

**MONTANA STATE FUND**  
**Operational Excellence Committee**  
**December 7, 2023 9:00 a.m.**  
**Montana State Fund Office Building**  
**855 Front Street, Helena, Montana**

**Committee Members**

Dexter Thiel, Chair

Michael Marsh

Nancy Butler

The meeting will be streamed live on the internet.  
Visit <https://www.youtube.com/user/MTStateFund> to access the stream.

- I. **Meeting Preliminaries (9:00 a.m.)**
  - A. Call to Order/Welcome
  - B. June 8, 2023 Operational Excellence Committee Meeting Minutes – *Committee Action*
- II. **Scorecard – Bruce Johnson, Chief Strategy Officer (9:05 a.m.)**
- III. **Increased Call Volume – David Jordan, Assistant VP (9:25 a.m.)**
- IV. **Calendar Year 2024 Strategic Plan and Annual Business Plan (9:45 a.m.)**
  - A. Calendar Year 2024 Strategic Plan and Annual Business Plan – Bruce Johnsen, Chief Strategy Officer - *Committee Action*
- V. **FELA/Jones/USL&H Coverages – Nick Mazanec, VP, Legal Services (10:00 a.m.) –  
*Committee Action***
- VI. **2023 Regulatory & Legislative Trends – NCCI Report – Nick Mazanec, VP, Legal Services (10:20 a.m.)**
- VII. **Old Business/New Business (10:40 a.m.)**
- VIII. **Public Comment (10:45 a.m.)**

*Times are approximate, and items may be on the agenda earlier or later than stated.*

**Public Participation in the Board Meeting**

The public may attend the meeting and offer public comment in the meeting room or provide public comment either remotely via Zoom or in writing.

To offer public comment via Zoom during the meeting, please submit the online form <https://form.jotform.com/SafeMT/msf-public-participation> for remote participation by 5:00 p.m. on Tuesday, December 5, 2023. You will receive an email with the login information by 5:00 p.m. the following day.

Written public comments may be submitted either through the online form <https://form.jotform.com/SafeMT/msf-public-participation> for written comment or by mailing the comments to Montana State Fund, Attn. Verna Boucher, P.O. Box 4759, Helena, MT 59604. Comments provided by 5 p.m. on Tuesday, December 5, 2023 will be given to the Committee at the meeting. Comments provided after that time will be given to the Committee at the next meeting.

\* Public comment provided in person or remotely at a Committee meeting is a public record that is recorded, archived, and available on the Internet. Public comment submitted in writing at a Committee meeting is a public record that will be posted to Montana State Fund's Web site as part of the minutes log for the committee meeting.

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The Montana State Fund makes reasonable accommodations for any known disability that may interfere with a person's ability to participate in state government. Persons needing accommodations must contact Ms. Verna Boucher at the Montana State Fund no later than December 5, 2023 by calling 495-5000 (TTD 495-5030) or writing to Montana State Fund Executive Offices, P.O. Box 4759, Helena, MT 59604, to allow adequate time to make arrangements.