

# Customer Council Meeting Minutes



**Customer Council Meeting**  
**January 26, 2021**  
**Virtual Meeting 11:00 am**

**Attendees-** Ashley Lohr, Todd Deak, Nicole Copeland, Curtis Murray, John West, Daniel Schuster and Tyrese Jackson

**Ashley Lohr- Chief Operating Officer**

Welcome everyone. This is our first meeting for the new year – hope everyone is well. We will start out with attendance

❖ **MCE Update**

- Stephen is unable to attend
- Tyrese Jackson will be the new staff assistant for the Council. Tyrese has work for MCE for several years as the assistant in the operations department – we are glad to have her assisting
- As of yesterday, sales were up to \$26.6 million – approximately 23% down from the end of January last year or about 8 million.
- Inmate Employment is around 380; we hope to be bringing the rest of the shops back into production within the next few weeks
  - Appreciate everyone’s patience as we have navigated through these uncharted waters. We know there have been some delays, and we are doing our best to start to return to normalcy.
  - Our institutional staff are receiving vaccines in accordance with the Governor’s roll out plan. We will continue to wear PPE and maintain social distancing to keep everyone safe
- Civilian vacancy rate around 25% due to retirements and statewide hiring freeze
- PPE still available – hand sanitizer prices have been lowered, masks, gowns, face shields all available in quick ship
- Phone issues continue at HQ and several of our Jessup institutions – email is the most effective method to reach staff. We apologize for the inconvenience.
- Tomorrow, our ERP procurement will be reviewed at the BPW meeting. We are hoping for approval and look forward to implementation.

## **Nicole Copeland- Marketing Director**

### **❖ Marketing Division Update**

- MCE's Sales Catalog for FY'22 is in the making and will be distributed in July.
- Great News! Our Customer Yearly Survey is in. MCE averaged a 40% satisfactory rate for quality of products and services.
- We have not been able to attend any in person conventions this year. However, we did attend a virtual convention with the Maryland Library Association. We are evaluating our convention options for this year.
- The website project is currently on-hold and we hope to revisit that this year.
- We continue to rely on email marketing focusing on PPE and Quickship items.

## **Todd Deak, Sales Director**

### **❖ Sales Division Update**

- Website Orders- \$147K /Last year \$434K
- Incoming Orders thru January- \$1.9M/Last year \$6.3M
- YTD Incoming Orders- \$21.6M/Last year \$33.3M
- We have dropped considerably due to the pandemic
- Project Orders
  - University of Maryland College Park- Dorm Job- Install June 1st
  - Anne Arundel Community College- Install June 1st
- Current Installs
  - Towson University- Science Complex
  - Montgomery College
  - Allegany College
- Jobs Delivering In February
  - MVA-Silver Spring
  - State Highway Administration
  - State Police -Cumberland Barracks

## **Ashley Lohr, Chief Operating Officer**

### **❖ Business Plan Review**

Every year, MCE develops a strategic business plan to help guide us through the next two years. The plan we will be reviewing was developed and finalized in mid-2020 and is updated annually. We will be reviewing the changes made to the plan.

Given the uncertainty of the past year, MCE carried over the majority of our goals and strategies from the previous year. The added objective and two added strategies focused on the impact of the pandemic.

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  - Objective 4.1.3 To ensure a safe working environment for all staff, inmates, and visitors.
  - Strategy 4.1.3.1 Establish policies and procedures in accordance with Centers for Disease Control and Prevention (CDC) guidelines.
  - Performance Measure Implement developed policies and procedures.
  
  - Strategy 4.1.3.2 Ensure adherence to policies and procedures.
  - Performance Measure Audit adherence to established policies and procedures.

Updates to the plan continue to be shared quarterly.

❖ **Council Recommendations, Comments and Concerns**

- We will have new members joining us in April. (**Ashley Lohr**)

**Meeting Adjourned at 11:20 a.m.**