



2002 CHMM NEEDS ASSESSMENT

Conducted for

**IHMM & ACHMM
INSTITUTE OF HAZARDOUS MATERIALS MANAGEMENT
ACADEMY OF CERTIFIED HAZARDOUS MATERIALS MANAGERS
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EXECUTIVE SUMMARY

- In the second half of 2002, the **Institute of Hazardous Materials Management (IHMM)** and the **Academy of Certified Hazardous Materials Managers (ACHMM)** conducted a comprehensive assessment of members and nonmembers to determine the needs of Certified Hazardous Materials Managers (CHMM) and how well those needs were being met. A nine-page, 58-question survey instrument was developed and distributed twice to 8,700 CHMM-certified persons. In total, 2,080 persons responded, a 23.9% response rate. This number of responses enabled the professional attitudes, opinions, and desires of CHMM-certified persons to be portrayed at a 95% confidence level, plus or minus 5%.
- Association Research Inc. (ARI), an independent research company specializing exclusively in nonprofit survey research, carried out all data collection, tabulation, analysis, and reporting functions. All individual responses were and remain completely confidential.

RESPONDENT PROFILE

- In terms of gender, 1,689 (82.0%) were male and 370 (28.0%) were female; most respondents (42.8%) were in their forties, the average age being 45 years; and all but 3.3% of the respondents held college degrees.
- Geographically, nearly seven out of ten respondents were located in the Midwest (36.1%) or the South (31.0%). Similar percentages responded from the West (17.1%) and Northeast (15.7%).
- Respondents fell into four fairly uniform groups based on years of experience in hazardous materials management: *10 years or less* (22.3%); *11-15 years* (30.3%); *16-20 years* (24.4%); and *more than 20 years* (23.1%). Overall, the average was 16 years.
- More than two in five respondents (42.6%) were employed in private industry; three in ten (29.0%) in *consulting*; one in six (16.2%) in *government*; one in 29 (3.5%) in *teaching/instruction*; and one in fifty (2.0%) in *research*. The remainder (6.0%) worked for some other type of employer. For the most part, employers were not involved in managing hazardous materials in international markets (34.8% were involved).
- Slightly more than half the respondents were employed in large enterprises. Nearly three in ten (27.2%) worked in locations with *150 to 999 full-time equivalent employees* and nearly one in four worked at locations employing *1,000 or more*. The half remaining worked at locations with *20 to 149* full-time employees (24.7%) and *less than 20 employees* (24.6%). The average number of full-time employees overall was 1,330.
- In terms of how professional time was allocated, *management* (31.4%) drew the highest percentage followed by *regulatory activities* (28.0%), *scientific/technical* (22.7%), *training* (11.3%), and *other* (6.7%) pursuits. One in six respondents (15.6%) reported belonging to a Local Emergency Planning Committee (LERC). Far fewer (1.3%) belonged to a State Emergency Response Commission (SERC).

PROFESSIONAL CERTIFICATION

- Virtually all survey respondents (2,045 of the 2,080—97.5%) had earned Certified Hazardous Materials Manager (CHMM) certificates. The only other named certification that produced a double-digit response (11.0%) was Certified Safety Professional (CSP). Certified Industrial Hygienist's (CIH) accounted for only 6.0%. No others drew a response from more than 3.8% of the survey participants. Not only was the CHMM certificate the most prevalent by far, two thirds of all respondents (66.8%) considered it the leading environmental management credential. Its closest rival was the CIH (13.8%).

- On average, respondents *considered becoming CHMM certified* less than one year (0.9) before proceeding to do so, *first earned CHMM certificates* 7.1 years ago, and were *re-certified* 2.0 years before. Findings pertinent to CSP certification were similar—0.8, 8.6, and 1.8 years, respectively. Except for one of the other named certificates (CET), all other certifications were first earned nine or more years prior. Nearly nine out of ten respondents (86.9%) held licenses in the hazardous materials area.
- Three out of four respondents (74.7%) obtained CHMM certification for *career development* purposes. *Personal satisfaction* motivated nearly two out of three (65.3%). *Peer recognition* was named the reason by more than two in five respondents (44.3%), *job advancement* by one in three (33.8%), and *supervisor recognition* by approximately one in six (18.1%). No other reason for certification was named by as many as one in ten respondents.
- Combining “strongly agree” and “agree” responses, the perception of nearly four out of five survey participants (79.3%) was that *the CHMM is suitably broad based*. Two out of three (64.7%) were of the opinion that *CHMM is an added benefit to other certifications*. More than half the respondents said *the CHMM fully satisfies my needs* (55.3%) and *effectively covers all EHS areas* (52.4%). Fewer than one in five (19.8%) believed that the *CHMM over emphasized HazMat management* and an even smaller percentage (15.2%) thought it *over emphasizes waste management*. However, a substantial number of respondents—nearly two in five (36.7%)—believed the *CHMM is not widely acknowledged or accepted*.

ACHMM MEMBERSHIP

- Of the 2,080 persons that completed the survey, 1,716 (82.5%) were ACHMM members, 833 (40.0%) were ACHMM local chapter participants, and 329 (15.8%) were nonmembers.
- Survey participants were asked if they belonged to any of 23 other professional organizations and only two other named organizations received a double-digit response: the *American Society of Safety Engineers* (ASSE) (11.7%) and the *Air & Waste Management Association* (AWMA) (11.3%).
- Consistent with its position as the dominant professional affiliation, ACHMM received 13 out of 14 best job association performance ratings. Its highest ratings pertained to *certification/re-certification* (57.2%) and the *Membership Directory* (56.6%). Approximately three in ten respondents said ACHMM did the “best job” in providing *awards & recognition* (33.1%), *leadership opportunities* (32.1%), *promotion of the profession* (30.3%), and *annual meetings* (28.5%). One in four survey participants considered the ACHMM *web site* (25.5%), *networking opportunities* (25.1%), and *professional development* programs (25.0%) the best. Although still the best among all professional organizations specifically listed, ACHMM’s provision of *timely professional information* (19.9%), *training, conferences & courses* (17.9%), and *books, videotapes & software* (17.1%) garnered relatively low percentages. With regard to *journals & magazines*, ACHMM (12.7%) was eclipsed by ASSE (16.7%).
- With 1,934 survey participants reporting, membership tenure in ACHMM averaged 6.6 years. Of the 1,641 respondents who identified explicitly with ACHMM, tenure averaged 7.0 years. The 794 participants who specified local chapter affiliation averaged 7.2 years. The 261 respondents who claimed neither affiliation but answered the question anyway averaged 4.8 years. Overall, nearly three in ten respondents (28.1%) belonged for a decade or more and fewer than one in five (18.7%) for less than 3 years.
- More than three-fourths of the respondents (76.7%) had held no leadership position in ACHMM. Among those who had, chapter office (13.6%) was the most prevalent. Nonetheless, respondents averaged 2.7 hours per month on CHMM-related volunteer activities.
- Three out of ten respondents (31.5%) claimed to be active chapter members. The chief reasons for inactivity on the part of the remaining 68.5% were *schedule conflict* (27.9%) and *inconvenient meeting*

location(s) (25.1%). *Can't take time from work* drew a 15.8% response. *No interest in meeting content* (7.9%) and *cost concerns* (4.9%) were relatively insignificant.

- The proportion of the membership “unclear/very unclear” about the different purposes and roles of the Academy, the Institute, and local chapters exceeded that which was “very clear/clear” by nearly four percentage points (39.6% vs. 35.7%). Those in private industry and with 11-15 years professional experience were the least clear. Those in research enterprises and with 16-20 years experience were the most clear. Lack of clarity was greater still among nonmembers (49.0%), and one in four respondents overall (24.7%) expressed “no opinion.”
- Asked the reasons for joining and renewing membership in ACHMM, the top four responses were: *Ability to network with other professionals* (60.1% join / 40.4% renew); *career advancement* (48.2% / 27.1%); *support of the ACHMM mission* (27.5% / 20.2%); and *training programs* (22.0% / 13.1%). *Networking* was also the single most important reasons for joining and for renewing. *Career advancement* and *support of the ACHMM mission* were second and third and *training programs* fourth.
- Nearly three out of five respondents reported that their employer paid for ACHMM *annual dues* (57.3%), *annual meeting registration fees* (58.0%), *annual meeting travel expenses* (58.4%), and *IHMM Certification maintenance fees* (58.1%). Slightly less than half the respondents (49.0%) said that their employer covered purchases of publications.

ACHMM PRODUCTS & SERVICES

- Respondents were asked if they were familiar with nine ACHMM services and products, if they had used them, and, if so, how important and satisfactory they considered each to be. Three of the nine products and services were unfamiliar to one-fourth of the respondents or more and had not been used by at least one-third of the respondents. These three items were ACHMM's *Promotional Catalogue* (39.0% unfamiliar / 43.7% not used); *Leadership Training* (30.5% / 42.7%); and *National Meeting* (24.3% / 34.4%). One-fifth of the respondents were unfamiliar with four other items—ACHMM's *National Overview Course* (22.9% / 30.9%); *Local Chapter Activities* (18.5% / 24.6%); *HMM Desk Reference* (18.1% / 21.2%); and *Web Site* (16.4% / 19.6%). The two remaining items—*The Manager Newsletter* (5.2% / 5.9%) and the *Membership Directory* (2.5% / 6.3%)—were widely known and used.
- Four of the nine services and products were considered “very important” or “important” by over half the respondents, but none were considered so by more than three-fifths of the survey participants. *Local Chapter Activities* (60.2%) topped the list followed by the *National Overview Course* (56.1%), *HMM Desk Reference* (53.3%), and *Web site* (51.6%). For three of these four, satisfaction percentages lagged importance by 5 to 14 percentage points—*Local Chapter Activities* (46.7%), *National Overview Course* (50.8%), and *Web Site* (43.0%). Satisfaction was consonant with ascribed importance only for *HMM Desk Reference* (55.3%). In order of their combined importance (with satisfaction levels also shown), the remaining five services and products were: *Membership Directory* (49.4% / 54.0%); *The Manager Newsletter* (47.0% / 43.9%); *National Meeting* (46.1% / 47.0%); *Leadership Training* (35.9% / 27.5%); and *Promotional Catalogue* (21.8% / 19.6%).

ACHMM NATIONAL MEETING

- Overall, the most important factors influencing attendance at ACHMM National Meetings were *scientific/technical content* (91.9%), *overall cost* (81.4%), *location* (77.7%), and the opportunity to obtain *continuing education credits* (75.1%). *Networking/social activities* (59.2%) were also significant, but less so. *Cost* and *scheduling problems* were the dominant reasons given for not attending the 2001 meeting. *Program content* and *location* dissuaded fewer than one in ten. Four out of five (80.4%) survey participants who had attended the Chicago meeting were “very satisfied” (30.9%) or “satisfied” (49.5%).

Only one in 24 (4.2%) was in any way dissatisfied. However, nearly one in seven took a “neutral” position, including one in five respondents (20.5%) with 11-15 years professional experience.

- One in seven respondents (14.0%) attended the 2001 meeting in Chicago while nearly one in 10 attended the Portland meeting in 2000 (9.9%) and the Kansas City meeting in 1999 (8.9%). One in 14 (7.0%) were present in St. Paul in 1998, and one in twenty (5.2%) were at the Atlantic City meeting in 1997. Three times the number of newest members attended the meeting in 2001 (8.6%) than attended in 2000 (2.9%) and four times the number attended in 2001 than in 1999 (2.0%). Substantially greater percentages of members tenured 3 years and more attended each National Meeting in the last five years.

ACHMM LOCAL CHAPTERS

- More than two in five survey respondents (44.3%) reported some level of participation in a local ACHMM chapter. However, nearly as many did not participate (42.6%), and one in seven (13.2%) lacked familiarity. Respondents that worked in government and teaching/instruction settings were the least likely to be involved and aware of the chapters while those in consulting and research enterprises were the most likely. One in four who were involved (25.7%) attended at least three chapter events a year. Another one in five (21.7%) attended one or two events annually. The remaining respondents (52.6%) attended none. One in five who were involved had served as a chapter officer (12.3%) or on a chapter committee (8.5%) during the past three years.

ACHMM WEB SITE

- Virtually all respondents (98.9%) reported having an e-mail address and nearly as many said they used e-mail *once a day* (37.3%) or *more than once a day* (56.6%). Internet access was universal (100%) and the frequency of use was akin to that of e-mail—that is, 37.1% *daily* and 53.5% *more than once a day*. Nearly two-thirds of the respondents (64.8%) enjoyed Internet access at both *home and work*, although for those with access at only one location, work place access predominated (31.8% vs. 3.3%).
- Although Internet access was universal, less than one in five respondents (18.1%) visited the ACHMM web site *weekly* (3.2%) or *monthly* (14.9%) while four out of five respondents *never* used the site (25.2%) or used it *infrequently* (56.7%). Those most apt to use it often were committee chairs (44.9%) and to a lesser extent others in leadership positions. Except for nonmembers, those least likely to access the web site were teachers/instructors (84.8%) and consultants (84.3%).
- No more than one in 15 survey participants were drawn to the ACHMM Web site *often* for any of the types of information posted there. However, combining *often* and *occasional* users, more than half the respondents (55.5%) reported seeking *news and announcements* online. *Web links* (46.7%) and *national meeting information* (44.9%) were the next most popular items, followed by *things to read* (39.9%), *chapter information* (36.8%), *employment opportunities* (36.3%), the *membership directory* (34.8%), and *discussion forums* (25.6%). Between two-fifths and three-fourths of the respondents did not use the ACHMM web site for information of any kind.

IHMM WEB SITE

- Approximately the same percentage of respondents used the IHMM web site during their CHMM exam application process as used the ACHMM web site weekly or monthly (20.9% and 18.1%, respectively). The dominant IHMM web site users were *ACHMM members for less than 3 years* (61.7%) and those with *10 years or less hazardous materials management experience* (34.2%).
- Overall, more than nine out of ten survey respondents (92.2%) affirmed that the IHMM web site was “very helpful” or “helpful,” but not nearly as many found it “easy to navigate” (71.7%). Again the newest and least experienced members produced the highest percentages of positive responses.

- After attaining certification, less than half the survey respondents (43.4%) continued use of the IHMM web site. The chief post-certification users were ACHMM leaders—committee chairs (63.3%), chapter officers (54.9%), and national officers and board members (53.8%), the latter being the dominant users of the site *to explain to others the value of the CHMM credential*. The primary reason given for continued use of the IHMM web site was *to find information about re-certification* (84.5%). In aggregate, the response to all other reasons for continuing to use the site was more than 23 percentage points less (61.4%).

PROFESSIONAL ISSUES

- Using a five-point scale, survey participants prioritized 17 important issues facing ACHMM and the EHS field. All but three issues drew a combined “high priority/priority” response from more than half the respondents. *Hazardous materials* (80.8%) and *regulatory/legal issues* (80.0%) were numbers one and two, although their order was reversed considering “high priority” responses only. More than two out of three respondents assigned “priority” or “high priority” to eight other issues: *air issues* (72.1%); *auditing & assessment* (71.4%); *waste management* (71.2%); *emergency response* (69.4%); *environmental management systems* (68.6%); *pollution prevention* (68.4%); *water issues* (66.9%); and *EHS training* (66.1%). Between five and six out of ten respondents ascribed significance to *EHS technology and tools* (58.9%), *recognition of the CHMM credential in their company* (57.5%), *homeland security* (55.3%), some *other* issue written in (54.5%); and *professional leadership development* (51.13%). *Community involvement*, *responsible care*, and *environmental justice* were of priority to 44.3%, 37.4%, and 30.2% of the respondents, respectively.

THE ACHMM NEWSLETTER—*THE MANAGER*

- Nearly seven out of ten survey participants (68.3%) either *scanned The Manager* (36.1%) or *read selected articles* (32.2%). One in five (20.0%) read it *cover-to-cover*. Only one in ten *don't read* it (20.0%). On average, one in two recipients (0.6) passed their copy along to another person.
- Seven out of ten respondents (73.6%) considered *feature articles* the publication's most useful section. *Association news* was regarded as “very useful” or “useful” to half the respondents (51.0%). Between three and four out of ten respondents valued the *President's Corner* (39.0%), *chapter news* (38.5%), and the *employment opportunities* sections (33.6%). The *academic awards* section (20.0%) and *advertisements* (16.7%) were considered to be useful by one-fifth of the respondents or less.

THE IHMM NEWSLETTER—*THE BULLETIN*

- As with *The Manager*, nearly two out of five respondents (37.6%) *scanned The Bulletin* and one in five (21.0%) *don't read* it at all. However, fewer respondents reported reading *The Bulletin selectively* (24.5%) and *cover-to-cover* (14.1%), although it was passed along nearly as frequently (0.5 persons, on average).

NEW MEMBER BENEFITS

- Using a five-point scale, survey participants were asked how interested they would be in nine possible new member benefits. Six of the nine drew “very interested” or “interested” responses from more than half the respondents: *An effort to add CHMM in new regulatory language* (77.8%); *advanced training seminars* (73.8%); *an ad campaign promoting the CHMM Program* (63.2%); *combined Academy/Chapter dues* (62.9%); *ACHMM regional conferences* (58.7%); and *Society/Association cooperative alliances* (57.8%). Two other prospective benefits appealed to one in three respondents: *Corporate sponsors* (36.7%) and *professional liability insurance* (34.8%). *An Academy executive director* generated the least interest overall (18.9%).

- As with possible new benefits, survey participants were asked how interested they would be in ACHMM adding eight specific educational formats. Eight formats drew “very interested/interested” responses from over half the respondents: *Internet/World Wide Web* (71.1%); *CD ROM* (70.0%); *computer software* (62.7%); and *books* (52.2%). *Videotape*, *video conferencing*, and *satellite broadcasting* appealed to 41.6%, 30.3%, and 29.3% of the respondents, respectively. *Audiocassette tape* was of least interest (21.8%).

OVERALL EVALUATION

- While a majority of respondents expressed satisfaction with both ACHMM and IHMM, the percentages were not overwhelming. Combining “very satisfied” and “satisfied” ratings, ACHMM drew a positive response from 55.1% of all survey participants and IHMM received a bare majority, 50.7%. On the other hand, few respondents were specifically dissatisfied. Combining “unsatisfied” and “very unsatisfied” evaluations, both organizations displeased only one in ten persons (10.3% and 10.6%, respectively). However, more than one-third of the respondents (34.5%) took a “neutral” position with regard to ACHMM and nearly four in ten did so regarding IHMM (38.6%).
- The thinness of the majority that expressed satisfaction with ACHMM and IHMM was reinforced by the evaluations pertaining to eight specific aspects of ACHMM and IHMM operations and performance. None of the eight aspects tested produced a positive response—“very satisfied” or “satisfied”—from more than two out of five survey participants. Greatest satisfaction attached to the *ACHMM professional office staff* (41.8%). *Communication* (40.5%) and *representation of professional interests* (39.6%) followed, edging out *ACHMM elected leadership* (39.4%) and *elected chapter leadership* (38.0%). The *IHMM professional office staff* satisfied 37.6% of the respondents—4.2 percentage points lower than the percentage generated for the ACHMM professional staff. One in three respondents (32.8%) were “very satisfied/satisfied” with the *continuing education* services provided. Less than three in ten (28.8%) were pleased with *the Academy’s responsiveness* to their needs. In each of the eight performance areas, those in leadership positions—especially committee chairs—generated the highest percentages of “very satisfied” responses.

INTRODUCTION

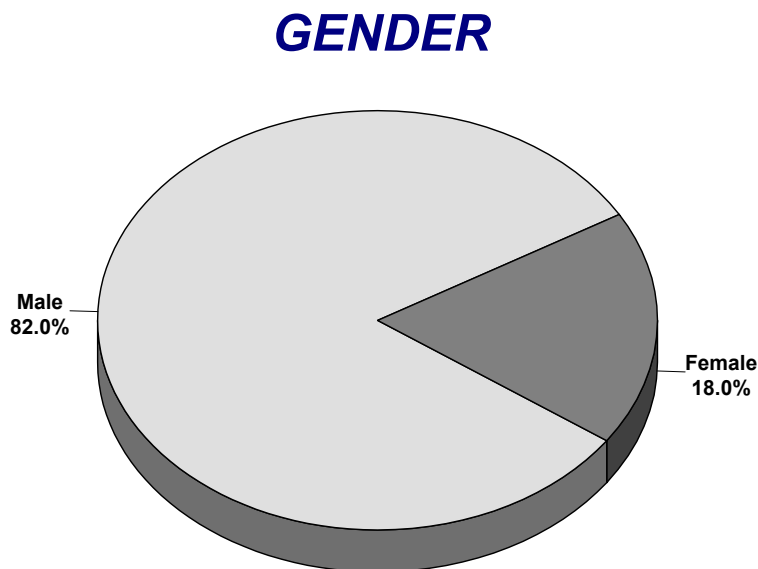
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NOTE: ARI observations and recommendations are italicized and underlined to distinguish them from what is otherwise straight reporting.

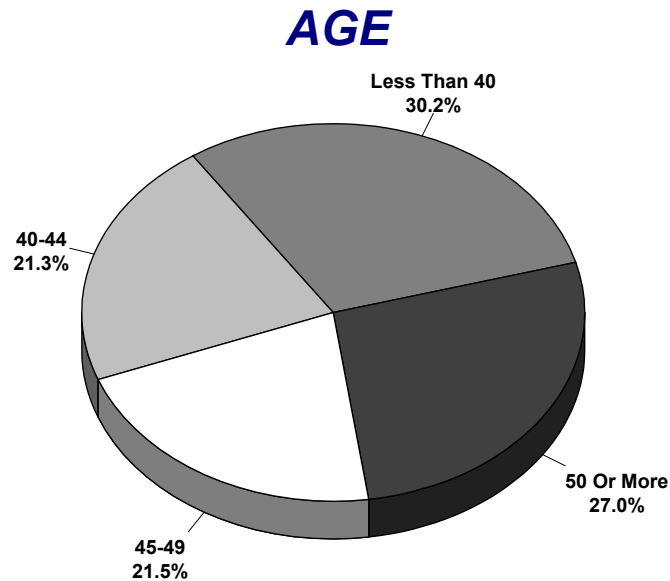
RESPONDENT PROFILE

In terms of gender, 1,689 (82.0%) were male and 370 (28.0%) were female.



Source: ACHMM 2002 Member Needs Survey

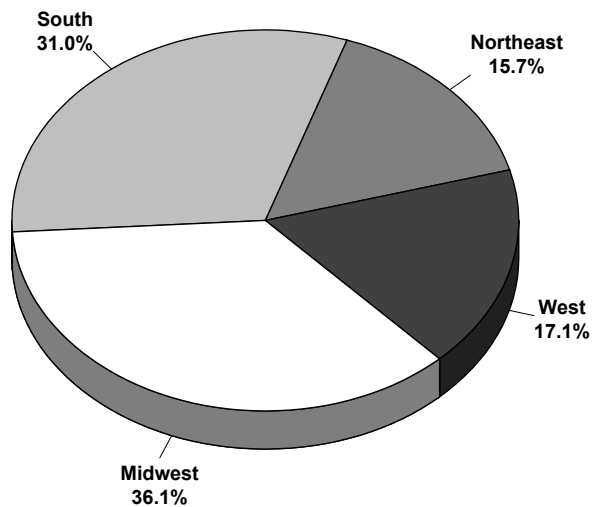
Most respondents (42.8%) were in their forties, the average age being 45 years.



Source: ACHMM 2002 Member Needs Survey

Geographically, nearly seven out of ten respondents were located in the Midwest (36.1%) or the South (31.0%). Similar percentages responded from the West (17.1%) and Northeast (15.7%).

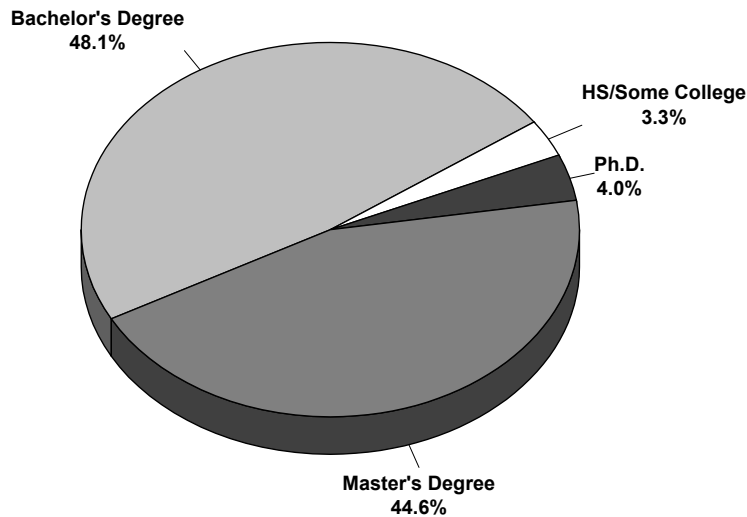
U.S. CENSUS REGION



Source: ACHMM 2002 Member Needs Survey

In terms of formal education, all but 3.3% of the respondents held college degrees. Bachelor's degrees (48.1%) and Master's degrees (44.6%) predominated.

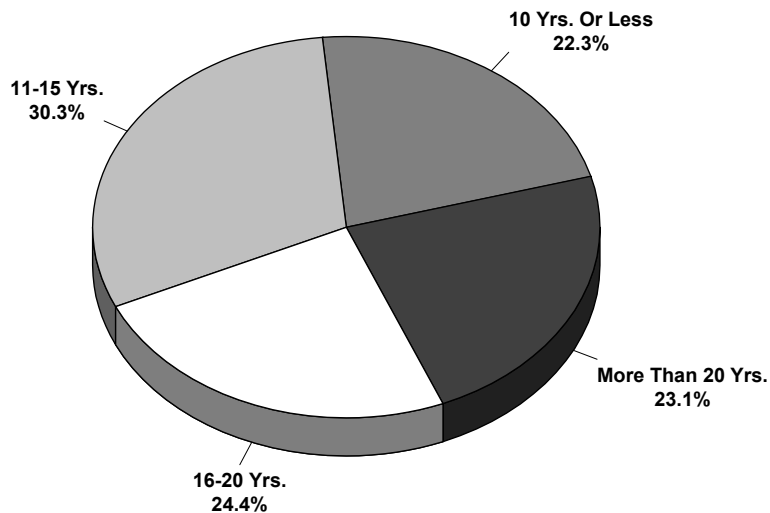
EDUCATION



Source: ACHMM 2002 Member Needs Survey

Based on years of experience in hazardous materials management, respondents fell into four fairly uniform groups: *10 years or less* (22.3%); *11-15 years* (30.3%); *16-20 years* (24.4%); and *more than 20 years* (23.1%). Overall, the average was 16 years.

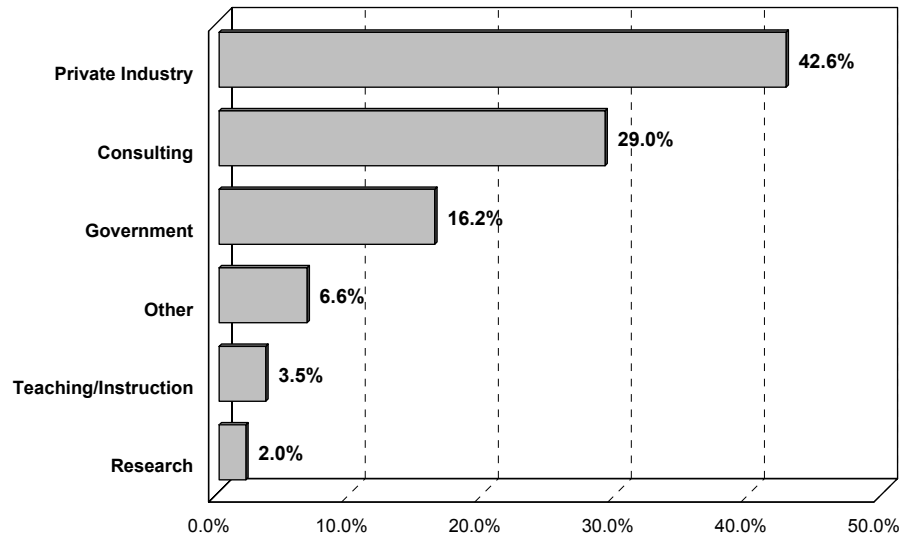
HAZARDOUS MATERIALS MANAGEMENT EXPERIENCE



Source: ACHMM 2002 Member Needs Survey

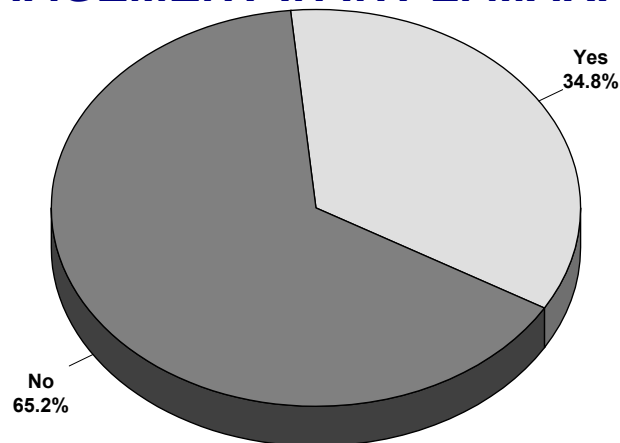
More than four in ten respondents (42.6%) were employed in *private industry*. Three in ten (29.0%) were engaged in *consulting*. Approximately one in six (16.2%) worked in *government*; one in 29 (3.5%) were employed in *teaching/instruction*; and one in fifty (2.0%) in *research*. The remainder (6.0%) worked for some other type of employer. For the most part, employers were not involved in managing hazardous materials in international markets (34.8% were involved).

CURRENT EMPLOYER



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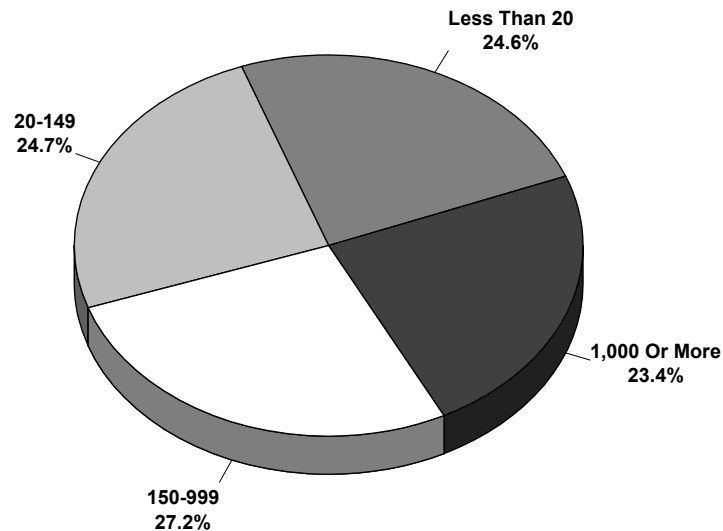
EMPLOYER INVOLVED IN HAZARDOUS MATERIALS MANAGEMENT IN INT'L. MARKETS



Source: ACHMM 2002 Member Needs Survey

Slightly more than half the respondents were employed in large enterprises. Nearly three in ten (27.2%) worked in locations with *150 to 999 full-time equivalent employees* and nearly one in four worked at locations employing *1,000 or more*. The half remaining worked at locations with *20 to 149* full-time employees (24.7%) and *less than 20 employees* (24.6%). The average number of full-time employees overall was 1,330.

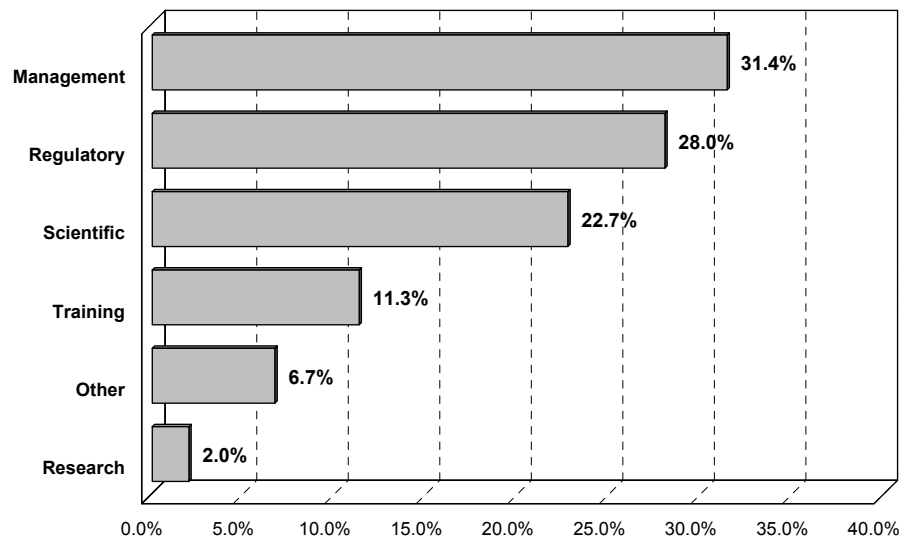
FULL-TIME EMPLOYEES



Source: ACHMM 2002 Member Needs Survey

In terms of how professional time was allocated, *management* (31.4%) drew the highest percentage followed by *regulatory activities* (28.0%), *scientific/technical* (22.7%), *training* (11.3%), and *other* (6.7%) pursuits. One in six respondents (15.6%) reported belonging to a Local Emergency Planning Committee (LERC). Far fewer (1.3%) belonged to a State Emergency Response Commission (SERC).

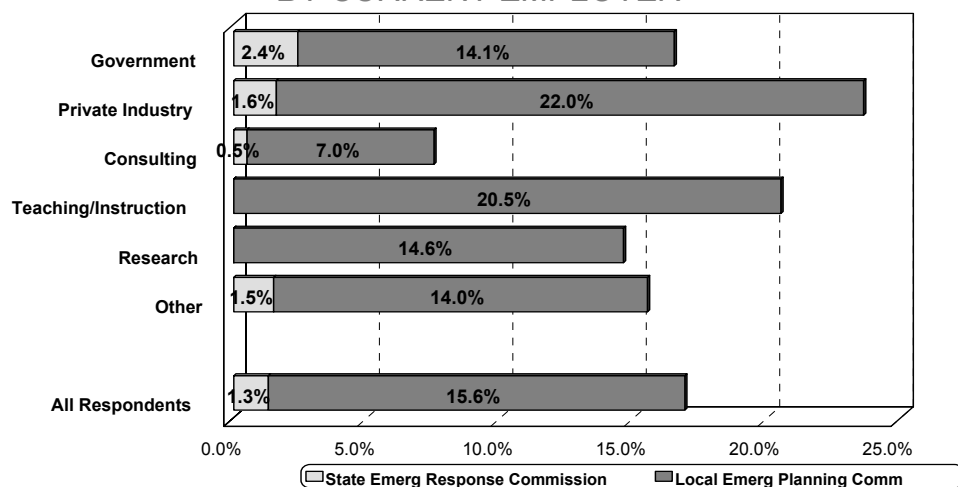
ALLOCATION OF PROFESSIONAL TIME



Source: ACHMM 2002 Member Needs Survey

STATE OR LOCAL EMERGENCY ORGANIZATION MEMBERSHIPS

BY CURRENT EMPLOYER

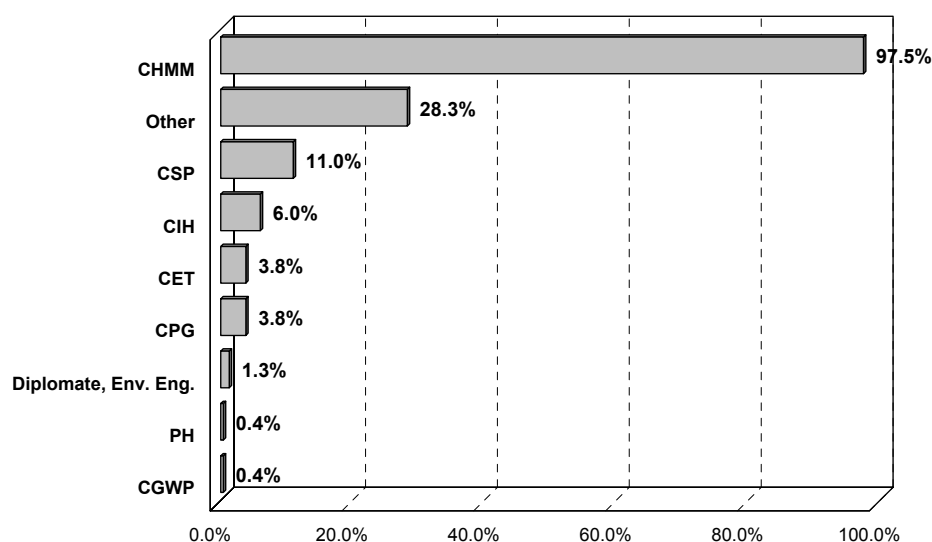


Source: ACHMM 2002 Member Needs Survey

PROFESSIONAL CERTIFICATION

Virtually all survey respondents (2,045 of the 2,080—97.5%) had earned Certified Hazardous Materials Manager (CHMM) certificates. The only other named certification that produced a double-digit response (11.0%) was Certified Safety Professional (CSP). Certified Industrial Hygienist's (CIH) accounted for only 6.0%. No others drew a response from more than 3.8% or the survey participants. However, nearly three out of ten respondents (28.3%) wrote in the name of a certification not listed in the survey but which they held (see Appendix B, question 12). On average, respondents *considered becoming CHMM certified* less than one year (0.9) before proceeding to do so, *first earned CHMM certificates* 7.1 years ago, and were *re-certified* 2.0 years before. Findings pertinent to CSP certification were similar—0.8, 8.6, and 1.8 years, respectively. Except for one of the other named certifications (CET), all other certifications were first earned nine or more years prior.

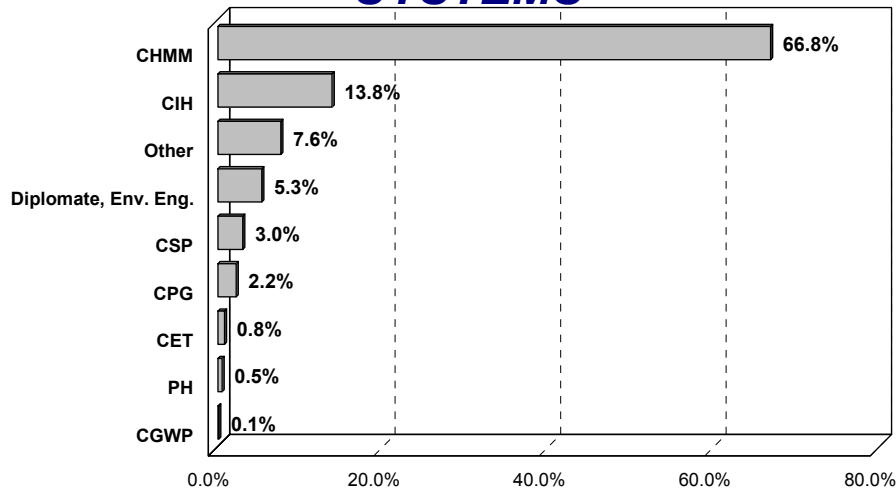
PROFESSIONAL CERTIFICATES EARNED



Source: ACHMM 2002 Member Needs Survey

Not only was the CHMM certificate the most prevalent by far, two thirds of all respondents (66.8%) considered it the leading environmental management credential. Its closest rival was the CIH (13.8%).

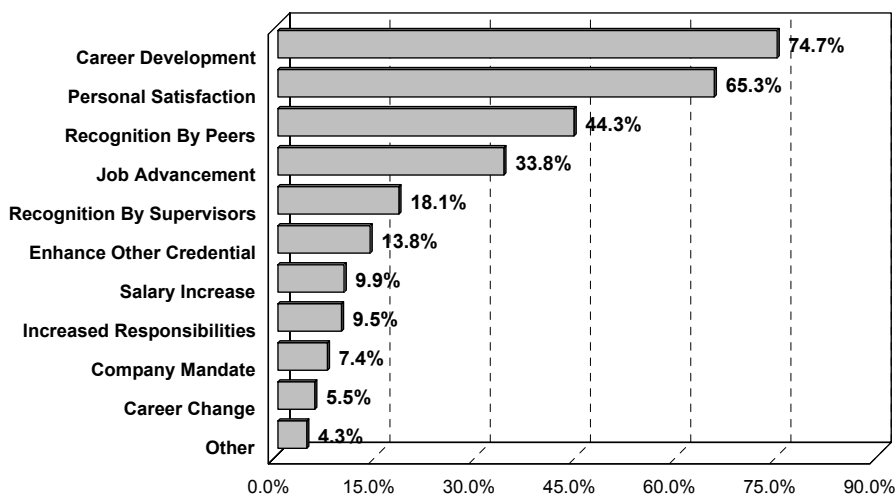
CONSIDER LEADING CREDENTIAL IN ENVIRONMENTAL MANAGEMENT SYSTEMS



Source: ACHMM 2002 Member Needs Survey

Three out of four respondents (74.7%) obtained CHMM certification for *career development* purposes. *Personal satisfaction* motivated nearly two out of three (65.3%). *Peer recognition* was named the reason by more than two in five respondents (44.3%), *job advancement* by one in three (33.8%), and *supervisor recognition* by approximately one in six (18.1%). No other reason was named by as many as one in ten respondents. For each of the five reasons generating a double-digit response, persons employed in research enterprises produced the highest percentages, as did those with less than 10 years hazardous materials management experience.

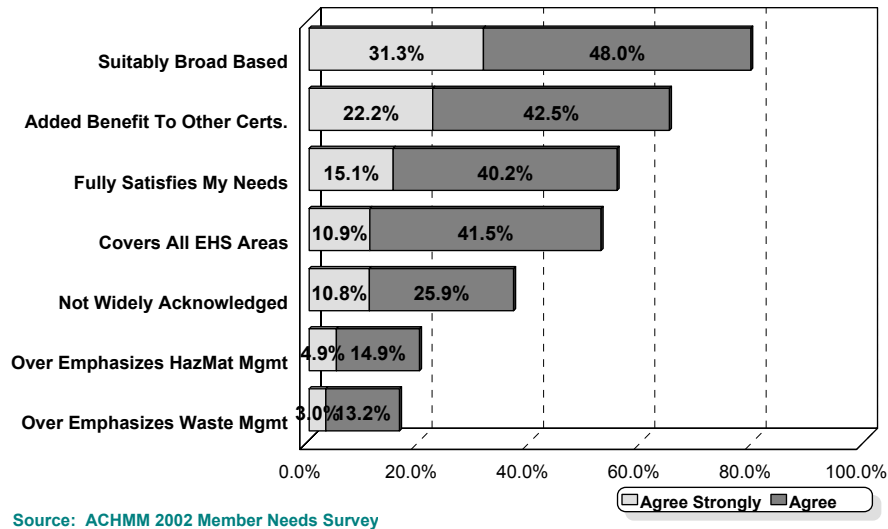
REASONS FOR OBTAINING CHMM CERTIFICATION



Source: ACHMM 2002 Member Needs Survey

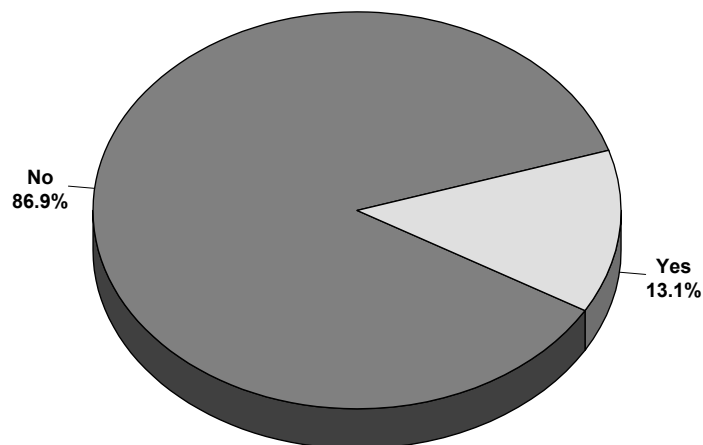
Combining “strongly agree” and “agree” responses, the perception of nearly four out of five survey participants (79.3%) was that *the CHMM is suitably broad based*. Two out of three (64.7%) were of the opinion that *CHMM is an added benefit to other certifications*. More than half the respondents said *the CHMM fully satisfies my needs* (55.3%) and *effectively covers all EHS areas* (52.4%). Fewer than one in five (19.8%) believed that the *CHMM over emphasized HazMat management* and an even smaller percentage (15.2%) thought it *over emphasizes waste management*. However, a substantial number of respondents—nearly two in five (36.7%)—believed the *CHMM is not widely acknowledged or accepted*. This opinion was pervasive regardless of type of employer and length of professional experience.

PERCEPTION OF CHMM CREDENTIAL



Nearly nine out of ten respondents (86.9%) held licenses in the hazardous materials area (see Appendix B, question 17, for the listing of licenses held).

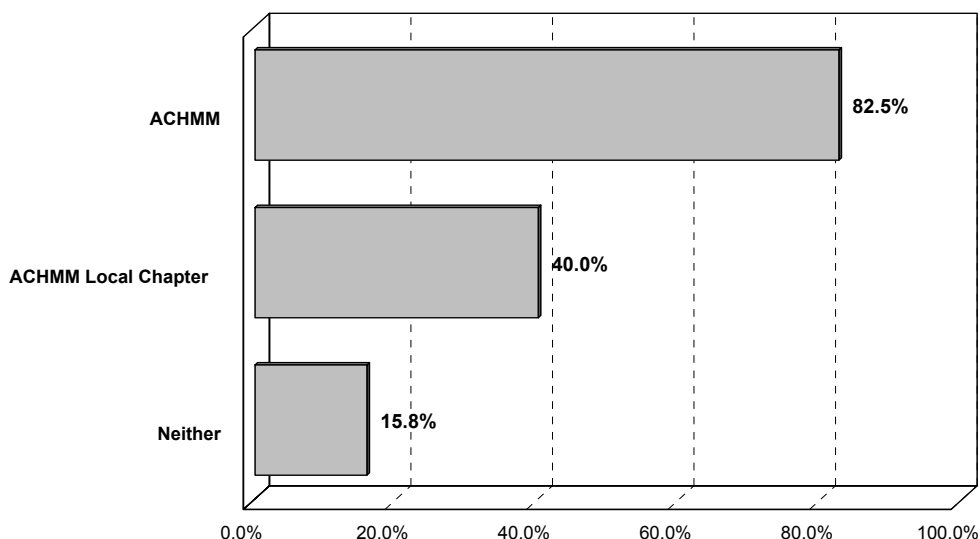
HOLD LICENSES IN HAZARDOUS MATERIALS AREA



ACHMM MEMBERSHIP

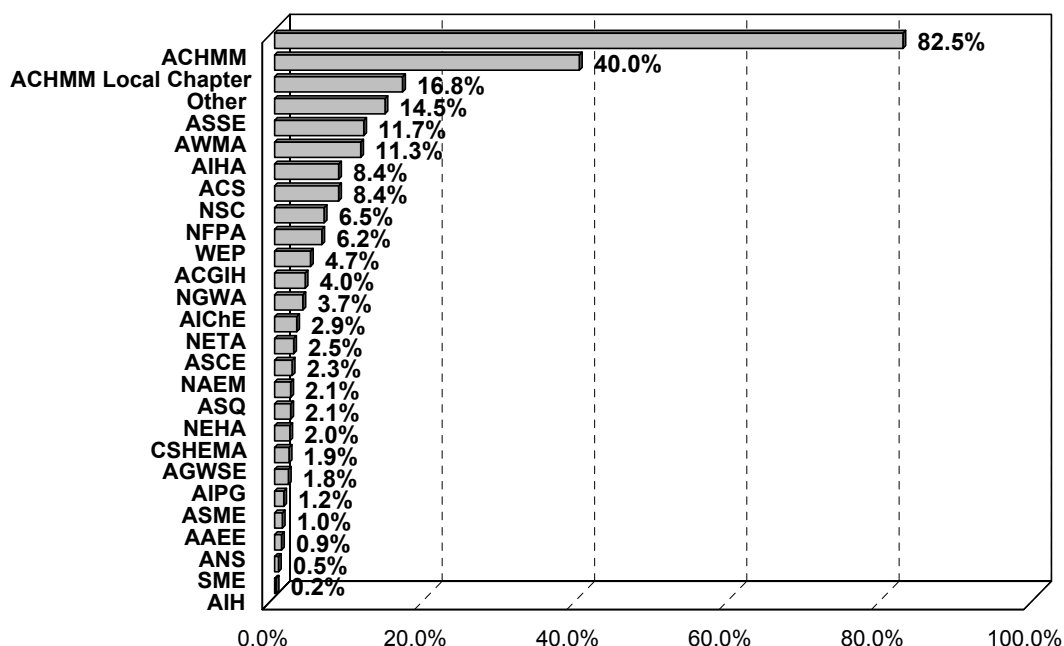
Of the 2,080 persons that completed the survey, 1,716 (82.5%) were ACHMM members, 833 (40.0%) were ACHMM local chapter participants, and 329 (15.8%) were nonmembers. Survey participants were asked if they belonged to a list of 23 other professional organizations. Only two other named organizations received a double-digit response: the *American Society of Safety Engineers* (ASSE) (11.7%) and the *Air & Waste Management Association* (AWMA) (11.3%).

ACHMM MEMBERSHIP



Source: ACHMM 2002 Member Needs Survey

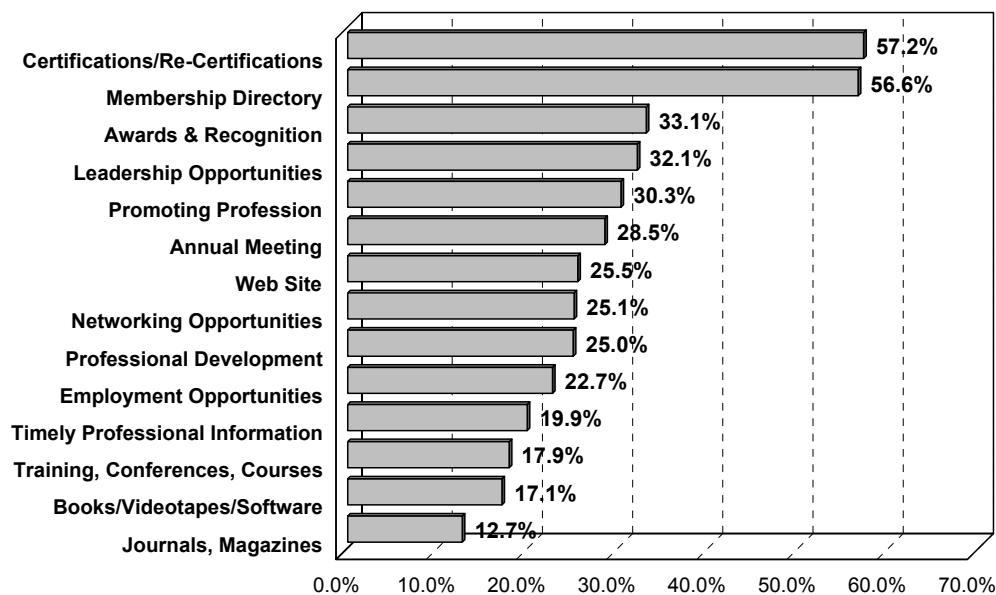
ORGANIZATION MEMBERSHIPS



Source: ACHMM 2002 Member Needs Survey

Consistent with its position as the dominant professional affiliation, ACHMM received 13 out of 14 best job association performance ratings. Its highest ratings pertained to *certification/re-certification* (57.2%) and the *Membership Directory* (56.6%). Approximately three in ten respondents said ACHMM did the “best job” in providing *awards & recognition* (33.1%), *leadership opportunities* (32.1%), *promotion of the profession* (30.3%), and *annual meetings* (28.5%). One in four survey participants considered the ACHMM *web site* (25.5%), *networking opportunities* (25.1%), and *professional development* programs (25.0%) the best. Although still the best among the 25 professional organizations specifically listed, ACHMM’s provision of *timely professional information* (19.9%), *training, conferences & courses* (17.9%), and *books, videotapes & software* (17.1%) garnered relatively low percentages. With regard to *journals & magazines*, ACHMM (12.7%) was eclipsed by ASSE (16.7%).

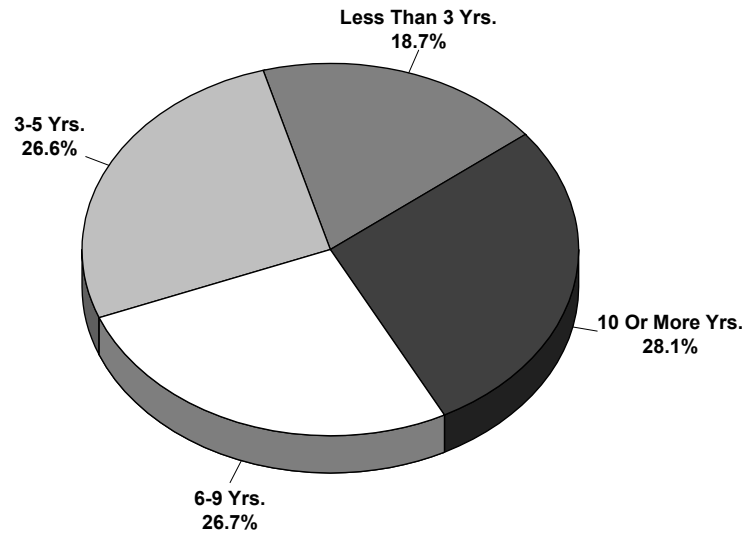
ACHMM BEST JOB RATINGS



Source: ACHMM 2002 Member Needs Survey

With 1,934 survey participants reporting, membership tenure in ACHMM averaged 6.6 years. Of the 1,641 respondents who identified explicitly with ACHMM, tenure averaged 7.0 years. The 794 participants who specified local chapter affiliation averaged 7.2 years. The 261 respondents who claimed neither affiliation but answered the question anyway averaged 4.8 years. *This latter group may be former members, persons who attend but do not belong to the ACHMM or its chapters, and/or individuals who inappropriately responded to the question* (see Appendix C, question 18). Overall, nearly three in ten respondents (28.1%) belonged for a decade or more and fewer than one in five (18.7%) for less than 3 years.

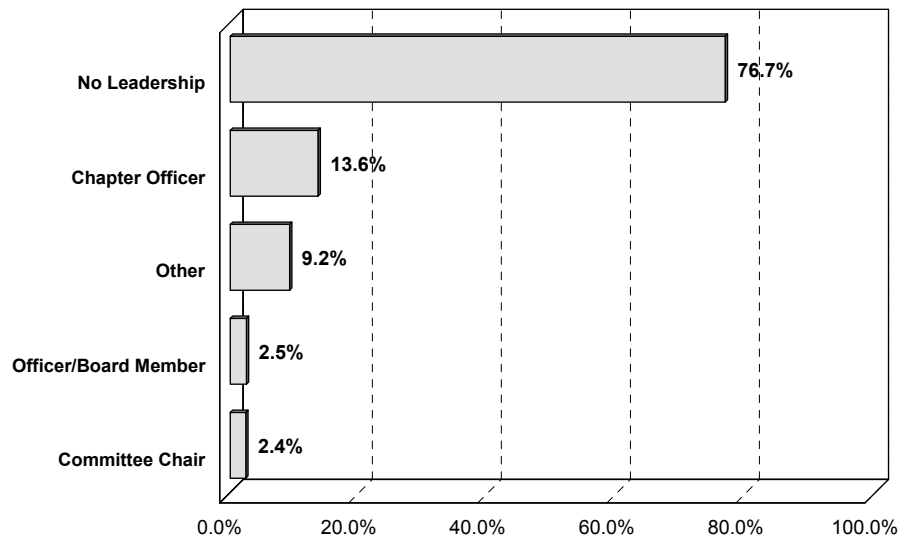
YEARS AS ACHMM MEMBER



Source: ACHMM 2002 Member Needs Survey

More than three-fourths of the respondents (76.7%) had held no leadership position in ACHMM. Among those who had, chapter office (13.6%) was the most prevalent. Nonetheless, respondents averaged 2.7 hours per month on CHMM-related volunteer activities. Those engaged in teaching/instruction produced the highest average (3.5 hours) and those in government the lowest (2.2 hours).

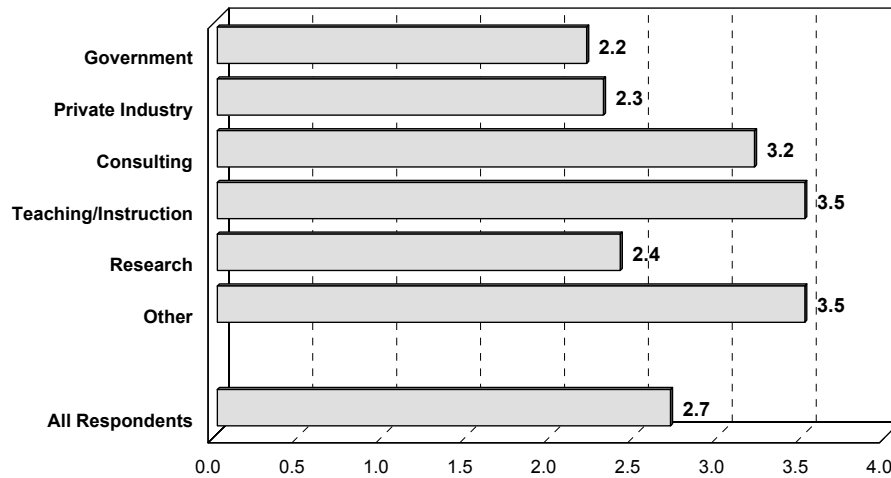
LEADERSHIP POSITION



Source: ACHMM 2002 Member Needs Survey

AVERAGE HOURS SPENT ON VOLUNTEER CHMM PROGRAM ACTIVITIES

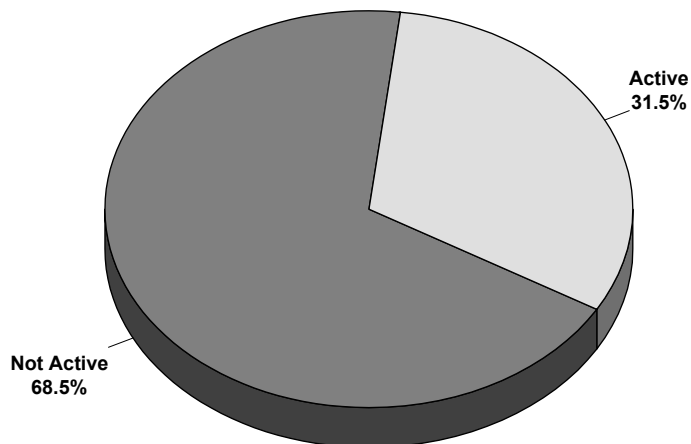
BY CURRENT EMPLOYER



Source: ACHMM 2002 Member Needs Survey

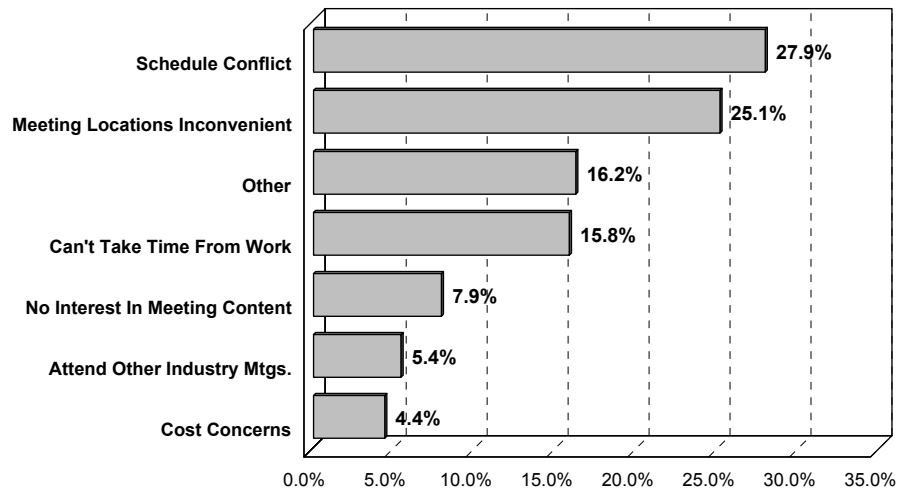
Three out of ten respondents (31.5%) claimed to be active chapter members. The chief reasons for inactivity on the part of the remaining 68.5% were *schedule conflict* (27.9%) and *inconvenient meeting location(s)* (25.1%). *Can't take time from work* drew a 15.8% response. *No interest in meeting content* (7.9%) and *cost concerns* (4.9%) were relatively insignificant.

ACHMM CHAPTER MEMBERSHIP



Source: ACHMM 2002 Member Needs Survey

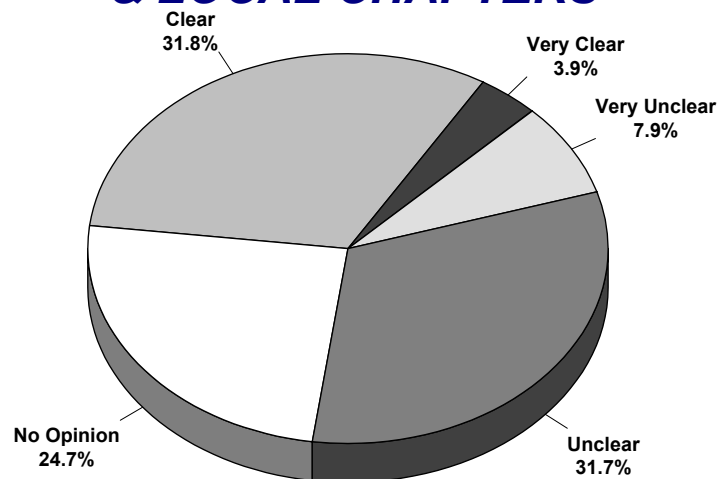
REASONS NOT AN ACTIVE MEMBER



Source: ACHMM 2002 Member Needs Survey

The proportion of the membership “unclear/very unclear” about the different purposes and roles of the Academy, the Institute, and local chapters exceeded that which was “very clear/clear” by nearly four percentage points (39.6% vs. 35.7%). Those in private industry and with 11-15 years professional experience were the least clear. Those in research enterprises and with 16-20 years experience were the most clear. Lack of clarity was greater still among nonmembers (49.0%), and one in four respondents overall (24.7%) expressed “no opinion,” *a hesitancy indicative of insufficient information on which to base judgment*. *ACHMM should make a concerted effort to better define and more widely disseminate information about the different roles and purposes of the Academy, the Institute, and the chapters.*

ROLES OF THE ACADEMY, INSTITUTE, & LOCAL CHAPTERS

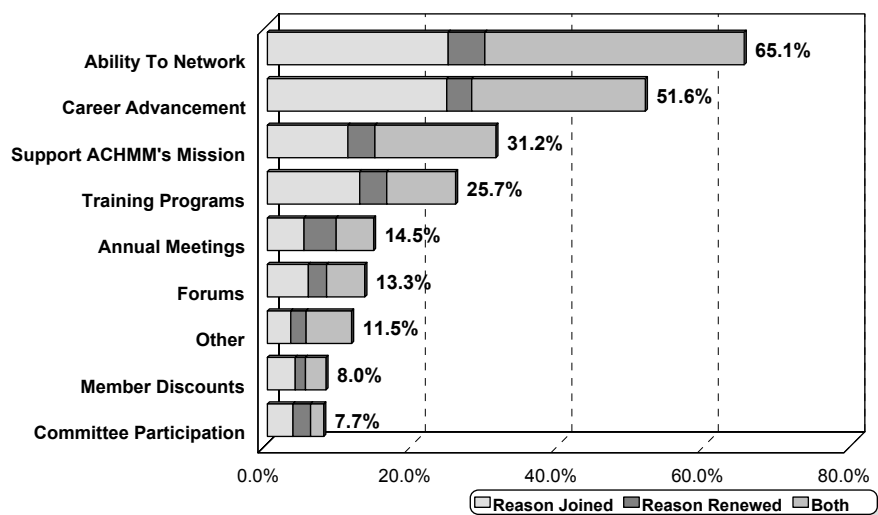


Source: ACHMM 2002 Member Needs Survey

Asked the reasons for joining and renewing membership in ACHMM, the top four responses were the same: *Ability to network with other professionals* (60.1% join / 40.4% renew); *career advancement* (48.2% / 27.1%); *support of the ACHMM mission* (27.5% / 20.2%); and *training programs* (22.0% / 13.1%). Asked to name the one most important reason for joining and for renewing, the order of responses mirrored the overall

findings. *Networking* led both lists, generating a slightly higher percentage as a reason to renew (44.8%) than to join (41.4%). *Career advancement* and *support of the ACHMM mission* were listed second and third, the former with a higher percentage for joining (34.9%) and the latter with a higher percentage for renewing (12.1%). *Training programs* were exceeded by an array of other reasons for joining and renewing that were written in (see Appendix B, question 23 a & b), but held as the fourth most important listed reason (3.2% and 4.3%, respectively).

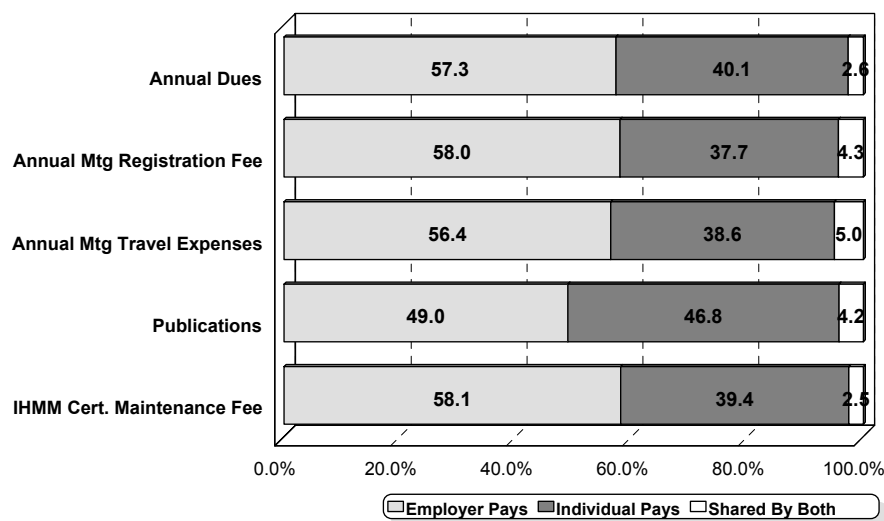
REASONS JOINED/RENEWED MEMBERSHIP IN ACHMM



Source: ACHMM 2002 Member Needs Survey

Nearly three out of five respondents reported that their employer paid for ACHMM *annual dues* (57.3%), *annual meeting registration fees* (58.0%), *annual meeting travel expenses* (58.4%), and *IHMM Certification maintenance fees* (58.1%). Slightly less than half the respondents (49.0%) said that their employer covered purchases of publications.

PAYMENT FOR CHMM RELATED ITEMS

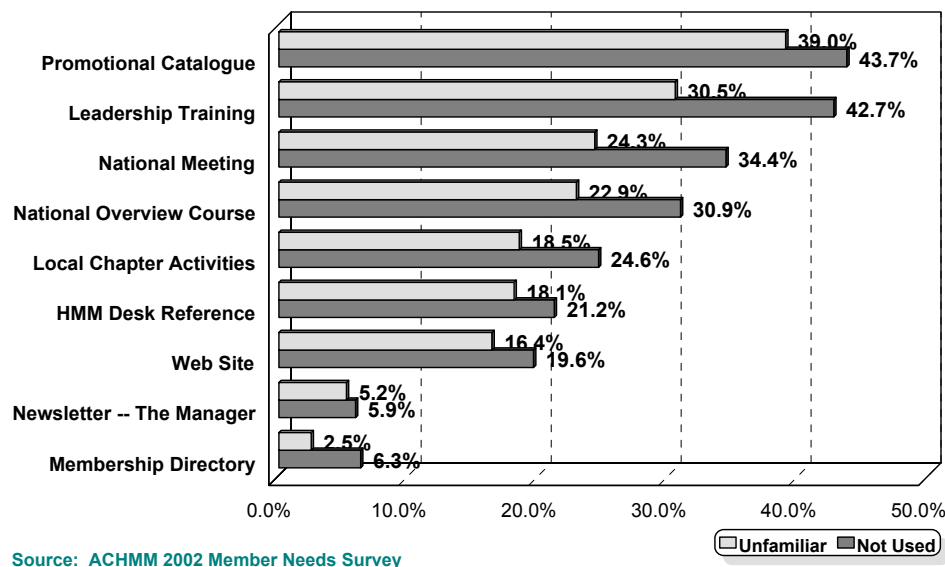


Source: ACHMM 2002 Member Needs Survey

ACHMM SERVICES & PRODUCTS

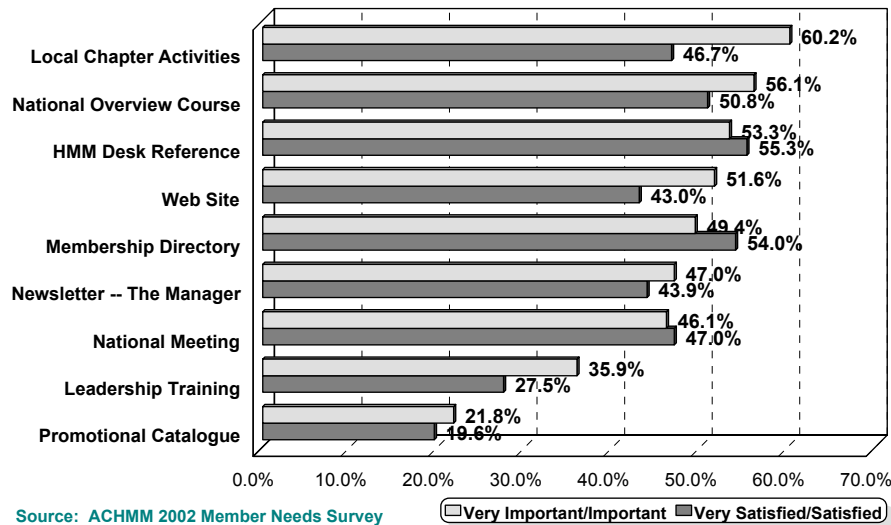
Respondents were asked if they were familiar with nine ACHMM services and products, if they had used them, and, if so, how important and satisfactory they considered each to be. Three of the nine products and services were unfamiliar to one-fourth of the respondents or more and had not been used by at least one-third of the respondents. These three items were ACHMM's *Promotional Catalogue* (39.0% unfamiliar / 43.7% not used); *Leadership Training* (30.5% / 42.7%); and *National Meeting* (24.3% / 34.4%). One-fifth of the respondents were unfamiliar with four other items—ACHMM's *National Overview Course* (22.9% / 30.9%); *Local Chapter Activities* (18.5% / 24.6%); *HMM Desk Reference* (18.1% / 21.2%); and *Web Site* (16.4% / 19.6%). The two remaining items—*The Manager Newsletter* (5.2% / 5.9%) and the *Membership Directory* (2.5% / 6.3%)—were widely known and used.

UNFAMILIAR & UNUSED SERVICES & PRODUCTS



Although four of the nine services and products were considered “very important” or “important” by over half the respondents, none was considered important by more than three-fifths of the survey participants. *Local Chapter Activities* (60.2%) topped the list followed by the *National Overview Course* (56.1%), *HMM Desk Reference* (53.3%), and *Web site* (51.6%). For three of these four, satisfaction percentages lagged importance by 5 to 14 percentage points—*Local Chapter Activities* (46.7%), *National Overview Course* (50.8%), and *Web Site* (43.0%). Satisfaction was consonant with ascribed importance only for *HMM Desk Reference* (55.3%). In order of their combined importance (with satisfaction levels also shown), the remaining five services and products arrayed as follows: *Membership Directory* (49.4% / 54.0%); *The Manager Newsletter* (47.0% / 43.9%); *National Meeting* (46.1% / 47.0%); *Leadership Training* (35.9% / 27.5%); and *Promotional Catalogue* (21.8% / 19.6%).

IMPORTANCE OF & SATISFACTION WITH SERVICES & PRODUCTS

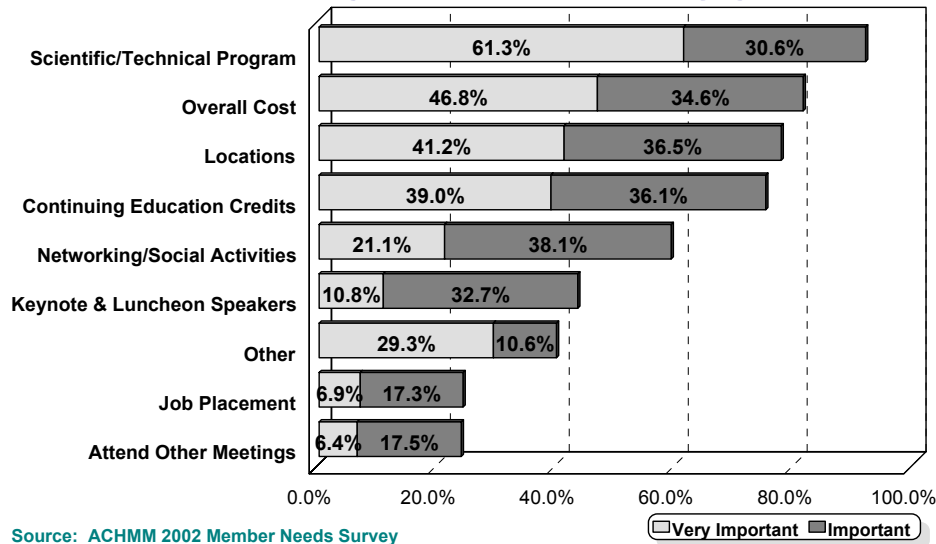


Respondents employed in research enterprises were, with one exception, the vanguard of those generating the highest “very important/important” percentages for all nine services and products. The exception was that government workers produced the highest percentage for ACHMM’s newsletter, *The Manager*. Committee chairs invariably ascribed high “very important” percentages to all the items, as did ACHMM officers and board members. ACHMM members for less than 3 years were among those that produced relatively high “very important” percentages for the *ACHMM National Overview Course*, *HMM Desk Reference*, and *ACHMM Promotional Catalogue*. Survey participants with a high school education or some college joined them regarding the *National Overview Course*. Teachers and instructors confirmed the importance of the *National Meeting*.

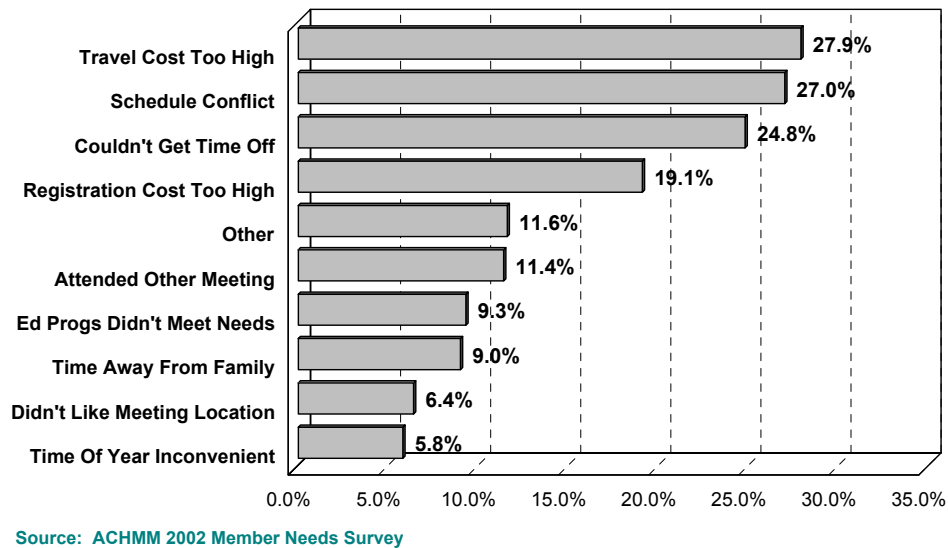
ACHMM NATIONAL MEETING

Overall, the most important factors influencing attendance at ACHMM National Meetings were *scientific/technical content* (91.9%), *overall cost* (81.4%), *location* (77.7%), and the opportunity to obtain *continuing education credits* (75.1%). *Networking/social activities* (59.2%) were also significant, but less so. *Cost* and *scheduling problems* were the dominant reasons given for not attending the 2001 meeting. *Program content* and *location* dissuaded fewer than one in ten. Of the 291 survey participants who had attended the Chicago meeting, four out of five (80.4%) were “very satisfied” (30.9%) or “satisfied” (49.5%). Only one in 24 (4.2%) was in any way dissatisfied. However, nearly one in seven (15.4%) took a “neutral” position, including one in five respondents (20.5%) with 11-15 years professional experience.

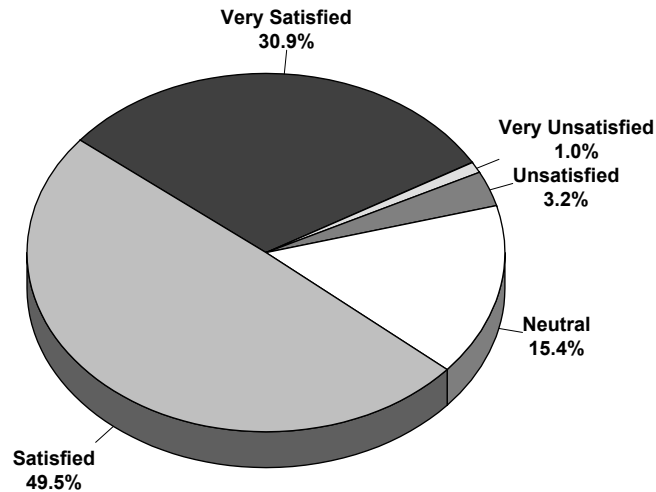
IMPORTANCE OF FACTORS DETERMINING ATTENDANCE AT NATIONAL MEETINGS



REASONS FOR NOT ATTENDING NATIONAL MEETING IN 2001



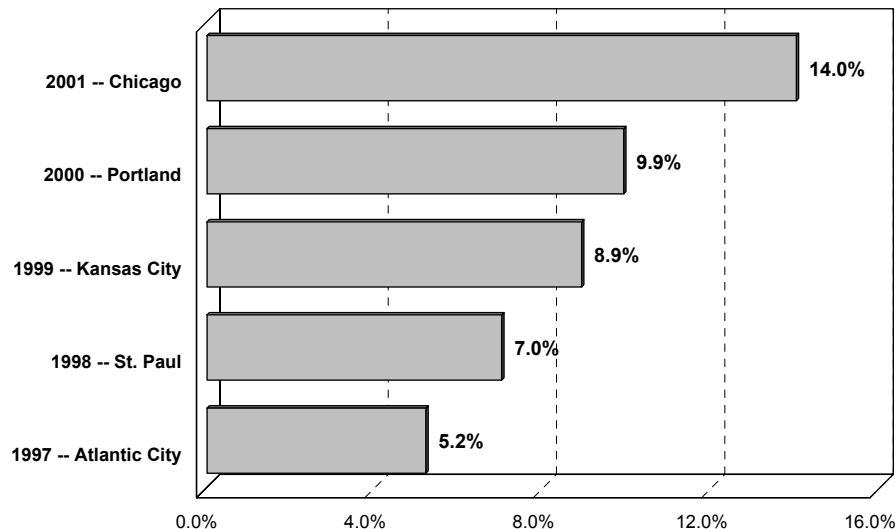
SATISFACTION WITH 2001 NATIONAL MEETING



Source: ACHMM 2002 Member Needs Survey

One in seven respondents (14.0%) attended the 2001 meeting in Chicago while nearly one in 10 attended the Portland meeting in 2000 (9.9%) and the Kansas City meeting in 1999 (8.9%). One in 14 (7.0%) were present in St. Paul in 1998, and one in twenty (5.2%) were at the Atlantic City meeting in 1997. Three times the number of new members—those tenured less than 3 years—attended the meeting in 2001 (8.6%) than attended in 2000 (2.9%), and four times the number attended in 2001 than in 1999 (2.0%)—the first year they might have belonged. Substantially greater percentages of members tenured 3 years and more attended each National Meeting in the last five years.

NATIONAL MEETINGS ATTENDED



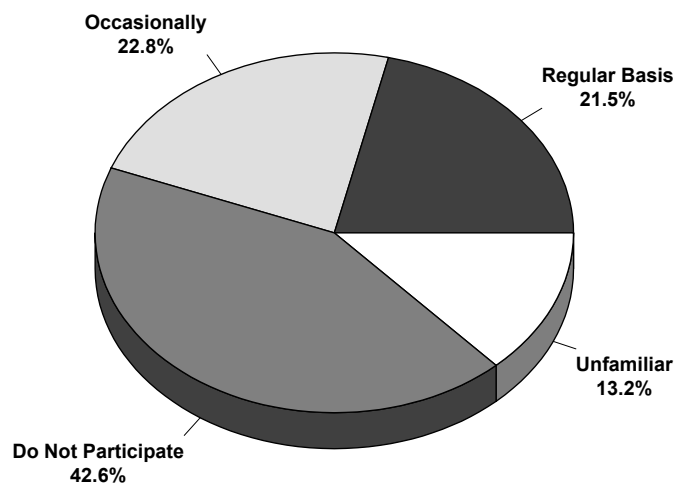
Source: ACHMM 2002 Member Needs Survey

Assuming similar program content at each of the meetings, the progressively increased attendance since 1997 appears to reflect membership tenure more than other factors. Continuing education credits are a valuable incentive, but ACHMM should consider additional incentives to attract its newest members and should invariably choose locations that minimize travel time and travel cost. Special program content should be developed around the needs of mid-career members—those with 11-15 years professional experience—who show evidence of disaffection.

ACHMM LOCAL CHAPTERS

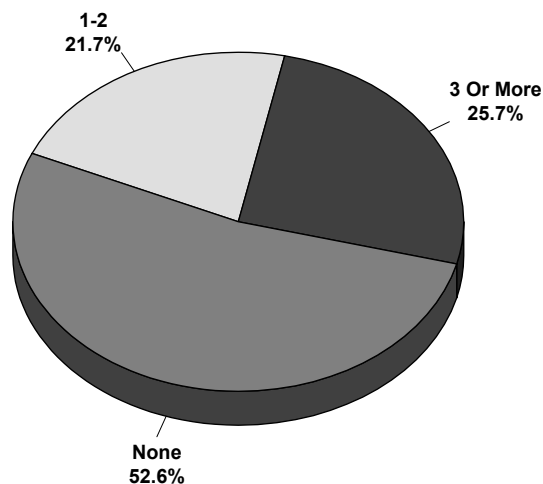
More than two in five survey respondents (44.3%) reported some level of participation in a local ACHMM chapter. However, nearly as many did not participate (42.6%), and one in seven (13.2%) lacked familiarity. Respondents that worked in government and teaching/instruction settings were the least likely to be involved and aware of the chapters. Conversely, those in consulting and research enterprises were the most likely. One in four who were involved (25.7%) attended at least three chapter events a year. Another one in five (21.7%) attended one or two events annually. The remaining respondents (52.6%) attended none. One in five who were involved had served as a chapter officer (12.3%) or on a chapter committee (8.5%) during the past three years.

LEVEL OF PARTICIPATION WITH LOCAL ACHMM CHAPTER



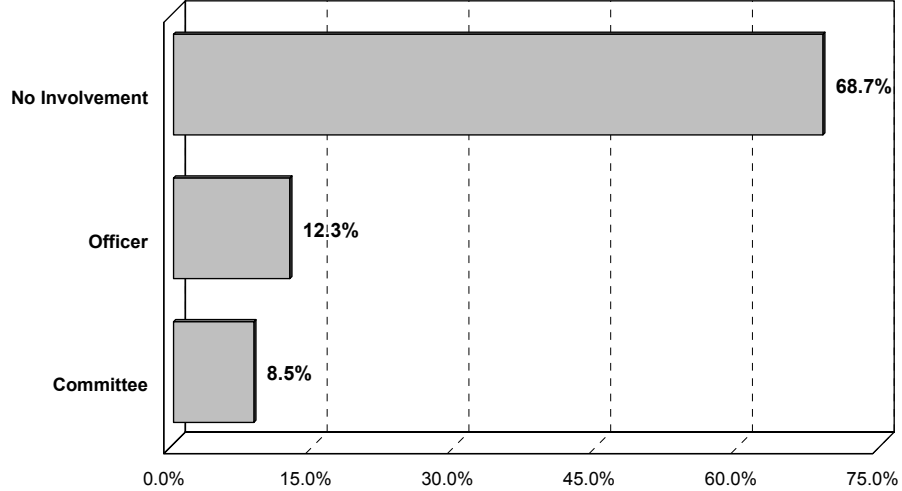
Source: ACHMM 2002 Member Needs Survey

NUMBER OF LOCAL CHAPTER EVENTS PARTICIPATE IN A YEAR



Source: ACHMM 2002 Member Needs Survey

LEADERSHIP POSITIONS HELD AT LOCAL LEVEL IN THE PAST 3 YEARS

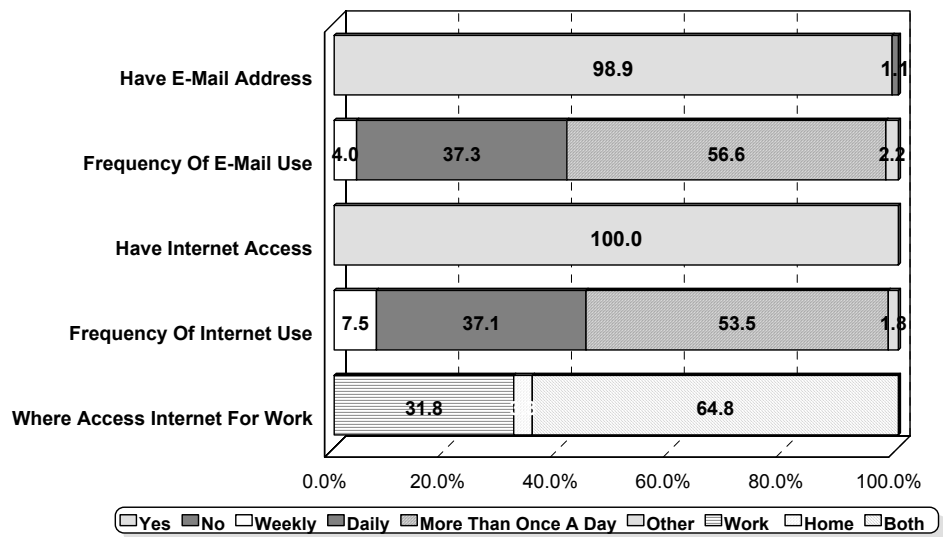


Source: ACHMM 2002 Member Needs Survey

ACHMM WEB SITE

Virtually all respondents (98.9%) reported having an e-mail address and nearly as many said they used e-mail *once a day* (37.3%) or *more than once a day* (56.6%). Internet access was universal (100%) and the frequency of use was akin to that of e-mail—that is, 37.1% *daily* and 53.5% *more than once a day*. Nearly two-thirds of the respondents (64.8%) enjoyed Internet access at both *home and work*, although for those with access at only one location, work place access predominated (31.8% vs. 3.3%).

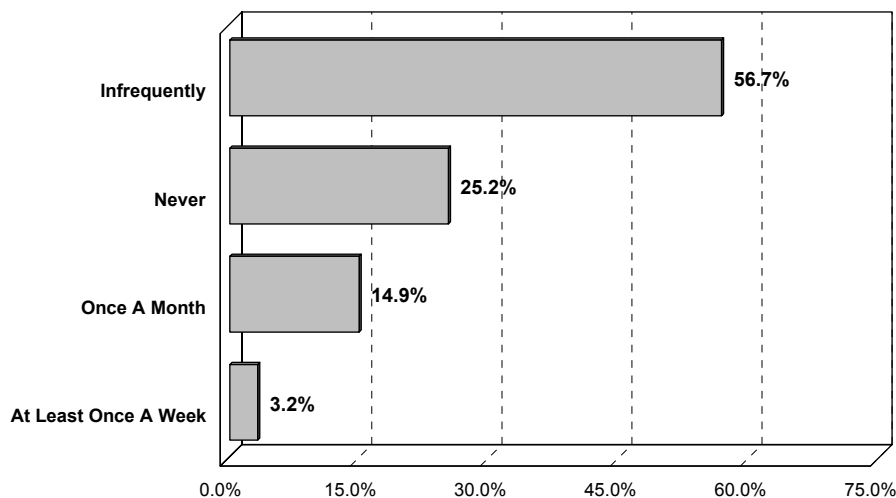
ACHMM E-MAIL & INTERNET USAGE



Source: ACHMM 2002 Member Needs Survey

Although Internet access was universal, less than one in five respondents (18.1%) visited the ACHMM web site *weekly* (3.2%) or *monthly* (14.9%). Four out of five respondents *never* used the site (25.2%) or used it *infrequently* (56.7%). Those most apt to use it often were committee chairs (44.9%) and to a lesser extent others in leadership positions. Except for nonmembers, those least likely to access the web site were teachers/instructors (84.8%) and consultants (84.3%).

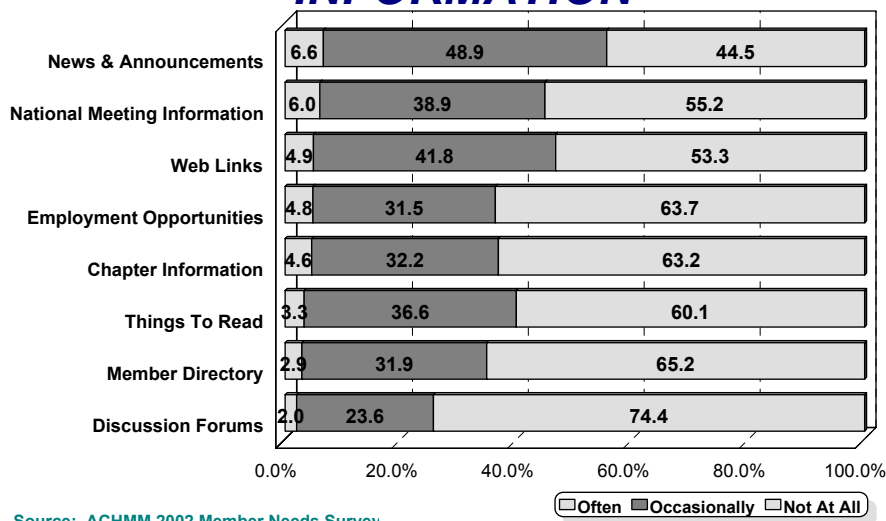
ACCESSING ACHMM's WEB SITE



Source: ACHMM 2002 Member Needs Survey

No more than one in 15 survey participants were drawn to the ACHMM Web site *often* for any of the types of information posted there. However, combining *often* and *occasional* users, more than half the respondents (55.5%) reported seeking *news and announcements* online. *Web links* (46.7%) and *national meeting information* (44.9%) were the next most popular items, followed by *things to read* (39.9%), *chapter information* (36.8%), *employment opportunities* (36.3%), the *membership directory* (34.8%), and *discussion forums* (25.6%). Between two-fifths and three-fourths of the respondents did not use the ACHMM web site for information of any kind.

USE OF ACHMM WEB SITE FOR INFORMATION



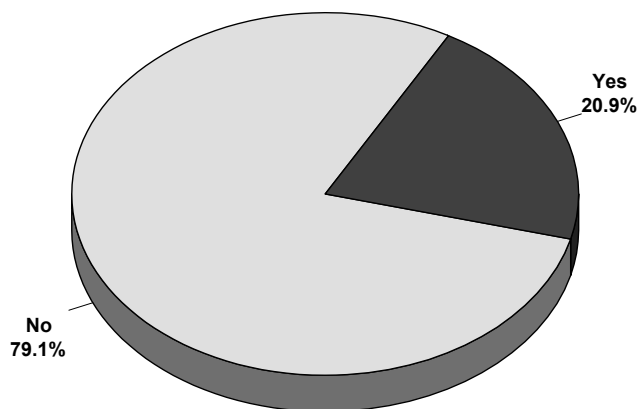
Source: ACHMM 2002 Member Needs Survey

Note: Please refer to Appendix B, question 40, for additional information desired on the ACHMM web site.

IHMM WEB SITE

Approximately the same percentage of respondents used the IHMM web site during their CHMM exam application process as used the ACHMM web site weekly or monthly (20.9% and 18.1%, respectively). The dominant IHMM web site users were *ACHMM members for less than 3 years* (61.7%) and those with *10 years or less hazardous materials management experience* (34.2%). The percentages of those not consulting the IHMM web site for exam preparation purposes doubled after two years of membership and increased progressively beyond that. Clearly, ACHMM and IHMM should focus on the very newest members in promoting and marketing CHMM certification.

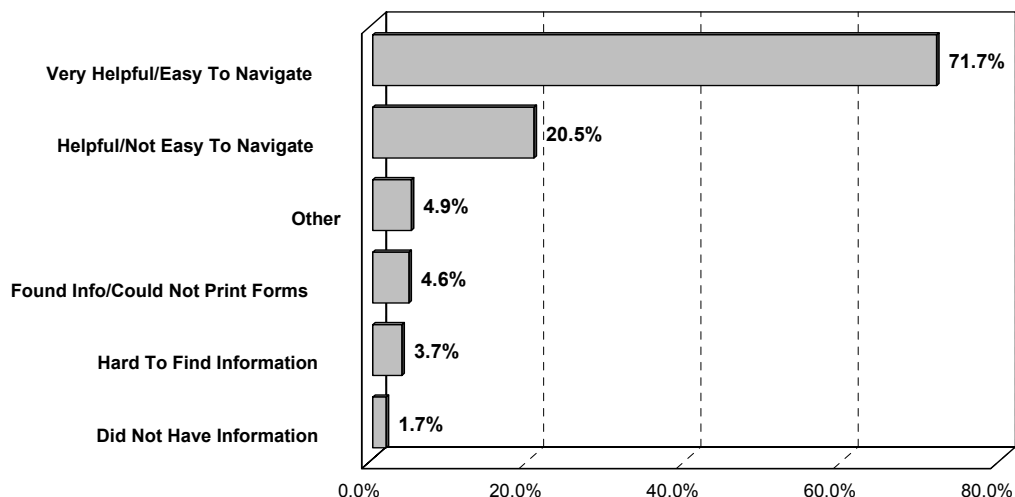
USE THE IHMM WEB SITE DURING CHMM EXAM APPLICATION PROCESS



Source: ACHMM 2002 Member Needs Survey

Overall, more than nine out of ten survey respondents (92.2%) affirmed that the IHMM web site was “very helpful” or “helpful,” but not nearly as many found it “easy to navigate” (71.7%). Again the newest and least experienced members produced the highest percentages of positive responses.

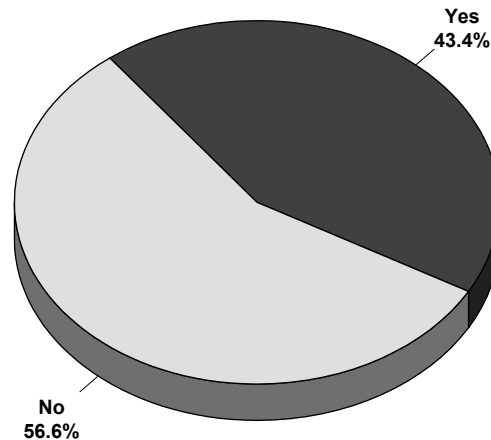
APPLYING FOR CHMM EXAM AT THE IHMM WEB SITE



Source: ACHMM 2002 Member Needs Survey

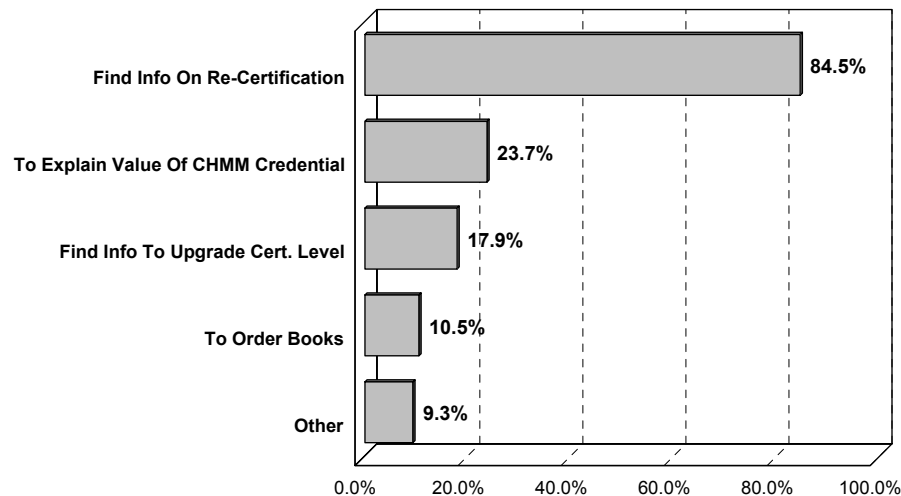
After attaining certification, less than half the survey respondents (43.4%) continued use of the IHMM web site. The chief post-certification users were ACHMM leaders—committee chairs (63.3%), chapter officers (54.9%), and national officers and board members (53.8%), the latter being the dominant users of the site *to explain to others the value of the CHMM credential*. The primary reason given for continued use of the IHMM web site was *to find information about re-certification* (84.5%). In aggregate, the response to all other reasons for continuing to use the site was more than 23 percentage points less (61.4%).

USED IHMM WEB SITE SINCE BECAME CERTIFIED



Source: ACHMM 2002 Member Needs Survey

USING THE IHMM WEB SITE AFTER BECAME CERTIFIED



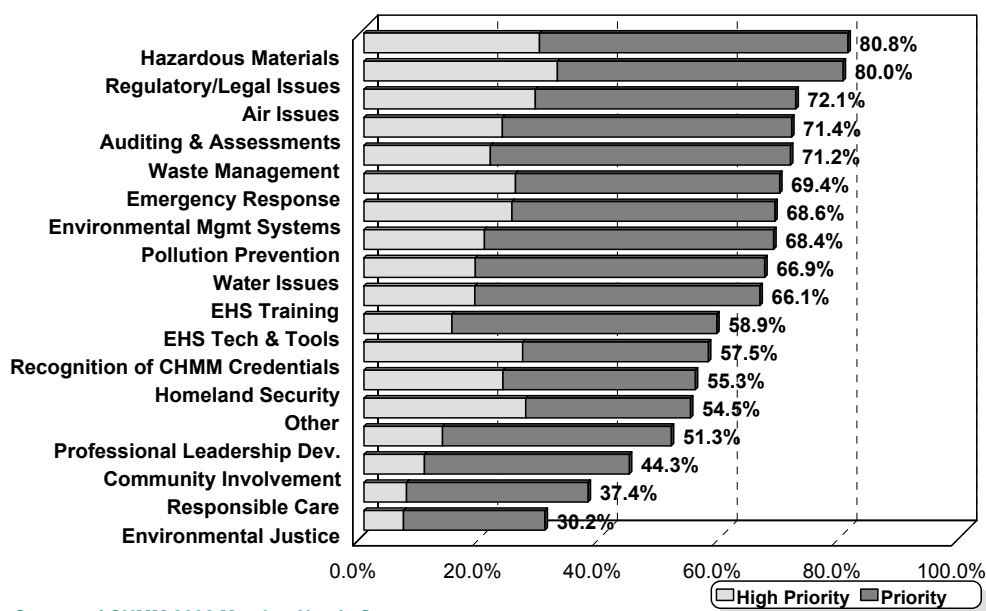
Source: ACHMM 2002 Member Needs Survey

Note: Please refer to Appendix B, question 43, for additional information desired on the IHMM web site.

PROFESSIONAL ISSUES

Using a five-point scale, survey participants were asked to prioritize 17 important issues facing ACHMM and the EHS field. All but three issues drew a combined “high priority/priority” response from more than half the respondents. *Hazardous materials* (80.8%) and *regulatory/legal issues* (80.0%) were numbers one and two, although their order was reversed considering “high priority” responses only. More than two out of three respondents assigned “priority” or “high priority” to eight other issues: *air issues* (72.1%); *auditing & assessment* (71.4%); *waste management* (71.2%); *emergency response* (69.4%); *environmental management systems* (68.6%); *pollution prevention* (68.4%); *water issues* (66.9%); and *EHS training* (66.1%). Between five and six out of ten respondents ascribed significance to *EHS technology and tools* (58.9%), *recognition of the CHMM credential in their company* (57.5%), *homeland security* (55.3%), some *other issue* written in (54.5%) (see Appendix B, question 44), and *professional leadership development* (51.3%). *Community involvement*, *responsible care*, and *environmental justice* were of priority to 44.3%, 37.4%, and 30.2% of the respondents, respectively.

PRIORITY OF INDUSTRY ISSUES

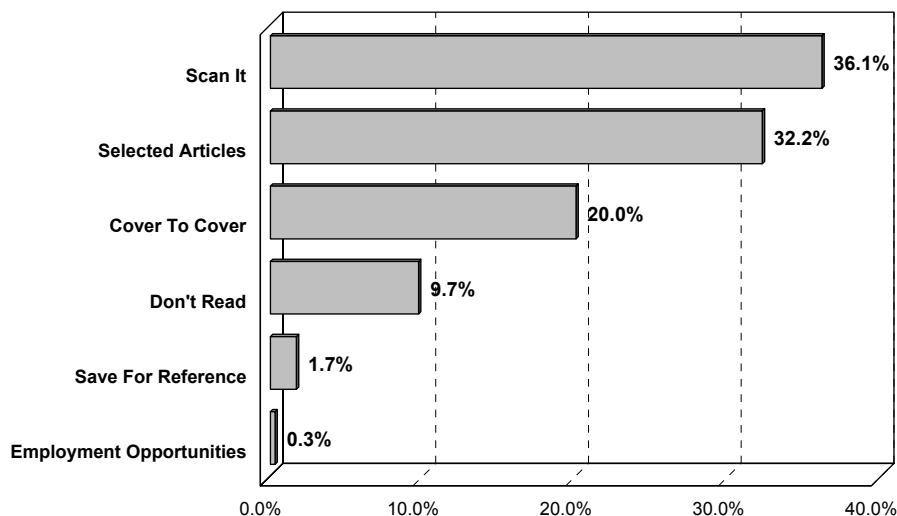


Committee chairmen were in the vanguard of those that assigned “high priority” to five specially listed issues: *regulatory/legal issues*; *recognition of CHMM credentials*; *homeland security*, *professional leadership development*; and *community involvement*. With the exception of *regulatory/legal issues* and with the addition of *auditing & assessment*, ACHMM national officers and board members also ascribed top priority to these issues. Those with high school/some college educations placed “high priority” on *hazardous materials*, *emergency response*, *water issues*, *EHS training*, and *homeland security*. Respondents employed in other than government, private industry, consulting, teaching/instruction, or research identified *hazardous materials*, *recognition of CHMM credentials*, and *environmental justice* as “high priority.” Chapter officers assigned top priority to *regulatory/legal issues* and *recognition of CHMM credentials*.

THE ACHMM NEWSLETTER—*THE MANAGER*

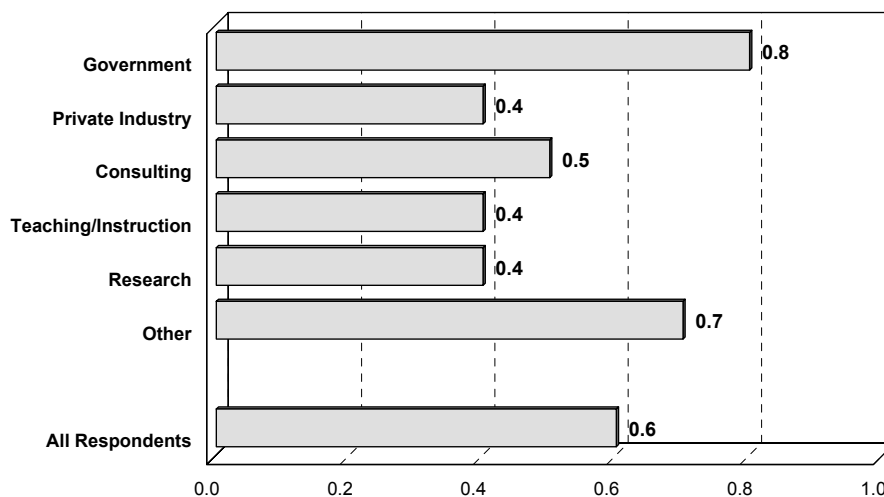
Nearly seven out of ten survey participants (68.3%) either *scanned The Manager* (36.1%) or *read selected articles* (32.2%). One in five (20.0%) read it *cover-to-cover*. Only one in ten *don't read* it (20.0%). On average, one in two recipients (0.6) passed their copy along to another person.

USING THE MANAGER



Source: ACHMM 2002 Member Needs Survey

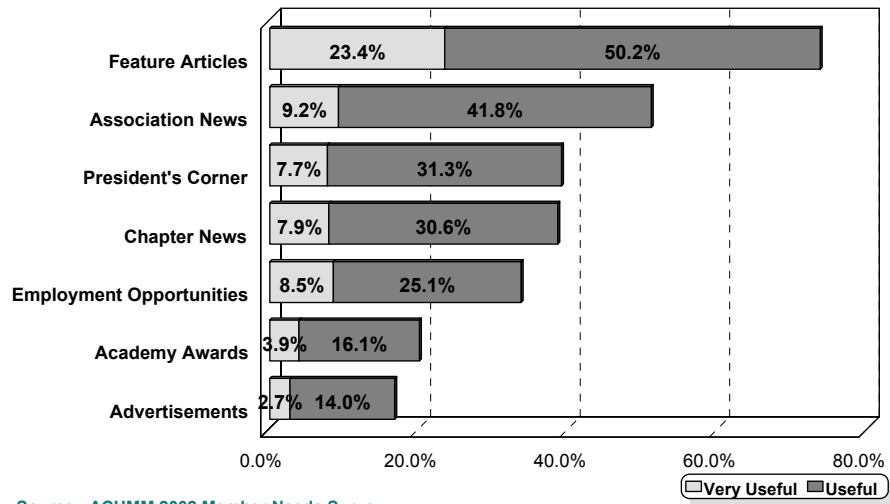
AVERAGE NUMBER OF OTHER PEOPLE THAT READ THE MANAGER BY CURRENT EMPLOYER



Source: ACHMM 2002 Member Needs Survey

Seven out of ten respondents (73.6%) considered *feature articles* the publication's most useful section. *Association news* was regarded as "very useful" or "useful" to half the respondents (51.0%). Between three and four out of ten respondents valued the *President's Corner* (39.0%), *chapter news* (38.5%), and the *employment opportunities* sections (33.6%). The *academic awards* section (20.0%) and *advertisements* (16.7%) were considered to be useful by one-fifth of the respondents or less.

USEFULNESS OF SECTIONS OF THE MANAGER

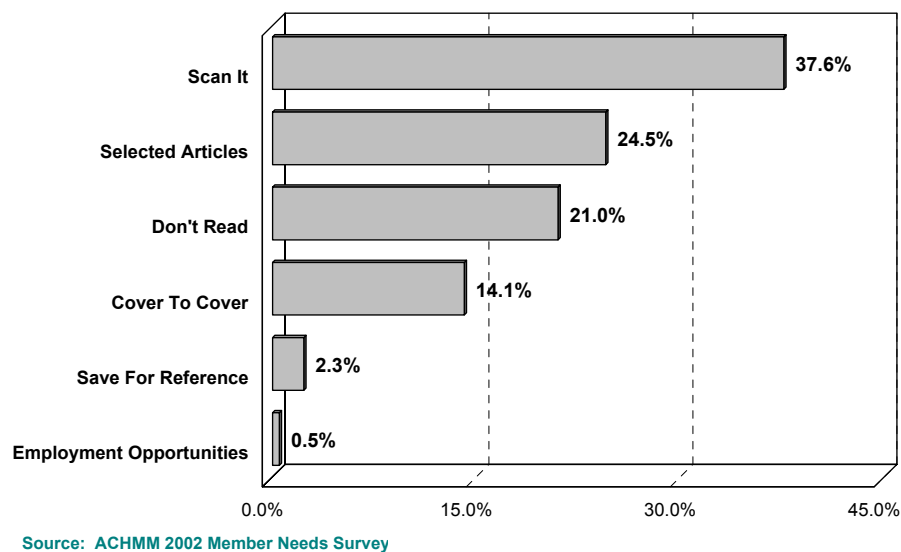


Note: Please see Appendix B, question 48, for suggested ways to improve The Manager.

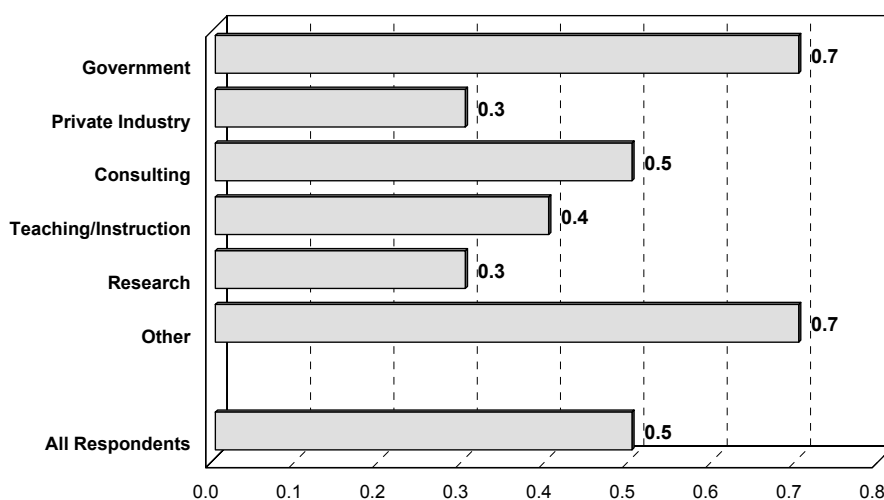
THE IHMM NEWSLETTER—*THE BULLETIN*

As with *The Manager*, nearly two out of five respondents (37.6%) scanned *The Bulletin* and one in five (21.0%) don't read it at all. However, fewer respondents reported reading *The Bulletin* selectively (24.5%) and cover-to-cover (14.1%), although it was passed along nearly as frequently (0.5 persons, on average).

USING THE BULLETIN



AVERAGE NUMBER OF OTHER PEOPLE THAT READ THE BULLETIN BY CURRENT EMPLOYER



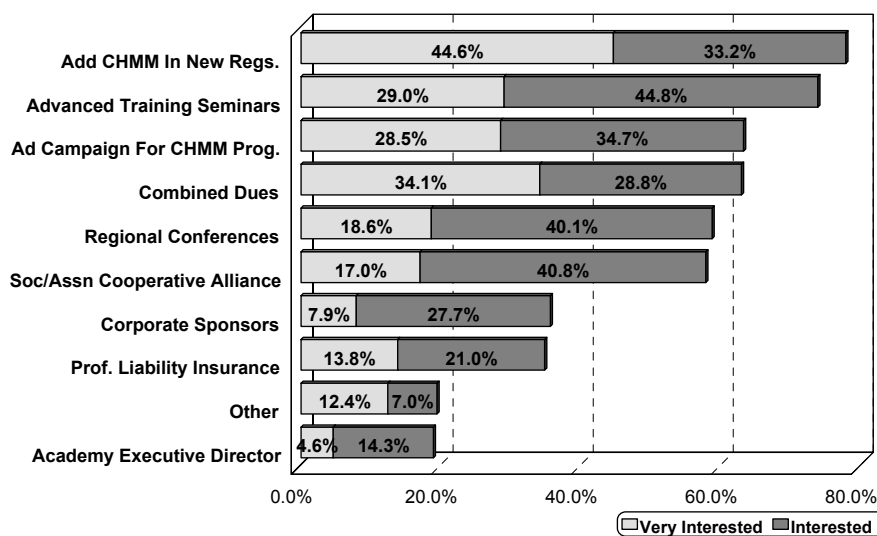
Source: ACHMM 2002 Member Needs Survey

Note: Please see Appendix B, question 51, for suggested ways to improve The Bulletin.

NEW MEMBER BENEFITS

Using a five-point scale, survey participants were asked how interested they would be in nine possible new member benefits. Six of the nine prospective benefits drew “very interested” or “interested” responses from more than half the respondents: *An effort to add CHMM in new regulatory language* (77.8%); *advanced training seminars* (73.8%); *an ad campaign promoting the CHMM Program* (63.2%); *combined Academy/Chapter dues* (62.9%); *ACHMM regional conferences* (58.7%); and *Society/Association cooperative alliances* (57.8%). Two other prospective benefits appealed to one in three respondents: *Corporate sponsors* (36.7%) and *professional liability insurance* (34.8%). *An Academy executive director* generated the least interest overall (18.9%).

INTEREST IN BENEFITS



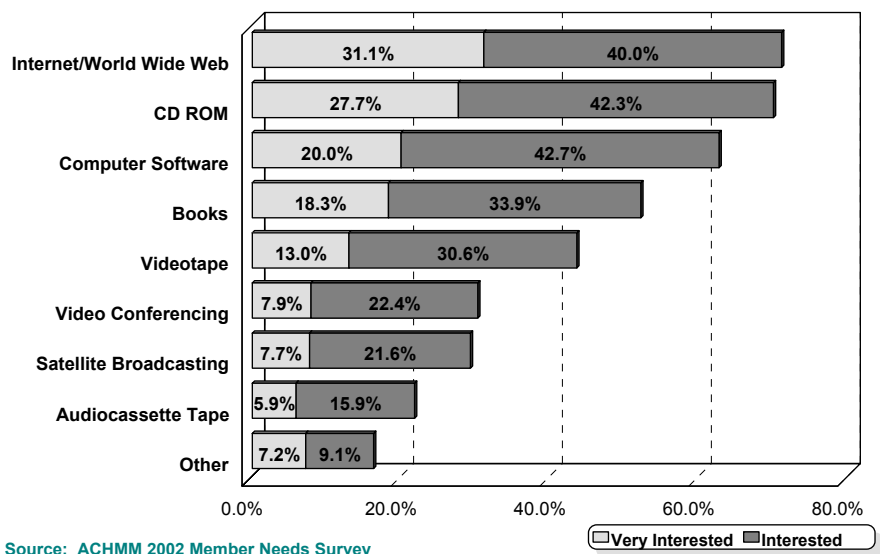
Source: ACHMM 2002 Member Needs Survey

Focusing on “very interested” responses only, persons in leadership positions were the vanguard of respondents for all but one of the nine benefits. The exception was *professional liability insurance*. This prospective new benefit drew its strongest support from ACHMM members employing less than 20 persons (FTE) and from those working in consulting capacities.

Combining Academy/Chapter dues generated the broadest array of support, including ACHMM leaders, chapter members, females, ACHMM’s youngest members, and those with high school and/or some college education. Female and high school/some college respondents were also “very interested” in *advanced training seminars* and *regional conferences*.

As with possible new benefits, survey participants were asked how interested they would be in ACHMM adding eight specific educational formats. Again, a five-point scale was used and four of the eight formats drew “very interested/interested” responses from over half the respondents: *Internet/World Wide Web* (71.1%); *CD ROM* (70.0%); *computer software* (62.7%); and *books* (52.2%). *Videotape*, *video conferencing*, and *satellite broadcasting* appealed to 41.6%, 30.3%, and 29.3% of the respondents, respectively. *Audiocassette tape* was of least interest (21.8%).

INTEREST IN EDUCATIONAL FORMATS



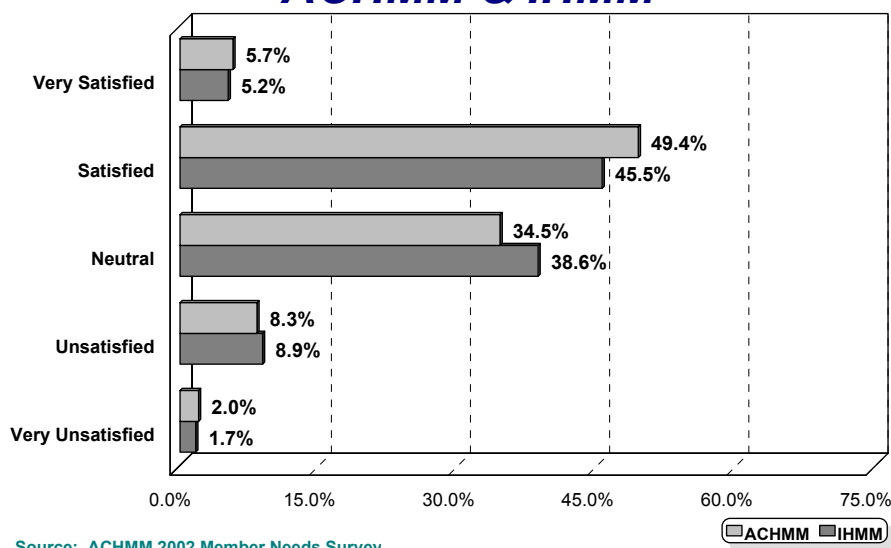
Committee chairs were “very interested” in five of the eight specifically named educational formats, chiefly *Internet/World Wide Web* (48.8%). Respondents with Ph.D. degrees were the most interested in *books* (29.2%) and in *videotape* (22.6%). Respondents classified as “other” in terms of current employment were the most interested in *CD ROM* (38.7%), *computer software* (33.6%), and (second only to committee chairs) *Internet/World Wide Web* (39.6%).

Note: Please refer to Appendix B, questions 52, 53, and 54 for other member benefits, educational formats, and educational programs desired by survey participants.

OVERALL EVALUATION

While a majority of respondents expressed satisfaction with both ACHMM and IHMM, the percentages were not overwhelming. Combining “very satisfied” and “satisfied” ratings, ACHMM drew a positive response from 55.1% of all survey participants and IHMM received a bare majority, 50.7%. On the other hand, few respondents were specifically dissatisfied. Combining “unsatisfied” and “very unsatisfied” evaluations, both organizations displeased only one in ten persons (10.3% and 10.6%, respectively). However, more than one-third of the respondents (34.5%) took a “neutral” position with regard to ACHMM and nearly four in ten did so regarding IHMM (38.6%).

OVERALL SATISFACTION WITH ACHMM & IHMM

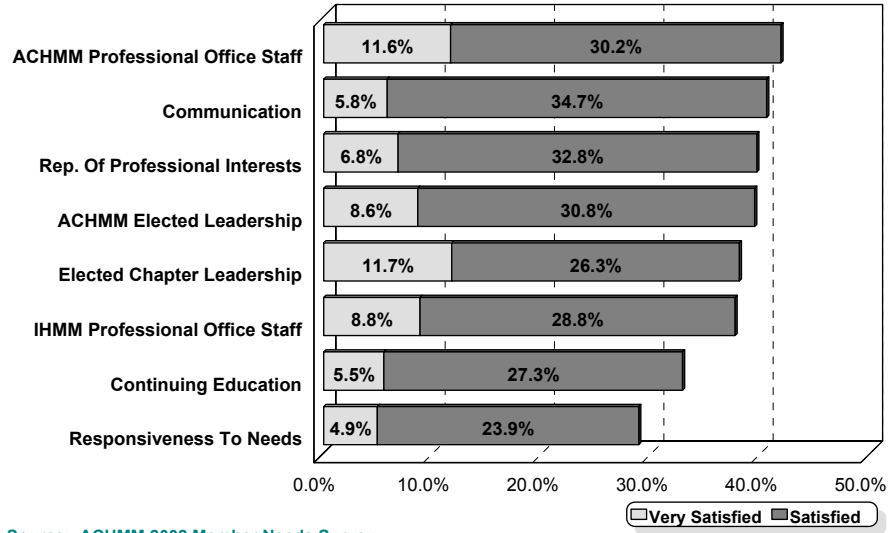


Persons employed in research enterprises were the most satisfied with both ACHMM (62.5%) and IHMM (60.0%) as were, to a lesser extent, those with more than 20 years professional experience. Respondents engaged in teaching/instruction were the least satisfied with ACHMM (14.1%) and IHMM (15.5%).

The high proportion of “neutral” responses was without substantial variation based on current employer, but did show variation based on professional experience. The least experienced respondents produced neutral responses six percentage points greater than the most experienced. This was independent of ACHMM membership tenure. ACHMM and IHMM should launch an aggressive outreach effort targeting professionals in their first decade of hazardous materials management activity. This should benefit both member recruitment and retention. Survey results hint at a mid-career disaffection.

The thinness of the majority that expressed satisfaction with ACHMM and IHMM was reinforced by the evaluations pertaining to eight specific aspects of ACHMM and IHMM operations and performance. None of the eight aspects tested produced a positive response—“very satisfied” or “satisfied”—from more than two out of five survey participants. Greatest satisfaction attached to the *ACHMM professional office staff* (41.8%). *Communication* (40.5%) and *representation of professional interests* (39.6%) followed, edging out *ACHMM elected leadership* (39.4%) and *elected chapter leadership* (38.0%). The *IHMM professional office staff* satisfied 37.6% of the respondents—4.2 percentage points lower than the percentage generated for the ACHMM professional staff. One in three respondents (32.8%) were “very satisfied/satisfied” with the *continuing education* services provided. Less than three in ten (28.8%) were pleased with *the Academy’s responsiveness* to their needs, a significant measure of association health.

SATISFACTION WITH SPECIFIC ASPECTS OF ACHMM & IHMM



Source: ACHMM 2002 Member Needs Survey

In each of the eight performance areas, those in leadership positions—especially committee chairs—generated the highest percentages of “very satisfied” responses. *Self-satisfaction among ACHMM and IHMM leaders appears pervasive but should not be allowed to become an impediment to exploring new programs, products, services, and approaches in the hazardous materials management profession.*