

This week's Board of Governors' Report

The changes in service implemented by Toronto Dominion Bank left in its wake a feeling of futility and dissatisfaction shared to varying degrees by all members of the York Community. The executives in charge of TD's York operation were themselves

frustrated due to the insular fashion in which they had to make their decision, quite apart from the feelings of the people they served. The Bank isn't sure what people at York want, the people at York don't know what exactly they lost by the Bank's

move.

So what services did we lose at York? You've heard before that 95 per cent of the transactions done through the Bank last year can still be done through the Green Machines, of which there are now four, two more than before. But, if you want to do any of the following things, you'll have to go off-campus for service.

- certifying cheques
- negotiating loans
- obtaining travel cheques
- exchanging currency
- acquiring money orders
- open new accounts
- get Green Machine demonstrations, and
- deal with business accounts for York businesses such as clubs.

Finally, due to a computer error that occurred during the move, all of York's accounts were transferred to the wrong branch on August 6, 1982. It took some frantic re-programming--and five days in which no accounts could be accessed by

the Green Machine--to get all the accounts on record at the Keele and Finch Branch, where they were supposed to be. Check your account records for the period around August 6th, to ensure that your balance was not affected by the computer swapping.

The University needs a medium through which to focus consumer concerns regarding business outlets in Central Square. The TD Bank occupies our attention now, but all of us at York must occasionally come up with ideas on how other campus businesses could be improved. Many of us wish we knew where to express dissatisfaction when service does not meet our expectations.

It should also be noted that, except for the TD Bank lease, which has over ten years left on it, all leases in Central Square expire on April 30, 1985. Will the concerns of the whole York Community be considered in the re-negotiation of these leases?

John Weston proposed the establishment of a committee

composed of a member of the Board of Governors, a representative of the administration, and a delegate from CYSF. The committee would meet on an ad hoc basis when particular problems arose. It would be a lightning rod for complaints but, more positively, a viable source of recommendations for the enhancement of York's commercial services. Its constitution would give it representation from the University's executive organization (BOG), its broadest student government (CYSF), and the bureaucratic structure, responsible for implementation of University policies, (the Administration).

Managers of the services may benefit from the ideas this committee offers (the TD Managers, Ken Bromley, of the local area, and David Livingston, of the Metro West area, have expressed great interest in organized discussion about improving their service at York); Mr. D. Nesbitt, the York Administrator responsible for the maintenance of the lease, feels that the committee could make his job easier.

Mr. Nesbitt has thrown his support behind the idea of establishing this committee and, as this paper goes to press, CYSF is considering it for the first time. The committee should get moving soon and we hope that it will be making suggestions to TD by the end of October. Until then, if you have any ideas how to improve Central Square's commercial services, contact Pamela or John at the CYSF office, Room 105 Central Square, Ross Building.

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