

MTAC Task Team (TT) #23

Date: October 21, 2015

Attendees: Adam Collinson, Todd Black, Mark Kolb, Pritha Mehra, Garrett Hoyt, Jason Desplechin, Angela Dyer, Tarlochan Mann, Darrell Mielke, Randy Workman, Heather Dyer,

Discussion Items

- Pritha/Jason Shared the performance metrics on Data/Report Availability for all four program(Full Service, Move Update, elduction, and Seamless), Discussion revolved around making data and reports available by program so moving forward there will be more metrics, the new reports include: Data Availability will be by each program, Full Service Data Accuracy, Seamless Acceptance Data Accuracy, eInduction Data Accuracy, Move Update Data Accuracy. Adam, Mark and Todd did not see any issues with the new Metrics to be posted on RIBBS.
- Pritha Shared the program fixes to be on 11/15, with select mailers coming on board around December 1st, the historical data will not be updated. The Full Service By/For assessment will start April 1st, 2016 for March data. A sample letters(1. All FS customer with six metrics, 2. To BY/For offenders) were shared with the team and the planned By/For communication will be mailed to the FS customers exceeding the metric. The intent is to fix the By/For issues prior to the Assessment.
- Mark shared the concern of few NAPM members having By/For issues however BMS has been doing the outreach with individual customers.
- Heather shared single source publication combining the various guides, Team suggested to have all the metrics into one source so any future changes can be incorporated into this one [publication](#)

Action Items

- The two letters for FS (By/For) will be shared with the TT#23 for their input-Garrett
- Publication for Streamlined Mail Entry for Letters and Flats will be updated with(Guide to Intelligent Mail)and distributed to the TT for any additional comments – Heather
- Training plan for FS on By/For – Randy, Tarlochan