

# **Meeting Notes from the October 18<sup>th</sup>, 2005 Employer Outreach Ad Hoc Group Meeting**

## **Agenda Item 1 - Introductions**

The meeting began with an introduction of those in attendance. (See attached list)

## **Agenda Item 2 – Review of previous meeting (7/19/05) notes**

The group reviewed and approved the meeting notes as written.

## **Agenda Item 3 – First Quarter Draft FY06 Conformity Statement**

Staff distributed and explained the statement to the group.

## **Agenda Item 4 – FY05 Customer Service Satisfaction Survey Draft Report**

Staff presented the draft Customer Service Satisfaction Survey Draft Report to the group. Highlights included a 19% response rate with 249 forms returned. Additionally, the perception of the Employer Services Representatives by client employers is quite positive. The employer surveys continue to show solid success in having an employer implement an alternative commuting package for their work staff. The turnover of employee transportation coordinators has dropped off significantly over the past three years, which only bolsters the weight of the Satisfaction Survey since a majority of the respondents are well versed in commuting alternatives. Staff asked the group for comments and corrections to be submitted by November 18, 2005.

## **Agenda Item 5 – FY06 Survey Training Update**

Staff updated the group on the Employer Survey Training session to be held on November 8, 2005.

## **Agenda Item 6 – FY06 Scopes of Work and Contracts Update**

Mr. Ramfos updated the group on the progress on the current fiscal year's scopes of work and contracts. Due to the finalization of the FY06 Work Program the funding amounts were pushed back and reflect the new percentages as agreed upon by the State Funding Agencies.

## **Agenda Item 7 – Employer Outreach Roundtable Discussion**

Ms. Lorraine Taylor of WMATA informed the group of upcoming SmartBenefits Employer Seminars to be held on November 19, 25, and 26, 2005.

Ms. Vanessa Vega informed the group of the recent effort working with Alexandria Hospital. The group also discussed meeting with the new VPSI representative to coordinate efforts. Mr. Mark Sofman informed the group of Montgomery County's new Park-n-Ride Map Book.

## **Agenda Item 8 – Other Business**

The next Employer Outreach Ad Hoc Group Meeting will be held on January 17, 2006.