

**EMPLOYER OUTREACH AD-HOC GROUP
MEETING NOTES
Tuesday January 18, 2005**

ITEM # 1 – Introductions

The meeting began with introductions from those in attendance (see attached attendance sheet).

ITEM # 2 – Review of 10/19/2004 Meeting Notes

The minutes were approved as written.

ITEM # 3 – Midyear FY05 Conformity Statement

Staff updated the group on the midyear conformity numbers for the region.

ITEM # 4 Final Satisfaction Survey FY04 Report

Staff distributed the final Customer Service Satisfaction Survey Report for FY04. The group approved it for release.

ITEM # 5 Sales Support Calls and Optional Training

The November calls highlighted some technical issues and ACT! Accessory information. The group was asked what topics of interest would be helpful for training. Ms. Muriel Bowser of Montgomery County asked presentation skills would be considered for future training. Ms. Sharon Affinito asked if there was a class on effective writing for marketing and advertising. The mid-year support calls are scheduled for the week of February 22nd.

ITEM # 6 Mid-Year FY05 Commuter Survey Results

Staff presented information on a new commuter survey application that is web-based. The group asked if there was a way of changing the questions on the survey. Mr. Nicholas Ramfos of COG said yes, but that COG would not reimburse the changed sections of the survey. There were no surveys submitted for processing for the first half of FY05.

ITEM #7 Employer Outreach Roundtable Discussion

Mr. Ramfos updated the group on the current 2005 TERM evaluation effort. Staff added that a database audit would commence in early February. The group asked for verification procedures and what data was being collected. Staff replied that this was a data verification project, not a data gathering project.

Mr. Doug Franklin of COG informed the group on the planning progress for the 2005 Employer Recognition Awards Ceremony. The event is slated for June 29 at the National Press Club. The group suggested that there should be some consideration for those who applied and/or nominated to receive some recognition as an “honorable mention”.

Ms. Cynthia Capelli updated the group on STI’s recent outreach efforts in Prince William and Frederick Counties. An upcoming seminar in Frederick would be on Telework.

Item #8 Other Business

The next meeting will be held on April 18th, 2005.