Minutes

July 29 2020 Service Delivery Committee Meeting

📅 Wed July 29th, 2020
⏰ 2:00pm - 3:00pm EDT
📍 GoToMeeting
👥 In Attendance

Opening
The July 29 2020 Service Delivery Committee Meeting was opened by Mr. Paul Tobin.

a. Verbal Authorization to Begin Recording
   No member presented an issue with the meeting being recorded.

b. Call to Order
   Mr. Tobin called the meeting to order at 2:00 PM.

c. Roll Call
   Members in Attendance: Mr. Paul Tobin, Ms. Katy Howell, Ms. Janet Good, Ms. Lesa Kretschmer, and Ms. Brande Shelton
   Staff in Attendance: Ms. Hannah Brock, Ms. Whitney Harris, Mr. Matt Holloway, and Mr. Eric Reed
   Members of the Public: Ms. Julie Kates

d. Establishment of Quorum
   A quorum was present.

Approval of Agenda
Mr. Tobin presented the agenda for the July 29 2020 Service Delivery Committee Meeting.

a. Category: Standing Item

b. Attachments:

c. Public Comment on any Agenda Item
   No public comments were made on the agenda.

d. Modifications to Agenda
   No modifications were made on the agenda.
1. The Committee will hear any modifications to the agenda under Agenda Item V.

e. ACTION NEEDED

   Decision:

   Ms. Howell motioned to approve the agenda.
   Ms. Good seconded the motion.
   The motion passed without objection.

Approval of Minutes
Mr. Tobin presented the minutes from the July 2020 Service Delivery Committee Meeting.

a. Category: Standing Item

b. Attachments:

1. July 2020 Minutes

c. ACTION NEEDED

   Decision:

   Ms. Howell motioned to approve the minutes.
   Ms. Good seconded the motion.
   The motion passed without objection.

Review of Strategic Issue 2
Mr. Tobin presented strategic issue 2 to the Service Delivery Committee.

a. Category: Standing Item

b. Attachments

1. Draft Strategic Issue 2

2. Issue Management Cheat Sheet

3. Regional ReUse Center Interviews on Issue 2

c. Purpose/Statement

1. This agenda item is to review strategic issue 2: How can FAAST expand its capacity to reach all Floridians while maintaining quality and equitable level of service?
   Mr. Tobin reviewed strategic issue 2, he presented the committee with a flow chart with information pertaining to this issue from the Regional ReUse Center interviews.

2. This agenda item is to establish objectives for the management of strategic issue 2.

d. NO ACTION NEEDED
Task:
The committee requested data on the AT List such as site traffic and device turnover rate.

Task:
Technology Awareness Committee to review the AT List utilization

Agenda Modifications
No modifications were made to the agenda.

a. From Agenda II d.

Closing
Mr. Tobin closed the July 29, 2020 Service Delivery Committee Meeting

a. Last Call for Public Comment
   No public comments were made.

b. Next Meeting
   1. To Be Determined
      Opportunity to discuss when the committee should meet next to continue working on strategic issue 2.
      The committee decided to hold meetings until after the August 2020 Board of Directors Meeting.

c. Adjourn
   The July 2020 Service Delivery Committee Meeting was adjourned at 3:00 PM.

Decision:
Ms. Good motioned to adjourn.
Ms. Shelton seconded the motion.