



## BUILDING SERVICES COMMITTEE

### MEETING NOTES

March 10, 2010, 11:00 a.m. to 12:30 p.m. – Lobby Boardroom

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#### IN ATTENDANCE:

SAO Members: Wendy Cathcart, Blair Webster, Sherry Funston and Jim Crosscombe

SAO Members: Glenda Costa and Lore Dehmel

**SUBJECT:** Building Services Committee Meeting

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#### Topics Discussed

<b><i>Agenda Items</i></b>	<ul style="list-style-type: none"><li>• Welcome/Introductions</li><li>• Renewal – SAO Group Benefits Plan</li><li>• Review Annual Customer Survey</li><li>• New Terms of Reference</li><li>• Sub-Tenant Lease Agreement Update</li><li>• Other Business</li><li>• Next Meeting – Tuesday, March 23 2010</li></ul>
<b><i>Welcome / Introductions</i></b>	<ul style="list-style-type: none"><li>• Lore welcomed all members and introduced two new members to the committee – Jim Crosscombe (Cycling) and Glenda Costa (SAO)</li><li>• Mike Beaton resigned from the Committee</li></ul>
<b><i>Renewal – SAO Group Benefits Plan – Update provided by Glenda</i></b>	<ul style="list-style-type: none"><li>• Glenda announced that the SAO Group Benefits were up for renewal</li><li>• Received several quotes from various agents</li><li>• Quote 1 – Current agent acting on behalf of SAO – Chris Blastorah with Alliance Group Benefits) (GWL)</li><li>• Quote 2 - Pace Consulting (Several Markets including Blue Cross and Desjardins)</li><li>• Quote 3 – MDM Insurance (Co-Operators)</li><li>• Glenda provided the group with an overall analysis of all various quotes See attached comparison rate chart, including costs to enhance the benefits</li><li>• Committee agreed to only make minor enhancements to the program and take advantage of the cost savings</li><li>• Committee agreed this will be shared with the Members at the next meeting</li></ul>

	<ul style="list-style-type: none"> <li>• After member meeting, a vote shall be taken via email to all tenants</li> <li>• Whichever company the members vote on, the end result is a min. 10% savings with increased benefits for the members</li> </ul>
<b>Review Annual Customer Survey – Update provided by Lore</b>	<ul style="list-style-type: none"> <li>• Last customer survey was completed March '09 (35% response rate)</li> <li>• The response was poor – we believe for two reasons: 1) just completed the move and 2) it was just announced weeks prior to the survey of the relocation deficit.</li> <li>• Intent of the survey was to find what the level of awareness of the existing services is; how are the services currently being used; how satisfied are tenants with the existing services and other services tenants would like SAO to bring aboard.</li> <li>• Lore indicated that the results of survey are used to rate department/staff annual performance.</li> <li>• It was agreed that the survey be completed by the E.D. in conjunction with their staff.</li> <li>• In the past the survey was only sent to the resident E.D.'s</li> <li>• It was agreed that we would distribute two surveys: E.D's of Resident and Non-Resident Organizations.</li> <li>• The group was to take away the survey for further feedback/changes/additions</li> <li>• Survey to be distributed to tenants by the end of March. Closing date sometime after the Sport Awards</li> </ul>
<b>Terms of Reference</b>	<ul style="list-style-type: none"> <li>• Reviewed last Terms of Reference (TOR) that was shared with all E.D.'s last summer – the document Jim and Linda were working on with other tenants</li> <li>• Sherry was going to amend the TOR for the group to review and all others to provide feedback</li> <li>• Once the group agreed the new TOR was to go to Jim Bradley for final approval</li> </ul>
<b>Open Discussion - All</b>	<ul style="list-style-type: none"> <li>• It was agreed that the committee members (excluding SAO rep) would share the role of providing an “update” at each member meeting. Last customer survey was completed March '09 (35% response rate)</li> <li>• Jim Crosscombe agreed to provide the 1<sup>st</sup> update Apr 7<sup>th</sup></li> <li>• Topics of discussion: SAO Group Benefit Plan Renewal; Terms of Reference and Customer Survey</li> </ul>
<b>Handouts</b>	<ul style="list-style-type: none"> <li>• Detailed information from various insurance agents regarding plan and pricing for renewal of Group Benefits</li> <li>• TOR from Sept 2009 created by Jim C and Linda K with Jim Bradley's recent comments</li> <li>• Suggestions from SAO Service Department Managers to be incorporated into Annual Customer Survey</li> </ul>

**Next Meeting: Tuesday, March 23 at 11:30, Lobby Boardroom**