

**ADMINISTRATIVE COMMITTEE MINUTES  
BOARD OF TRUSTEES  
MARYLAND STATE RETIREMENT AND PENSION SYSTEM**

December 3, 2019

The Administrative Committee met at the SunTrust Building, 120 East Baltimore Street, 16<sup>th</sup> Floor, Board Room, Baltimore, Maryland, beginning at 9:31 a.m.

The Trustees present included:

Richard Norman, Chairman	Sheila Hill (via phone)
Kenneth Haines, Vice Chairman (via phone)	Douglas Prouty

Agency Staff members attending included: R. Dean Kenderdine, Executive Director/Board Secretary

Patricia Fitzhugh	Angie Jenkins	Harvey Raitzyk
Anne Gawthrop	Van Lewis	Ken Reott
Michael Golden	Kim O’Keeffe	David Rongione
Ira Greenstein		Janet Sirkis

Assistant Attorneys General present included: Rachel Cohen and Kathleen Wherthey

Minutes                      On a motion made by Mr. Prouty and seconded by Ms. Hill the Administrative Committee approved the October 1, 2019 open session meeting minutes.

2020 Administrative Committee Meeting Dates                      On a motion made by Mr. Prouty and seconded by Ms. Hill, the Administrative Committee approved the 2020 Administrative Committee Meeting dates, as follows:

Tuesday, February 4, 2020	Tuesday, March 3, 2020
Tuesday, April 7, 2020	Tuesday, June 2, 2020
Tuesday, August 4, 2020	Tuesday, September 1, 2020
Tuesday, October 6, 2020	Tuesday, December 1, 2020

Review of the Criteria for the Executive Director’s Evaluation                      The Administrative Committee reviewed the evaluation criteria for the Executive Director for the performance period January 16, 2019 through January 15, 2020.

Mr. Norman commented that he reviewed the criteria and reported that it is the same set of criteria as used in previous years.

Mr. Haines asked when the evaluation forms would be distributed to the Trustees.

Mr. Kenderdine responded that the evaluation forms are distributed mid-January.

On a motion made by Mr. Prouty and seconded by Ms. Hill, the Administrative Committee approved the Executive Director evaluation criteria for recommendation to the Board of Trustees.

Finance Reports – Quarter Ending 09/30/18                      Mr. Van Lewis presented to the Administrative Committee the Administrative Expense Report Dashboard, which provided an overview of the how the Agency expended or encumbered 22.74% of its FY2019 appropriation through the first quarter.

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APPROPRIATION EXPENDED/ENCUMBERED	22.74%
REGULAR SALARIES	19.64%
CONTRACTUAL PAYROLL AND TECHNICAL SUPPORT	17.60%
COMMUNICATIONS (INCLUDES POSTAGE)	52.29%
TRAVEL	21.45%
VEHICLE COSTS	30.27%
CONTRACTUAL SERVICES (including equipment leasing & building maintenance)	25.20%
SUPPLIES	50.39%
EQUIPMENT PURCHASES	105.76%
RENT AND INSURANCE	33.83%
DUES, SUBSCRIPTIONS AND LICENSES	11.10%

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Mr. Lewis presented the MBE Performance Report for the quarter ending September 30, 2019. The report showed that the MBE performance was 23.68%. Mr. Lewis reported that the agency processed twenty-seven purchase and blanket purchase orders totaling \$513,812 during the first quarter. Eighteen of those purchase orders derived from the statewide contracts managed by the Department of Information Technology, yielding \$122,501 in MBE participation dollars. Two other purchase orders, not related to statewide contracts, contributed an additional \$8,651 in MBE participation, bringing the total to \$131,153 for the quarter.

Mr. Norman asked if there were any contracts with no MBE participation.

Mr. Lewis responded that there was one sole source procurement for benchmarking services by CEM Benchmarking which had no MBE participation as the vendor is based in Canada.

Member Services  
Update

Mr. Raitzyk reported that the Member Services unit was unable to meet its goals for the call abandonment rate and average call wait time for the month of October 2019. The unit's call abandonment rate was 18.77% and the average speed of answer was 339 seconds for the month of October. Mr. Raitzyk reported that staffing issues, training for mySRPS, staff's adjustment to the new customer relations management system (CRM), and an increase in call volume all contributed to the unit missing its goals for the month.

Mr. Reott reported that the unit had filled all double-pinned positions, however, since that time one employee has since resigned. The other new retirement counselors are being closely monitored on the phones by senior staff and should be able to independently answer calls by the end of the year.

Mr. Raitzyk reminded the Committee that, as previously reported, the Agency's phone system is unable to switch off the recording of virtual call-backs that occur when a member has initiated an incoming call to the Agency and chooses not to remain in the queue for service but requests an automatic call-back into the System when the member's turn comes about. The law is specific to recording and monitoring of incoming calls only, with the recording of outgoing calls

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prohibited. Therefore, the Agency has stopped the recording of all telephone calls pending clarifying legislation. This too, has contributed to the Agency not hitting its goals.

Mr. Kenderdine further reported that the Agency is seeking legislative relief for this issue.

**CLOSED SESSION**

On a motion made by Mr. Prouty and seconded by Ms. Hill, the Administrative Committee voted to recess an open session to carry out an administrative function in a Closed Session beginning at 9:49 a.m. in the Boardroom of the SunTrust Building at 120 East Baltimore Street, 16<sup>th</sup> Floor, for the purpose of:

- a) reviewing the closed session Administrative Committee meeting minutes, pursuant to General Provisions Art., § 3-103(a)(1)(i), the exercise of an administrative function.

The Trustees present included:

Richard Norman, Chairman	Sheila Hill (via phone)
Kenneth Haines, Vice Chairman (via phone)	Douglas Prouty

Agency Staff members attending included: R. Dean Kenderdine, Executive Director/Board Secretary

Patricia Fitzhugh	Angie Jenkins	Harvey Raitzyk
Anne Gawthrop	Van Lewis	Ken Reott
Michael Golden	Kim O'Keeffe	David Rongione
Ira Greenstein		Janet Sirkis

Assistant Attorneys General present included: Rachel Cohen and Kathleen Wherthey

On a motion made by Mr. Prouty and seconded by Ms. Hill, the Administrative Committee returned to open session at 9:49 a.m. in the Board Room of the SunTrust Building at 120 East Baltimore Street, 16<sup>th</sup> Floor.

**OPEN SESSION**

The Trustees present included:

Richard Norman, Chairman	Sheila Hill (via phone)
Kenneth Haines, Vice Chairman (via phone)	Douglas Prouty

Agency Staff members attending included: R. Dean Kenderdine, Executive Director/Board Secretary

Patricia Fitzhugh	Angie Jenkins	Harvey Raitzyk
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During closed session, the Administrative Committee discussed and acted on the following matters:

- |                           |                                                                                                                                                   |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Closed Session<br>Minutes | The Committee reviewed and approved the October 1, 2019 closed session minutes.                                                                   |
| Adjournment               | There being no further business before the Committee, on a motion made by Mr. Prouty and seconded by Ms. Hill, the meeting adjourned at 9:50 a.m. |

Respectfully submitted,



R. Dean Kenderdine,  
Secretary to the Board