



## BUILDING SERVICES COMMITTEE

### MEETING NOTES

July 20, 2010 2:00 p.m. to 3:30 p.m. – Lobby Boardroom

**IN ATTENDANCE:**

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

Regrets: Blair Webster, Sherry Funston

**SUBJECT: Building Services Committee Meeting**

**Topics Discussed**

<b><i>Agenda Items</i></b>	<ul style="list-style-type: none"> <li>• Customer Survey Results – review status column</li> <li>• Prepare draft progress report for members meeting in Sept</li> <li>• Other Business</li> <li>• Next Meeting – Thursday, August 19<sup>th</sup> at 2pm</li> </ul>
<b><i>Customer Survey Results – Review Status Column</i></b>	<ul style="list-style-type: none"> <li>• Committee reviewed each line item and made several additions</li> <li>• Lore to update the chart and send to the committee prior to next meeting</li> </ul>
<b><i>Other Suggestions</i></b>	<ul style="list-style-type: none"> <li>• After September meeting, post the progress report on-line</li> <li>• SAO to implement an “evaluation” form for all Service departments – something similar to the mailroom and boardroom 5-minute customer survey – the survey can be conducted by the staff or taken on-line after each job request – allows Managers to identify issues on the spot</li> <li>• Client Complaint form for HVAC, lights etc. to be posted on our website and advertised in our facility update</li> <li>• Lunchroom – find another alternative as a lunchroom – committee has made several good suggestions – one option in particular is highly agreed on by the committee – Lore to meet with Jim to discuss further.</li> <li>• New meeting date – tentative Aug 5<sup>th</sup></li> <li>• RBC – SAO’s rep would like to come in and discuss business banking options for our clients – committee suggested this be directed to the marketing committee</li> <li>• Committee asked a recommendation go to Jim to have the SAO Board accelerate the marketing director position. 1st target is RBC.</li> <li>• A suggestion was made to separate the “completed items” from the “to-do” items</li> <li>• Committee members to send Lore some cost comparison pricing for print jobs (MP vs. external company). One quote per committee member.</li> </ul>
<b><i>Handouts</i></b>	<ul style="list-style-type: none"> <li>• Agenda and updated progress chart</li> </ul>

**Next Meeting: Tentative - Thursday, August 5<sup>th</sup>**