

**Meeting Date:** August 11, 2008

**CSAC members present:** Art Alexander, John Dutt, Kathleen Lynch, Michael Mock, Jeremy Van Keuren, Mikal Shabazz, Vincent Woods

**Others present:** Shea Marshman

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

Topic	Discussion	Action/ Decision
Follow-up on customer service reports	John Dutt explained the draft report was sent to the report writings. All corrections received were made prior to meeting with the bureau directors.	
Review of Directors' Meeting	John Dutt, Michael Mock, and Jeremy Van Keuren attended the Director's Meeting. They report that the bureau directors received the information without raising any concerns. The CSAC members stressed that the report was intended to assess how hard the bureaus are trying to accomplish customer service goals rather than measuring the quality of what each bureau is doing. The directors were asked to provide any feedback on the report by August 22.	
Prepare for report to Council	The CSAC report will be presented to City Council as soon as possible in September. Prior to presenting to Council, CSAC will provide a packet of information to the commissioners. The presentation will be brief and make reference to CSAC's intention to ask for funding for a customer service survey in the FY08-09 budget.	John Dutt – schedule time certain slot in the City Council schedule  John Dutt, Jeremy Van Keuren, and Art Alexander – discuss presentation to Council
AFSME representative	John Dutt has contacted AFSME. There does not seem to be any interest in participation at this time. However, CSAC members agree that a seat on the committee will remain open for labor if they choose to participate.	
Public Safety	Kathleen Lynch will be changing positions in the Police Bureau and will attempt to find a replacement. Other public safety bureaus may be able to fill this spot as well.	
Next meeting	The next meeting is Sept 8. Prepare for report to Council	