

Membership Report
 To: NOW Board of Directors
 From: Janice Kraus
 Date: October 2017

NOW Membership as of September 1, 2017:

NOW membership has grown in the past few years, with annual membership numbers as follows:

Annual average membership count			
2014	2015	2016	2017
58,243	63,348	66,918	91,045

As of the end of August 2017, the average membership count is 91,045.

Our direct marketing firm, Mal Warwick Associates, is working with us to analyze and improve our member retention numbers. To that end, we have increased our cultivation efforts, surveying our members periodically to learn their priorities, and improving the way we acknowledge and thank members for their support.

As of September 1, **2017**, NOW had **1,276** lifetime members.

Membership Recruitment:

The Membership department has been tracking data to ascertain the breakdown of membership recruitment via the National Action Center's direct mail campaigns and through chapters' and state organizations' direct recruitment. The following chart shows the cumulative breakdown for the last three, complete financial years (36 months from January 2014 through December 2016):

	Number of members	Total Revenue	Average Membership Gift
Chapter Joins	2,248	\$33,859	\$15
National Joins	43,515	\$1,037,482	\$24
Unknown Joins	7,385	\$259,554	\$35

Please note that these numbers only show new members, renewing members are not included in this count because National processes most, if not, all renewals.

For Unknown Joins, it's unclear if these members were solicited by local chapters or state organizations, or if their membership to NOW is a result of sustained media appearances and interest in the organization. The membership department is researching how to better track these unknown joins to determine how these new members are joining NOW.