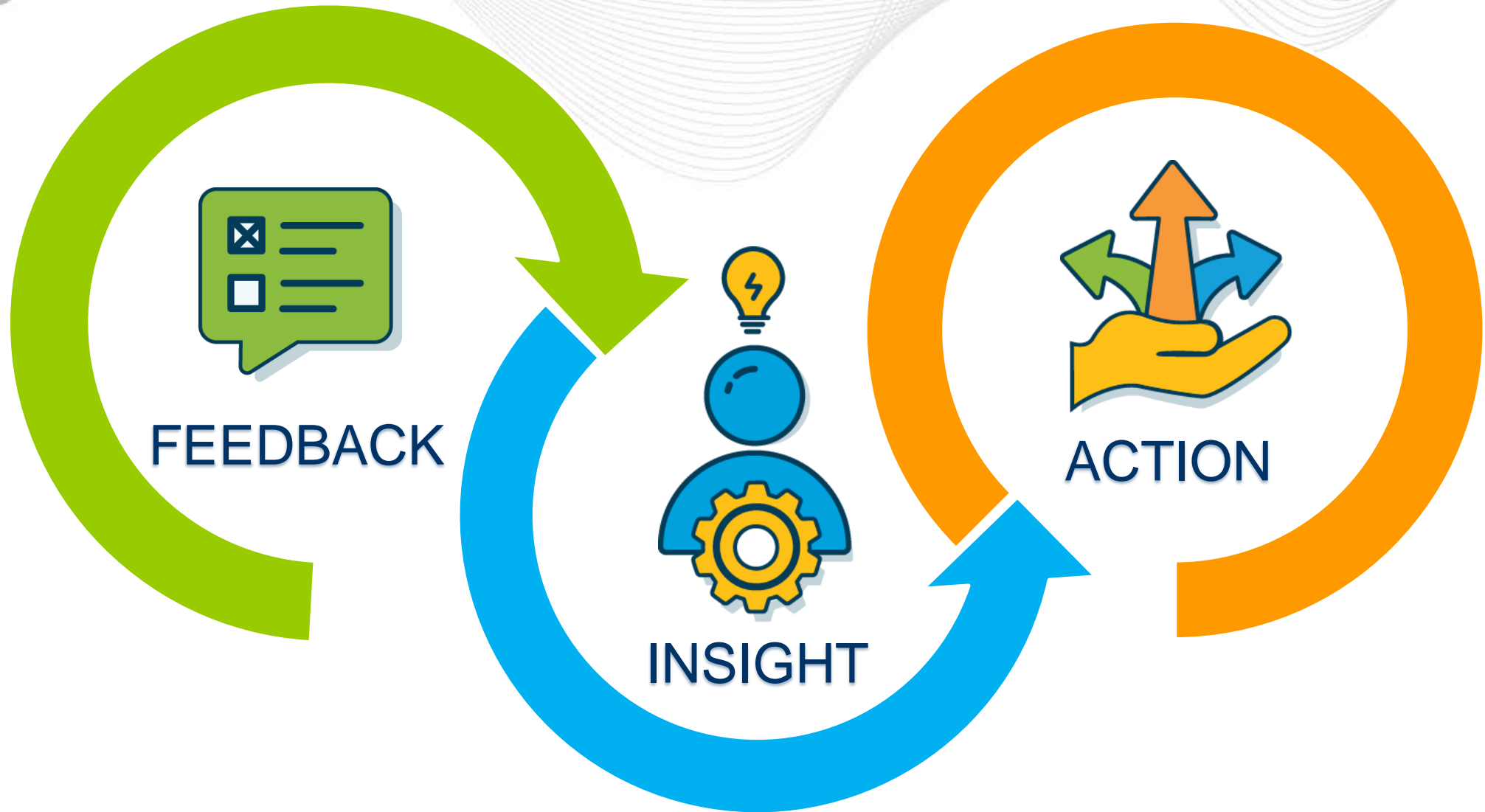




# Member Survey Guides PJM Enhancements

Denise Foster  
Rebecca Carroll  
Members Committee  
May 15, 2018



# Survey Feedback and Results

## PJM's tools and website are too complicated

- Access multiple tool accounts with a single login
- Enhanced User Experience with Data Miner 2 and Data Viewer
- Improved Search Engine analytics and optimization



## There are too many stakeholder meetings

- Work with stakeholders on meeting volume and prioritization
- Enhance and videotape education materials



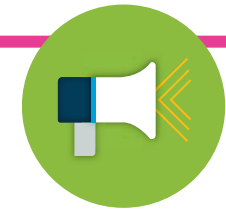
## Help me find the answers to my questions faster

- Improve PJM's self-service communities



## Simplify your communications

- Enrich stakeholder presentations with key takeaways
- Increase utilization of PJM Now and website for communications
- Improve notifications regarding IT efforts





PJM Tools



Communication



Customer Service



Stakeholder Process

**Contact for questions:**  
[Stakeholdersurvey@pjm.com](mailto:Stakeholdersurvey@pjm.com)

- Updates to all action plan items will be shared at stakeholder meetings
- Bright Ideas tool will capture process improvement action plan items
- Inside Lines will feature executive articles

