

Service Norms Subcommittee (Meeting and Service Safety Ad-hoc Committee)

Monthly Report for January 2021

Regular Meeting Time: 1st and 3rd Saturday of the month, 3 pm Eastern

Join Zoom Meeting

Meeting ID: 871 9129 5855

Passcode: 671534

Co-chairs: Rich R., Karin S.

Active subcommittee members: Josh W., Kathy T., Erin D., Julianne V., Kelle J., Alaska

Meetings held on 1/17 and 2/6:

- Co-chairs identified
- Priorities listed: revise service norms document, establish service recovery meeting for committee volunteers, develop Slack norms
- Set up shared Google docs document to facilitate shared editing of Service Norms document
- Work on purpose statement
- next meeting: identify top 3-5 issues presenting problems based on MSSC survey/previous APB work
- discuss working document to update as needed