



# June 2023 Service Delivery Committee

## Minutes

June 12<sup>th</sup> 2022

2:00-3:00 p.m. ET

### 1. Opening

Ms. Lesa Kretschmer called the meeting to order at 2:00 PM ET. A quorum was established.

Members Present: Ms. Janet Good, Mr. TJ Moon, Ms. Lesa Kretschmer, Ms. Kristi Warran, Ms. Mary Jarrett Mr. Brandon Palermo

Staff Present: Ms. Hannah Brock, Ms. Anna Ingram

Members of the Public: None

### 2. Approval of Agenda

No members of the public commented. No modifications were made to the agenda. No comments were made. Mr. TJ Moon made the motion to approve the agenda. Ms. Janet Good seconded the motion. The agenda was approved as presented by acclamation without any objection.

### 3. Approval of Minutes

The May 2023 Service Delivery Committee meeting minutes were approved as presented. No modifications were made. Ms. Good made the motion to approve the May 2023 Service Delivery Committee meeting minutes. Mr. Moon seconded the motion. There were no objections.

### 4. Service Delivery Surveys | Hannah Brock.

Ms. Hannah Brock stated she will be presenting the bulk of the feedback from the survey at the next meeting. She gave a brief recap what the surveys are for the new committee members. She explained how to review the data. The surveys are anonymous.



## 5. RDC Manual

Ms. Brock reviewed the draft manual with the committee. She has downsized the manual from 28 pages to 13 pages. The information in the manual has been simplified. She asked the committee to approve it. She is going to ask Mr. Reed if it needs to be approved by the full ATAC as well.

Mr. Brandon Palermo made the motion to approve the draft RDC manual. Ms. Good seconded the motion. The RDC manual is approved as presented.

## 6. Action Items

The Committee is on track with the 2020 Strategic Plan and 2022 Survey Tracking.

## 7. Closing

Next Meeting- July 10<sup>th</sup>, 2023, at 2:00 PM. No public comment was made. The meeting was adjourned at 2:20 PM.