

Meeting Date: February 11, 2008

CSAC members present: Art Alexander, John Dutt, Michael Kaplan, Sue Klobertanz, Michael Mills, Michael Mock, Jeremy Van Keuren, Vincent Woods

Others present: Shea Marshman

Notes prepared by: Shea Marshman **Date:** February 12, 2008

Topic	Discussion	Action/ Decision
Follow-up with bureau representatives	<p>Those committee members who have been in contact with site contacts have had positive responses. Although no specific difficulties have been identified, further follow-up is needed with most bureaus.</p> <ul style="list-style-type: none"> • Sue Klobertanz will follow up with all the OMF bureaus • John Dutt will follow up with FPDR, ONI and OSD • Jeremy Van Keuren will follow up with the elected officials and POEM • Vincent Woods and Michael Mock will follow up with Parks 	<p>Site team members will contact bureaus and report back at next meeting.</p> <p>John Dutt will forward members the email that he sent to the community services bureaus in case anyone wants to duplicate it.</p>
Bureau customer service reports	<p>Committee members briefly reviewed the customer service reports (CSR) included in the bureau budgets. It was discovered that at least one (Water Bureau) report that was submitted was not included in the budget document. Also, concerns were raised that OMF may not have printed the CSRs in exactly the format that the bureaus submitted them. Members agreed that they may need to clarify their expectations and make sure that bureaus are aware of the CS template.</p>	<p>Site team members will contact bureaus that have not submitted CSRs and email them to other members for inclusion in their CSR binder.</p>
BIP #7 Recommendation 2.2	<p>John Dutt reported that he had met with Audit Services and confirmed that customer service questions would not be included in the annual Citizen Survey. The committee disagreed with this answer and decided to pursue the question further by re-addressing the discussion via a letter to Gary Blackmer that is copied to Drummond Kahn and the Commissioners.</p>	<p>John Dutt will write a draft letter and email it to members for editing and approval.</p>
Next meeting	<p>The next meeting is March 10. Follow-up on the three topics addressed during this meeting will be continued.</p>	