Meeting Notes
Business and Operational Practices Working Group
September 3, 2014, 8:00-9:30 a.m., HH 309

Attending: Roxanne Adams, Blake Araki, Robert Bley-Vroman, Heidi Bornhorst, Dyann Fong, Irene Kikkawa, Earl Matsushita (Convener), Nicholas Metivier, Mark Nishimoto, Clifton Tanabe, Teri Wong, Gale Yamada, Lynn Mayakawa, Byron Moon, Harry Partika, Pua Santos, Rebekah Carroll, Susan Hippensteele

1. Meeting with Interim Chancellor Robert Bley-Vroman
   a. Introductions to WG members
   b. Summary of the WG work to specifically the BC Program
2. Review/edit Building Coordinator Handbook
   a. Discussion of cancellation fee
      i. Can it be charged?
      ii. Does it need to go to the BOR?
      iii. Explained background of fee proposal, and implications
          1. Communication protocols
          2. Types of outages
          3. Construction, Electrical, Planned vs. Unplanned
          4. Cancellation issues go both ways
          5. Leave for now- will revisit the section
   b. Section on Emergencies
   c. Explanation needed of what is and what is not an emergency
   d. Discussion of real costs and implications associated with cancellations
      i. Charging a fee is challenging
      ii. Fee needs to be justifiable
   e. Are there non response “hotspots”?
      i. Can these be fixed/addressed?
      ii. 24/7 users are not centralized, but centralization is difficult/tricky

Next Steps
1. SH will incorporate edits and forward to WG members ahead of next meeting

   Next Meeting: Wednesday, September 10, 2014, 8:00-9:30 a.m., HH 309