



BUILDING SERVICES COMMITTEE

MEETING NOTES

April 23, 2010, 11:00 a.m. to 12:10 p.m. – Lobby Boardroom

IN ATTENDANCE:

Committee Members: Wendy Cathcart, Sherry Funston, Jim Crosscombe, Glenda Costa and Lore Dehmel

Regrets: Blair Webster

SUBJECT: Building Services Committee Meeting

Topics Discussed

Agenda Items	<ul style="list-style-type: none">• Review Customer Satisfaction Survey Results• Proposed New Lunchroom Area• May & June SAO Member Meeting• Other Business – Benefit Renewal Update• Next Meeting – Thursday, April 29 at 2pm
Review Customer Satisfaction Survey Results – Group Discussion	<ul style="list-style-type: none">• Lore informed the committee that we wanted survey results that were easy read and understand• Lore provided the committee with a quick overview summary comparing this year's results to last year – this was starting point for the committee to work on the survey results• Page 1 – Information sharing i.e. when the survey was drafted, number of respondents etc.• Page 2-8 – survey results broken down into 4 key areas: general awareness, service use, service satisfaction and service needs• Page 9 – Areas for improvement identified through survey results• Page 10 – Next Steps• It was agreed that in next year's survey we would add a question asking if the respondent is a PS/RO or NSO?• Lore to look into a tracking tool called Constant Contact – good tool for SAO to use to see who reads our information/correspondence• The draw for the boardroom voucher will take place at the SAO Member meeting in May.• Committee ran out time – continue review results on April 29th

<p><i>SAO Group Benefits Plan Renewal Update</i></p>	<ul style="list-style-type: none"> • Glenda informed everyone that the memo went out to the E.D.'s informing them of the new carrier effective June 1, 2010 • Glenda indicated if there are no tenant concerns, she will cancel our contract with GWL on May 1st • Enrol lent forms will go out in May
<p><i>Proposed New Lunchroom Area and May/June Member Meeting</i></p>	<ul style="list-style-type: none"> • Deferred to next meeting
<p><i>Handouts</i></p>	<ul style="list-style-type: none"> • Very rough draft of Customer Survey Information Summary Results

Next Meeting: Thursday, April 29th at 2pm in the Cycling office