

# MEMBER SERVICES & STATISTICS

	2014 Actual	2013 Actual	2012 Actual
Number of Members	1,373,497	1,389,602	1,388,727
Cost of Service per Member	\$7.08	\$6.84	\$6.66
Self Support Contributions per Member	\$5.02	\$4.97	\$4.72
Cost of Service <b>NOT</b> covered by Contributions	\$2.06	\$1.87	\$1.94
Number of Groups	65,222	64,694	64,414
Cost of Service per Group	\$149.11	\$146.96	\$143.67
Self Support contributions per Group	\$105.76	\$106.75	\$101.80
Cost of Service <b>NOT</b> covered by Contributions	\$43.35	\$40.21	\$41.87
Percentage of Groups Contributing	41.6%	42.5%	42.4%
Number of Groups that Contributed	27,103	27,841	27,332
Self Support contributions of Groups that contributed	\$254.51	\$248.06	\$239.92