

Customer Council Meeting Minutes



Customer Council Meeting
January 18, 2022
Virtual Meeting 11:00 am

Attendees- Stephen Sanders, Ashley Lohr, Todd Deak, Curtis Murray, John West, Brenda Lee, Calvin T. Johnson, Catherine Baugh and Tyrese Jackson

Stephen Sanders- Chief Executive Officer

❖ **MCE Update**

- Welcome Introduction
- October YTD Sales: \$13.2M (YTD last year \$17.1M - down 23%)
- Current YTD Sales : \$23M (YTD last year \$17M)
- December YTD Sales: \$4.2M (85% ahead of last year)
- October Open Orders: \$12.2M (Currently \$14M)
- October Program Participant Count: 909 (December 942)
- We are working under modified operations. 13 Business Units are operating due to Omicron variant.
- January Program Participants: 322 (December 620 - 66% decrease)
- We continue to make PPE, vinyl plexi-glass barriers and face mask.
- We are currently in production with our new communication booths.
- We are focusing on our Board of Election orders for ballot carts, election carts, voting folders, plexi-glass and sneeze guards. They have also requested our entire stock of hand sanitizer.
- ERP implementation and training continues with an expected date to go online in fiscal year 2023.
- October Vacancy Rate: down 24.7% (Currently 28%). This is a result of increase in retirements and resignations due to covid.
- Supply chain issues continue to impact MCE with majority of raw material delivery delays.
- ACA reaccreditation has been scheduled for March.
- Covid Updates as of October 18,2021:
 - Active Cases: 66 (45 employees)
 - January DPSCS employees positive: 893

Ashley Lohr- Acting Chief Operating Officer

❖ Marketing Update & Review of Business Plan

FY23 Catalog

- We conducted an audit of all our products to eliminate any products in our catalog that have low sales or are being discontinued by our vendors
- Pricing will increase for some products based on the market
- We have a separate catalog for our ANSI products

Other Projects

- **Social Media** - You can keep up with what is happening at MCE on the Department of Public Safety's Facebook page.
 - We are posting content on a monthly basis
 - Employee news, special projects and community engagement
- **Upcoming Convention Season**
 - We plan to attend:
 - Maryland Municipal League
 - Association of School Business Officials
 - Maryland Association of Counties
 - Maryland Association of Board of Education
 - Maryland Association of Education School Principals
 - Department of Natural Resources
- **Showroom**
 - Open for visits. You can make an appointment with your account rep.
- **Email**
 - If you're not already, we invite you to subscribe to our monthly email updates
 - Subscribe on the homepage of our website
 - What you can expect:
 - Product Announcements
 - Specials
 - New Products

- MCE News
- Ashley Lohr reviewed changes in the business plan to include updates to the Mission Statement and a highlighted focus on recruitment methods.

Todd Deak- Sales Director

❖ Sales Update

Incoming orders:

- Jan: 1.3M Last Jan. 3.9M
- YTD: 25M (YTD Last Year: 23.6M)

Sales:

- Jan: 740k (Last Jan: 5.5M)
- YTD: 23.3M (Same Time Last Year: 27.8M)

Web Site Orders:

- 400k (on pace for a record year)

Current / Upcoming Installs:

- Current
- Finishing up USMSM Bldg
- MVA-6 Branches (Silver Spring was just completed over the weekend)
- Upcoming
- UMCP South Bldg. Dorm (Feb)
- UMES School of Pharmacy (May)
- UMCP Public Policy (May)
- St. Mary's College Academic & Aud. (May)
- Military Adelphi Readiness Ctr.

Projects in Design Phase:

- FSU (Ed & Health Sciences)
- CSM-Hughesville (Center for Health Sciences)
- Garrett College (CEPAC)

Project POs To Be Entered:

- MSDE (7th Floor Project) 198k
- St. Mary's College (Academic and Auditorium Bldg.) 329k
- DMIL (Adelphi Readiness Center) 285k
- DMIL (Edgewood) 200k

❖ **Council Recommendations, Comments and Concerns**

(John West)- Wanted to acknowledge MCE quick turnaround on delivering 50 leather chairs in a week.

Meeting adjourned- 11:18 a.m.