

Meeting Date: July 14, 2008

CSAC members present: John Dutt, Michael Mock, Jeremy Van Keuran, Mikal Shabazz (in attendance for Alisa Cour), Vincent Woods

Others present: Shea Marshman

Notes prepared by: Shea Marshman **Date:** July 15, 2008

Topic	Discussion	Action/ Decision
Follow-up on customer service reports	Vincent Woods has received the report from Parks. Although not in attendance, Kathleen Lynch told John Dutt that she would get the Police report to him next week.	Follow-up with bureaus: Kathleen Lynch – Police
Review progress for report to Council	<p>John Dutt will present the CSAC report to the July Directors’ meeting on August 7th at 11:30 in City Hall’s Lovejoy Room. He has requested that other CSAC members attend as well if schedules permit.</p> <p>CSAC members agreed that the presentation should include: 1) a brief history of CSAC; 2) an executive summary of the reports; and 3) an offer from CSAC to assist bureaus in their further customer service efforts.</p> <p>John has updated the graphic summary of bureaus and the narrative report. He will send it to the CSAC to edit and format the final version.</p> <p>Prior to the Directors’ meeting (July 16), an electronic copy of the report will be sent to the bureau members who wrote them. It is hoped that this will allow them to make corrections and prepare them for any questions that their directors will have.</p> <p>CSAC members suggested that the presentation to Council should include a recommendation that funds be allocated for a citywide customer service survey.</p>	<p>John Dutt – email electronic version of narrative and graphic summary to members</p> <p>CSAC members – review and edit the narrative</p>
AFSME representative	John Dutt attempted to contact AFSME to find out if they want to be involved in CSAC. As yet he has been unable to reach an appropriate person, but will continue to try. Vincent Woods suggested that a note to that effect might be helpful in the report to directors.	
Next meeting	The next meeting is August 11. Review of the Directors’ meeting and prepare for the report to Council	