS

356-1 UR.3.4. Printed Tickets: During Open Hearings, the committee received comments in support of the alternative language submitted by WWMA. They also received comments indicating that language submitted to the WWMA was different from that agreed to by the Grain Analyzer Sector; the Grain Analyzer sector had opposed deleting the phrase "calibration version identification." Based on this information the committee amended the item and decided to keep the item **Informational** due to significant changes to the language from the original version.

358 MULTIPLE DIMENSION MEASURING DEVICES

358-1 N.1.3.4. Test Objects with Protrusions: The committee agrees with comments received during Open Hearings that this proposal is a housekeeping issue and agreed to move the item forward as a **Voting Item**. The committee reviewed note 7 in Table S.4.1.b and agreed to remove the words "minimum protrusion size."

359 ELECTRONIC LIVESTOCK, MEAT, AND POULTRY EVALUATION SYSTEMS AND/OR DEVICES - TENTATIVE CODE

359-1 Tentative Status of Code 5.59.: The committee agreed with comments heard during Open Hearings that, despite there being no evidence that States have applied the Code while in a tentative status, GIPSA has applied the Code on a regular basis and is requesting tentative status be lifted to allow enforcement of the Code. Consequently, the committee agreed to move this item forward as a **Voting Item**.

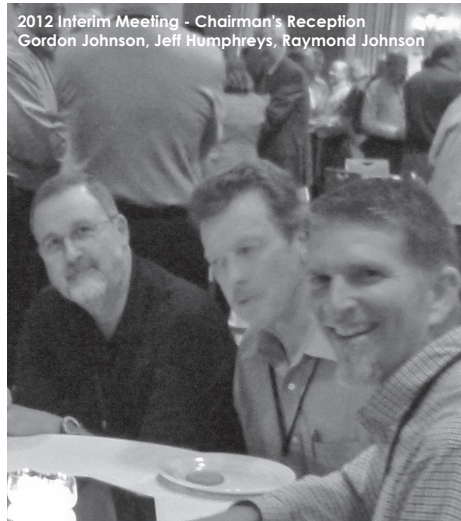
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360 OTHER ITEMS – DEVELOPING ITEMS

360-1 International Organization of Legal Metrology (OIML) Report
360-2 D G-S.1. Identification.
360-3 D Part 2.20. Weigh-In-Motion Vehicle Scales for Law Enforcement - Work Group
360-4 Part 3.30. Price Posting and Computing Capability and Requirements for a Retail Motor-Fuel Dispenser (RMFD)
The committee agreed to maintain the **Developing** status of these four items.

I wish to express my thanks to the committee members and the technical advisors from NIST and Measurement Canada for all their hard work to assure that this agenda was completed on time.

— Steve Giguere, Committee Chair
Maine



Professional Development Committee

The Professional Development Committee (PDC) continues to focus on five discipline areas under the committees purview: Professional Certification Program, Instructor Improvement, Topics for Conference Training, Safety Awareness, Website development and Publications.

410 EDUCATION

410-1 Professional Certification Program: The existing online certification exam covering Retail Motor Fuel Dispensing Systems is available to all sectors of the weights and measures community. The committee encourages all members in the weights and measures profession to become certified using the NCWM Professional Certification Program.

On the issue of using the NCWM professional certifications for registered service agents (RSAs), the majority responded with interest in this area. The committee worked with NCWM staff to solicit RSA volunteers to take the exam for free in order to get feedback. Volunteers who passed the exam were given the opportunity to get the formal certificate if they pay the \$75 testing fee. Four RSA's took the exam thus far and others are scheduled to take it. The committee will gather additional data, evaluate the results and report at the Annual Meeting.

Several state officials questioned the appropriateness of charging these volunteers for the certificate. They noted that there is considerable time invested in taking the exam so that those that passed could have been rewarded with a waiver of the fee. NCWM Executive Director, Don Onwiler reported that the exam fee structure is controlled by the Board of Directors. NCWM has made the testing free to members and is looking to use this program to improve membership value. The committee has verified that participants were advised of the conditions when the volunteers were contacted. The WWMA made a proposal in 2011 that NCWM consider a tiered membership that would allow for a group rate category or reduced fees for non-members presently employed in a weights and measures related field wishing only to take the examinations.

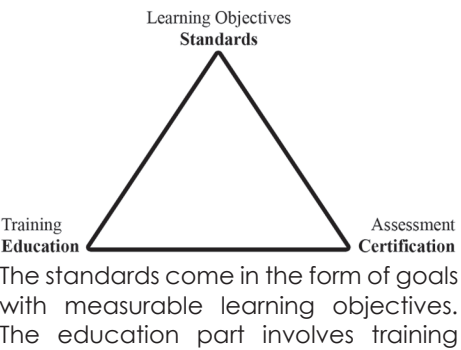
The committee will ask the Board to consider these comments.

A Certification Exam Survey was distributed and received 134 responses covering 25 states, approximately 80% weights and measures and 20% industry. Based on the responses the committee has selected the following subjects for priority development and will be requesting that the Board of Directors extend the Certification Coordinator's contract for these new projects:

- Medium Capacity Scales
- Large Capacity Scales III and IIII
- LPG and Anhydrous Ammonia Liquid
- Price Verification

Central to the success of developing these examinations is the participation of the Subject Matter Experts (SME) and the Certification Coordinator who develops and reviews exam questions. I want to thank all the SME's and Ross Andersen, Certification Coordinator, for their dedication in preparing and reviewing test questions this is no small task! NCWM members with interest in participating as an SME can find assistance by reviewing the PDC Body of Knowledge (BOK) and Writing Examination Question documents on NCWM website. The Certification Coordinator will be needed and essential to carry forward this work.

The Certification Triangle, a visual aide and model is comprised of NCWM, NIST/OWM, and States working on training/education, standards and certification working in concert. It is important that users of the Professional Certification Program understand how the pieces fit together and form a coherent system. To illustrate the relationships the committee can describe the system as a triangle of interdependent parts.



provided to help the candidate reach the desired level of proficiency for each of the learning objectives. The certification involves an assessment of proficiency that measures whether or not the objectives have been met.

At the 2012 Interim Meeting the committee received a comment from NIST, OWM that there is a need to provide an assessment tool to measure basic competence in fundamental subject areas such as *NIST Handbook 44*. They hope to partner with the NCWM to administer those assessments using the NCWM testing service. This would assure that participants at NIST sponsored training possess basic levels of proficiency so that instructors can deliver the primary material rather than spend time bringing all students up to a basic level.

The committee agrees and believes this fits with ongoing efforts to create a BOK and an exam to assess competence in mathematics for the entry level inspector. This could also be a useful tool to any jurisdiction offering training in these basic areas. The committee will call these baseline competency examinations defined as: Baseline Competency Examination - refers to verification of proficiency relative to one of the basic modules in the BOK for the profession. After obtaining a passing score on the exam, the candidate is issued a certificate stating he/she has met the competency standard.

The initial modules under consideration for the basic competency examinations are:

- Module XX. Weights and Measures Core Mathematics
- Module 4.2. *NIST Handbook 44* – Introduction to Device Control
- Module 4.3. Weighing Systems – General
- Module 4.4. Dynamic Volume Measuring Systems – General

410-2 Instructor Improvement: The committee is calling on the states and other training developers to implement the Analysis, Design, Development, Implementation, and Evaluation (ADDIE) model in their training preparations and post training evaluation. Everyone needs

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PDC Continued

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to participate in the development of the new BOK curriculum segments modules and then encourage their trainers to use existing BOK modules in their training plans. The committee encourages members to look at Appendix D in its report as it outlines ways to develop training programs and improve instruction of weights and measures material.

NIST, OWM, reported that they are using the NCWM BOK in preparing new training initiatives. They are stressing adult learning techniques, particularly focusing on the use of hands-on training as the most popular and effective training tool. This ties in closely with the new baseline competency exams discussed in item 410-1. These exams are intended to ensure that students in NIST sponsored training courses were competent in prerequisite course materials prior to taking training. They reported that they are already drafting questions for the baseline competency exams. They see significant efficiencies in using NCWM testing services for this purpose since they are already in place.

The committee discussed the benefits of, and avenues to, sharing of training resources within the weights and measures community, including a calendar of training events, a repository of presentations, lesson plans, and/or videos, and other valuable training tools. The committee believes the AMC funds may be well used in this area.

410-3 Recommended Topics for Conference Training: The committee further recommends the following training topics be scheduled for the 2012 Annual Meeting:

- Economic Justification of Weights and Measures Programs
- Training the Trainer in Adult Learning Techniques
- How to Conduct and Analyze a Marketplace Survey

These topics are in keeping with the Chairman's theme, "Taking Measure of Our Worth," and ongoing efforts in training at NIST OWM.

420

PROGRAM MANAGEMENT

420-1 Safety Awareness: In the past, the committee's responsibility extended to the identification of safety issues in the weights and measures field and included efforts to increase safety awareness. Jurisdictions are encouraged to send their safety reports and issues to their regional safety liaison, who in turn will forward them to the PDC. Below is a list of the Regional Safety Liaisons.

- **CWMA:** Julie Quinn, Minnesota Weights and Measures Division
- **NEWMA:** Michael Sikula, New York Bureau of Weights and Measures
- **SWMA:** Steve Hadder, Florida Department of Agriculture and Consumer Services
- **WWMA:** Doug Deiman, Alaska Division of Measurement Standards

The committee will continue to ask the regions to prepare articles for NCWM Newsletter and has revised the schedule as follows for future issues. The committee plans to notify the Regional Safety Liaisons as their assignment date approaches.

2012 Issue 2:

SWMA, deadline April 16, 2012

2012 Issue 3:

WWMA, deadline July 16, 2012

2013 Issue 1:

CWMA, deadline January 18, 2013

Email all articles to info@ncwm.net.

420-2 PDC Publication: The committee is updating the Professional Certification pages on the website. These website changes will be demonstrated at the 2012 Annual Meeting. Primary focus will be on ease of access Professional Certification, document review, and archived documents.

— Stacy Carlsen
Marin County, California

'11 - '12 NCWM Board of Directors

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Agricultural Commissioner
Director of Weights and Measures
Los Angeles County Agricultural Commissioner
Weights and Measures

CHAIR - ELECT

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Director Standards Division
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Are You Being Served?

Our most valuable asset as a member organization is, well, our members of course. NCWM's accomplishments are the result of volunteer leadership and service. It is amazing to see so many people of diverse interests, educations, experience, and opinions working together for that common cause, equity in the marketplace.

Conversations in the board room over many years have been focused on improving the value of membership by adding benefits. Yes, that is important, but what NCWM had not focused on to a great degree in the past was customer service. That was then.

For the past several years, our office has focused on our most valuable asset and how we can better serve you. For starters, we committed ourselves to be customer-oriented, not board-oriented. I hope the eleven officers on our board take that the right way. In reality, they probably appreciate it. It results in improved services for everyone and a much happier organization.

Speed is an important element of service. For the most part we fill orders, process registrations or applications and draft checks on the day of the request. It doesn't wait until next Tuesday when that activity is on the work calendar. Improvements in the website also enhance speed of service with online meeting registration, membership renewal, publication orders, and NTEP maintenance fee payments.

We know that delays in getting new products to market can be quite costly to our NTEP customers. Of course, the certification process is largely dependent on the applicant, the authorized laboratory, and whether any deficiencies are identified in the evaluation. However, by establishing priorities and procedures, we have decreased the time to process the application, make the laboratory assignment and the time to publish the certificate once the evaluation is completed. The laboratories are to be commended for their efforts toward customer service. Even in the face of strong numbers of NTEP applications and personnel cuts at state laboratories, their backlog of assignments has

decreased.

I could go on with our efforts to improve service these past several years, but that really isn't as important as where we go from here. How we can continue to improve service and raise the level of satisfaction?

NTEP:

Since NTEP is such a major part of our activity with a global customer base, it is an obvious priority. Last year, the Board of Directors developed a NTEP customer survey to get feedback on what we are doing well and not so well. We received some very helpful feedback and we were able to benchmark customer satisfaction in several areas. Beginning this year, each NTEP applicant will have the opportunity to complete a brief online survey at the completion of their evaluation process so that we continue to monitor our performance. We will share information with the authorized laboratories so that they can also continue to improve.

Website:

The website has evolved to play a major role in this organization and its importance will continue to grow. The staff has created a list of new website features that we believe would be of service to our members and customers. These are on the "wish list" at this point and we hope to make as many as possible a reality, including:

- An imbedded video player with short-segment instructional videos on such things as how to draft a Form 15 proposal to amend the national standards, how interim and annual meetings are conducted and the role you can play as an attendee, how to complete NTEP applications, how the NTEP process works, how to use the online position forum, and more.
- Offer Publication 14 as instant download PDF files. This will be particularly beneficial for international customers who pay higher shipping costs and experience longer delays in delivery.
- Mobile-friendly NTEP database search.
- Mobile-friendly membership directory.
- Online NTEP applications.
- Kids' page that is fun and educational.

Support Structure:

One of the ways NCWM can improve service is to improve processes. That is a broad statement, but it is becoming more and more apparent that NCWM needs to improve consistency in many ways. The Board of Directors recognized this when it renewed efforts recently to utilize task groups to assist standing committees with complex issues. Randy Jennings appointed two task groups in 2010; one under the Laws and Regulations Committee and one under the Specifications and Tolerances Committee. Additionally, Kurt Floren has recently appointed a new subcommittee of the Laws and Regulations Committee called the Packaging and Labeling Subcommittee.

These efforts are important, but they must be used on a continual basis and in a uniform manner as prescribed in our bylaws. In doing so we can reduce confusion over how groups are formed, who they report to, what is their charge, and what is their authority.

For clarification here, a "Task Group" is given a specific task. In the case of the two formed in 2010, they reported directly to standing committees. When their task is complete, the group dissolves. A subcommittee is given a much broader charge to provide ongoing support for a committee relative to a specific area of standards development. In both cases, they are formed by NCWM chairman who makes the appointments.

The task group and subcommittee structure can be very effective in getting the experts to the table to work out difficult issues. That alone is of great benefit to our members and customers and perhaps we can see more of it.

Leadership Development:

A couple years ago, NCWM started conducting orientation for new committee members and for committee chairs. These sessions have been well received. We hold them at NIST so that all of the NIST technical advisors can participate. I see great promise for this annual effort. The orientation itself will get much better in years to come. More importantly, committee members

continued on back page

2012 Event Calendar

Be sure to mark your calendar for all the upcoming NCWM and regional meetings.

Dates for the following meetings have not been set yet: Measuring Sector, SWMA Annual Meeting. Please check www.ncwm.net for updates.

February

FEB

22-23

NTETC Belt-Conveyor Sector Meeting
St. Louis, Missouri — Double Tree
Contact: NCWM P. 402.434.4880
E. info@ncwm.net W. www.ncwm.net

March

MAR

20-21

NTETC Software Sector Meeting
Columbus, Ohio — Embassy Suites Hotel Columbus
Contact: NCWM P. 402.434.4880
E. info@ncwm.net W. www.ncwm.net

May

MAY

14-17

Northeastern Annual Meeting (NEWMA)
Seekonk, Massachusetts — Johnson & Wales Inn
Contact: James Cassidy P. 617.349.6133
E. jcassidy@cambridgema.gov W. www.newma.us

MAY

20-24

Central Annual Meeting (CWMA)
Cedar Rapids, Iowa — Marriott Cedar Rapids
Contact: Vicky Dempsey P. 937.225.6309
E. dempseyv@mcOhio.org W. www.cwma.net

July

JULY

15-19

NCWM Annual Meeting
Portland, Maine — Holiday Inn By the Bay
Contact: NCWM P. 402.434.4880
E. info@ncwm.net W. www.ncwm.net

August

AUG

22-23

NTETC Grain Analyzer Sector Meeting
Kansas City, Missouri — Chase Suites
Contact: NCWM P. 402.434.4880
E. info@ncwm.net W. www.ncwm.net

AUG

28-29

NTETC Weighing Sector Meeting
Annapolis, Maryland — Hotel TBD
Contact: NCWM P. 402.434.4880
E. info@ncwm.net W. www.ncwm.net

September

SEP

10-13

Central Interim Meeting (CWMA)
Bettendorf, Iowa — The Lodge Hotel and Conference Center
Contact: Vicky Dempsey P. 937.225.6309
E. dempseyv@mcOhio.org W. www.cwma.net

SEP

16-20

Western Annual Meeting (WWMA)
Breckenridge, Colorado — Location TBD
Contact: Nick Brechun P. 303.867.9232
E. nick.brechun@ag.state.co.us W. www.newma.us

October

OCT

16-17

Northeastern Interim Meeting (NEWMA)
Springfield, Massachusetts — Sheraton Springfield
Contact: James Cassidy P. 617.349.6133
E. jcassidy@cambridgema.gov W. www.newma.us

New Slate of Officers Nominated

NCWM Nominating Committee chaired by Tim Tyson, Kansas, met at the 2012 Interim Meeting in New Orleans, Louisiana to select a slate of candidates for officers of NCWM. The Nominating Committee gives careful consideration to professional experience, individual qualifications, conference attendance and participation, and other factors of importance in selecting officers who will

lead this organization into the future. Those who are elected will selflessly give of their time and talents for the betterment of the mission of NCWM.

The following slate will be presented for election at the 97th NCWM Annual Meeting this July in Portland, Maine:

CHAIRMAN-ELECT:

John Gaccione, Westchester County NY

BOARD OF DIRECTORS ACTIVE MEMBERSHIP - WESTERN:

Jerry Buendel, Washington State

BOARD OF DIRECTORS AT-LARGE:

Steve Giguere, ME

TREASURER:

Mark Coyne, City of Brockton, MA

New Members Continued

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Jeffrey Suntup
PUTNUS

Retta Taffesse
Washington Department of Agriculture

Daniel Walker
Ohio Department of Agriculture, Division of Weights and Measures

Richard Willis
Temple Inland

James Wisniewski
Frias Transportation Infrastructure
Stephanie Woelfel
City of Green Bay

Bill Worden
Trinidad Benham Corp



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CONTROLS



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NCWM Welcomes New Members (9/10/11-2/2/12)

Mary Abens

Emerson Process
Management

Sprague Ackley

Intermec

Rick Bailey

West Virginia Weights and
Measures, Division of Labor

Kristen Bayer

City of New Haven Weights
and Measures

Tammy Beck

Bureau of Standards, AR
State Plant Board

Sam Bell

Echols Oil Company, Inc.

Roger Benitez

Ametek

Girish Bera

Artech Industries, Inc.

Jamey Berg

West Virginia Weights and
Measures, Division of Labor

Scott Bergley

Washington Department
of Agriculture

Andrew Biller

Ohio Department of
Agriculture, Division of
Weights and Measures

Matthew Boes

Marathon Petroleum

Adam Bolain

Heinz North America

Anthony Bove

Ocean County

Patrick Brighton

Ohio Department
of Agriculture

Raymond Bryan

Security Scale Service, Inc.

Susan Caghan

Prime ProData, Inc.

William Callaway

Crompco

Charlene Carveth

El Dorado County Weights
and Measures

Scott Ciurana

Blue Magic, Inc.

Jeff Collins

Transport Technologies, LLC

R. Columbus

Steptoe and Johnson, LLP

Dan Corney

Bucks County Weights
and Measures

Paul David

Elizabeth Dixon

Sterling Scale Company

Paul Drube

Chart Industries

Michael Dunbar

Performance Standards, Inc.

Brett Engroff

Pennsylvania Department
of Agriculture Bureau of
Weights and Measures

Sally Felkai

Vivonet

Daniel Fincher

CalPortland Company

Fred Forbes Jr.

Sierra National

Stephen Foster

Auditor's Office Greene Co.
Weights and Measures

John Fu

Optima Scale
Manufacturing, Inc.

Helen Fusco

Summit County Services

Jijun Geng

Measuretek Enterprise Co.,
LTD

Morgan Gibson

Blue Magic, Inc.

Anthony Gruneisen

California Division of
Measurement Standards

Scott Guillet

Retalix USA

Jeffrey Hall

Kilwins Chocolates
Franchise, Inc.

Timothy Haller

Green County Weights
and Measures

Jayne Hoover

American Italian Pasta
Company

Fanny Hwang

California Palms, Inc.

Doug Ipock

San Francisco Department
of Public Health

Roy Jorgensen

Separation By Design

Thomas Junkans

Rice Lake Weighing Systems

Mark Kirchner

DTech POS, LLC

Kevin Ko

ParaBiz

Dave Lazier

California Division of
Measurement Standards

Anthony Lee

County of Orange
Agricultural Commissioner

Ella Lee

Pacific Business Machine

Roger Leisenring Jr.

KiOR

Denise Lewis

Pinnacle Corporation

Johnny Li

Opus POS (CA), Inc.

Denny Lin

Excell Precision Co., LTD

Phil Mathew

Artech Industries, Inc.

John Maurer

Valero Energy Corporation

Howard McNeil

West Virginia Weights and
Measures, Division of Labor

Melissa Morales

QT Technologies

Allan Morrison

California Division of
Measurement Standards

Pete Moyer

Orpak USA, Inc.

Christopher Newton

Pennsylvania Department
of Agriculture Bureau of
Weights and Measures

Brad Null

Ohio Department
of Agriculture

Bradley Oberg

Enterprise - TE Products

John O'Brien

Pennsylvania Department
of Agriculture Bureau of
Weights and Measures

Christopher Oldham

Gilbarco, Inc.

Kelly Orr

GoldTech, Inc.

Joseph O'Shea

Pennsylvania Department
of Agriculture Bureau of
Weights and Measures

Randy Peffly

Data Age Business
Systems, Inc.

Keith Penn

Colonial Pipeline Company

Ronda Powell

Georgia-Pacific LLC

Doug Rathbun

Illinois Department
of Agriculture

Walter Remmert

Pennsylvania Department
of Agriculture Bureau of
Weights and Measures

Michael Robison

Pennsylvania Department
of Agriculture Bureau of
Weights and Measures

Nick Rockwell

Rockwell Scales

Peter Russell

Tally Clerk USA, LLC

Joe Stewart

Blue Magic, Inc.

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National Conference on Weights and Measures

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Are You Being Served Continued

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gain a greater understanding of the organization and expectations on them as committee members. This will improve their effectiveness. Additionally, the committees will conduct their business in a more uniform and reliable manner from one year to the next as leadership comes and goes. These are VERY good people who are at the heart of our mission. They will be better prepared than ever to serve our stakeholders with leadership in standards development.

Publications:

Many are aware that NCWM is now responsible for assembling and publishing *NCWM Publication 15* which serves as the agenda for the Interim Meeting in January. As part of that role, we will change the documents that are sent to the regional associations for creating their committee reports. This will help in several ways. The committees in every region will have one document for both, carryover and new items. A new proposal will bear the same item number and title in all regions where

it was submitted, reducing confusion for those who attend more than one region. Only one document will be necessary on the regional website for each committee's reports. All reports will be much easier for us to compile into *NCWM Publication 15*, enabling us to finalize it and make it available to you at an earlier date.

Program Support:

The regulatory community is a segment of our membership that cannot be overlooked. Many have faced severe and even crippling budget cuts to the point where consumers and competing businesses should no longer take equity for granted. The board has talked about this at length and the Associate Membership Committee (AMC) is expressing grave concern as well. Our office has provided support when requested through phone calls, letters and outreach to stakeholders, but that is not enough. I am writing this column in advance of the January NCWM board meeting, but it is on the agenda again and they will discuss some ideas,

some of which come from the AMC. It is evident that we cannot wait for the economy. We need to be proactive and supportive. Clearly, our staff will be all-in in carrying out assignments that come our way toward this effort.

I may not do enough to communicate to everyone the things we have going on in our office and what we can be excited for in the future, but please contact me with any ideas you have for how NCWM can be of greater service to you.

— Don Onwiler
Executive Director