

ELIZABETHTOWN CHURCH OF THE BRETHREN

RESOURCES COMMISSION

MINUTES OF THE MEETING ON 2/5/2019 7:00 PM ROOM 101 – In attendance were Barb Ellis, Robert Hoffer, Dick Keesey, Rich Nornhold, Pam Reist and Pat Williams as the liaison with ECNS and ECCC.

1. Minutes of the December 4, 2018 meeting were reviewed and no changes noted.
2. Pat Williams discussed her work with ECNS and ECCC to update and clarify their leases with ECOB. These revised leases are available for review and further editing. The commission set our June meeting as the date for these leases to be finalized and ready for review by an attorney so that they can be presented to ECNS and ECCC by September 1, 2019. Cleaning and building maintenance issues were discussed. We hope that changing cleaning service firms will resolve daily problems and revisions to the facility manager duties and job description will take care of most of the maintenance issues. Pat will follow up with ECNS to determine if problems with internet access still exist and discuss options for improving service.

The commission also approved Pat Williams as the person responsible for maintaining health and safety equipment in the church, which was the responsibility of the Lafiya committee, which has been eliminated.

3. **Tim Duncan, Facilities Manager was ill and not able to attend.** A listing of items that Dick Keesey will discuss with Tim is attached to these minutes.
4. **UPDATE ON ONGOING MAINTENANCE ISSUES**
 - a. Nothing has been done on developing a policy on how we effectively communicate, handle and resolve non-routine maintenance issues so that they are handled on a timely basis with all affected knowing what is going on and putting together a listing of service vendors and systems they are responsible for. This could become a part of a Resources Manual which would include a monthly calendar of things that need to be done and a list of pending/ in progress projects. Consideration of using some type of work order software to manage current maintenance issues and develop a history of maintenance activities would be a part of this. A "Call" list for specific problems that develop on a regular basis should also be included. Barb Ellis and Dick Keesey intend to work on this project. – No progress to date. Barb and Dick will schedule a date in February to begin work on this
 - b. An updated listing of pending projects is attached to these minutes.

5. YEAR-TO-DATE RESOURCES FINANCIAL REVIEW

Resources spending for 2018 was discussed. It was noted that Resources spending for 2018 was approximately \$25,000 over budget which was close to the 50% of excess of 2018 revenue over expenses which was designated for the

building project costs and charged to the Resources budget. Included in 2018 expenses was over \$21,000 for the new projector. January 2019 expenditures were well in line with the 2019 budget. At 1/31/2019 the balance in the Facilities Fund is adequate to provide approximately \$65,000 to cover unusual expenses. It appears that the cost of changing to a new cleaning service will result in us being approximately \$8,300 over budget in that category in 2019.

6. OLD BUSINESS

- a. No report from the Safety Committee. Barb Ellis has agreed to serve as an additional Resources representative with Pam on the Safety Committee. Dick Keesey will contact Tim Byerly prior to our next meeting for an update and to get his opinion on using wasp spray as a means of subduing intruders.
- b. We discussed problems ECNS and ECCC have with accessing the internet. We have a proposal from TCW-GAV to solve this problem. Robert Hoffer reported on his analysis of the problem. Robert will do some further checking on the wiring in the Christian Ed wing and Pat William will talk to ECCC and ECNS to find out how things are working since some changes were implemented.
- c. There will be no Green Team activities report.
- d. Barry Garman is still working on getting a permit from the borough for the classroom trailer. Pastor Jason will be contacting him to determine the best use of this added space.
- e. Dick has begun working on developing a well-documented estimate of the additional annual operating costs that will result from the expansion of the building, including the possibility of adding a tech person on staff to handle computer, security, HVAC and other technical issues and a full-time facilities manager. We have obtained an estimate of the additional cost of insurance of around \$9,500.
- f. The new projector should be delivered and installed shortly.
- g. Dick Keesey will be contacting Dave Good about the installation of a gate in the office.
- h. Dick Keesey will be contacting Dave Good about replacing broken panes of glass.
- i. Builder's Specialty has completed the work on the exterior doors to get them to close properly.
- j. Dick Keesey will be contacting contractors about scheduling the borough required sidewalk and curbing work along South Mount Joy Street.
- k. Review and update of ECCC and ECNS leases was discussed with Pat Williams, liaison with ECCC and ECNS (See item 2 of these minutes).

7. NEW BUSINESS

- a. A review of the "Job Description of Resources Commission Member" (copy attached) resulted in a decision to forward it to the Board Chair.
- b. A review of the "Prioritization of Resources Activities" (copy attached) resulted in a decision to forward it to the Board Chair.

- c. Consideration of options for Sunday morning opening if Jobie Riley would no longer be able to do it were discussed as was the possibility of changing how we secure the building after Sunday services.
- d. The commission greatly appreciates Pat Williams handling of the replacement/addition of shelves in one of the refrigerators in the kitchen.
- e. The commission reviewed a request for building use for Lancaster Stand Up and requested the Leadership Team to provide input.
- f. Replacement of/Upgrade of controls on Gas Stoves in Kitchen was discussed and approved.
- g. We discussed the possibility of putting monitors in the Christian Ed/ECNS entrance and the centennial garden/ECCC entrance for purpose of welcoming and providing information to all who enter there and one in the Nursery for livestreaming services. Rich Nornhold will check to see if we can do this wirelessly so that only electrical work would be running power to these locations.
- h. Following a discussion of the Spring Work Day, it was decided to not have it this year.
- i. Dick and Pam discussed a visit they had with Ken Hess of Lititz COB concerning how they do a great job of handling maintenance and cleaning of their building and grounds (see attached notes). Their success at getting volunteer participation in many different areas of building and grounds maintenance was noted as was their willingness to spend significantly more to clean and maintain their building, then we do, even though they have no ECNS or ECCC type users during the week. Possible ways we could increase volunteer involvement and build up our volunteer base were discussed, but no definite strategy was decided on.
- j. A copy of the Facility Manager Job description was distributed for Update/Revision. Some potential changes were already listed on the last job description which was prepared in 2015. Others were added at the meeting. Further work will be done on this with the intent of having it ready for approval at the March meeting.
- k. The commission supports Formation of Tech Team outside of the Resources domain as a part of restructuring the Expressions Commission.
- l. We plan to have the mulching done by Brad Longenecker as we did last year.

Next Church Board Meeting – February 11, 2019 (copy attached) of written Report to Board
Dick and Duane will attend.

Next Resources Commission Meeting – March 5, 2019

Dick Keesey 2/8/2019

List of Items for Facility Manager discussed at 2/5/18 Resources meeting:

1. Has there been any further leakage noted in the balcony ceiling?
2. We have a listing of panes of glass that need replaced. We need to know what glass we have on hand.
3. Status of painting the inside of the doors at the ECNS entrance.
4. How is Premier One Cleaning Service working out?
5. Are the exterior doors working properly since Builder's Specialty made repairs?
6. Are there any problems with snow removal?
7. It appears that the leak in the boiler room should be fixed and if it requires creating an opening in the ceiling that is better than having the plaster fall down because it is wet. Holes could be patched by putting drywall over them.
8. It appears that we should go ahead with replacing the gas valves on the stove.
9. We would like to see if some of the spots on carpeting could be cleaned before we spend the money to get the entire carpet cleaned.

ECOB – RESOURCES COMMISSION MEMBER POSITION DESCRIPTION

1. Position/Title: **Member of the Resources Commission and Church Board** – The 11/19/2017 Constitution of the Elizabethtown Church of the Brethren states that “The Resources Commission has responsibility for planning and developing the Congregation’s total resources of property and building, so that they may be dedicated to the purposes of God through the Church.”
2. Term: 3 Years
3. Term Limit: 2 terms
4. 5 Commission Members: 4 elected, 1 appointed
5. To Whom Accountable: Church Board
6. Areas of Interest, Skill and Expertise Needed
 - a. Ability to process input from many sources related to the operation and maintenance of the building and grounds and use the input to administer those functions to provide the greatest satisfaction level possible.
 - b. General knowledge of building and grounds maintenance.
 - c. Concern for optimizing the safety of users of the church property.
 - d. Openness to having our building and grounds serve as a community resource while enabling and empowering the ministries of the church.
 - e. Specific expertise and skills in any area of property management, maintenance or repair are helpful.
7. Responsibilities of the Commission:
 - a. Assure the church building and grounds is properly maintained so that the ministries of the church have adequate, safe, functional and inviting space available.
 - b. Develop and plan for Capital Improvements necessary for our mission and ministries.
8. Responsibilities of Commission Members:
 - a. Attend monthly Commission Meetings (usually monthly) and respond to emails between meetings as issues arise.
 - b. Act as a liaison between church members and staff, tenants (ECCC, ECNS and IU13) and the Commission to optimize the balance between wants, needs and resources available to meet those needs.
 - c. Gather input and participate in making decisions.
 - d. Handle special assignments for commission work as warranted by their skills and interests.
 - e. Serve as Chair, Vice-Chair or Secretary of the Commission if elected.
 - f. Chair and Vice-Chair represent the Commission at Monthly Board meetings (all are welcome to attend).

ECOB BOARD 2019 RETREAT FOLLOW UP

"List your current programs and activities in rank order (with #1 being the one that inspires and moves us the most) as a starting point for helping us with priorities."

Resources activities are enabling ones. Their activities do not inspire but detract from other programs and activities if not done well.

1. Provide a clean, attractive, inviting building and grounds.
2. Balance repair, replacement and improvement needs and expenditures with potential changes that will result from the building project.
3. Implement a Security/Safety Program that will enhance the safety and well being of the users of our building and grounds.
4. Maximize the energy efficiency of our building and minimize the use of resources to light, heat and cool it.

ECOB Meeting with Ken Hess of Lititz COB

On Thursday 1/24/2019 Pam and I met with Ken Hess, a long-time member of the Property Action Team (somewhat equivalent to our Resources Commission) to get an understanding of how they handle cleaning and facilities management, since they appear to be a whole lot better at it than we are.

1. They have a full-time Custodian who works 4 10-hour days, Monday, Tuesday, Thursday and Friday and a Maintenance Manager with a regular day job who works 20 hours per week in the evening and on weekends. They have a father son team who is paid to lock up the building at night and unlock in the morning as needed. The Maintenance Manager and Lock-Up men are current church members and the Custodian is a former member who lives out of the area, but has strong ties to the congregation.
2. 2018 Salaries are Custodian \$46,285 (+2,315 Retirement), Maintenance Manager \$14,269, and Security Services \$5,475. The "Resources" Budget in 2018 was \$191,804. Their budgeted cost for "utilities and fuel" was \$66,000 in 2018. Our total 2019 budget is \$185,647 with \$34,396 for "utilities and fuel".
3. Their building is immaculately maintained. It is all on ground level with the exception of some "older youth" classrooms on a second floor which is not handicapped accessible. The fact that space is spread out instead of multi-story with floors on top of each other appears to result in higher energy costs.
4. Because all space is above ground level there is no problem with moisture coming through walls, mold or sump pumps not working properly.
5. They have no five day a week tenants. Their Family Life Center, which is directly accessible from the outside, is used for a couple hours two mornings per week for a kid's gym program.
6. They have a traditional security system which requires a paid employee to turn it off and unlock the doors in the morning and turn it on and lock the doors at night.
7. They have a separate Tech/Sound Group that handles issues in those areas. They do not currently appear to be doing video recording or live streaming or displaying anything on screens during services in the sanctuary. No monitors were observed anywhere in the building.
8. All areas of the building have central air. There are no window air conditioners. Flooring is generally newer and in much better condition than ours is
9. They do have cans of wasp spray available as a potential means of controlling intruders.
10. They do not have a manual or formal procedure for handling maintenance issues. **The do have a core group of seasoned volunteers skilled in many different areas of building maintenance and repairs which enables them to handle almost any plumbing, HVAC or electrical problem at no cost other than that of materials.**
11. **They appear to have a great, but aging, volunteer base with diverse skills that handles everything from major equipment repairs to maintaining an exterior courtyard and a memorial garden.** They do not have "work" days.
12. The Maintenance Manager spends a major portion of his 20 hours per week doing lawn mowing and landscaping maintenance in the summer and snow removal in the winter.
13. Over recent years volunteers have replaced most of the windows. Energy efficiency has improved and cleaning and window maintenance is much easier.
14. The Property Action Team generally meets about 4 times per year with action taken by email. Their focus is on "doing stuff themselves with volunteer labor".

Dick Keesey 1/27/2019

RESOURCES REPORT FOR 2/11/2019 BOARD MEETING

After meeting with three potential cleaning services, getting proposals from all three and a 45-minute phone conversation with Ben Walters, pastor of our partner congregation in Cincinnati who has a lot of knowledge and experience in the cleaning service business, we have chosen Premier One to replace AMES Janitorial Service. They began cleaning a week ago on Monday 2/4/2019. The cost of Premier One will result in Janitorial Services being at least \$8,000 over budget in 2019. The cost of all three of the services we considered was close to each other.

Resources is in the process of preparing a new job description for our Facilities Manager since that role changed when we began using an outside cleaning service provider and there is a need to list more specific duties and the addition of some responsibilities not previously being handled by the Facilities Manager. Currently Tim Duncan works an average of 15 hours per week. We can see this position expanding to 30 or more hours per week which could mean an annual increase in the Resources budget of at least \$14,000.

It is apparent that the approach Resources has used to maintain our building over the last several years is not acceptable to us as a church or our tenants. We are looking at what we need to do to make things work better now, as well as give people confidence that a new and expanded building will be well maintained.

We have decided to not have our traditional spring workday. Historically, the primary motivation for this was mulching of the beds around the church which we are now having done by a landscaping contractor. Last year we had one centered on inside activities, which was not a great success. What we are looking at is how do we develop a more active volunteer base to assist in the maintenance of our building and grounds on a more than one day a year basis.