

Meeting Date: November 10, 2008

CSAC members present: John Dutt, Michael Kaplan, Jeremy Van Keuren, Vincent Woods

Others present: Jenny Scott

Notes prepared by: Jenny Scott **Date:** November 10, 2008

Topic	Discussion	Action/ Decision
<p>Prepare for report to Council</p>	<p>The CSAC report will be presented to City Council on Wednesday, November 12. The time certain for the presentation is 9:30am, though it may start around 10:00am.</p> <p>John Dutt passed out a draft power point presentation and the final Committee Status Report that has been provided to Commissioners. Since the last CSAC meeting, Cable Communications and Franchise management provided information for the report, which John included. In addition, Jeremy Van Keuren, Alisa Cour and John met to review the presentation; Alisa will cover the committee's past, Jeremy will cover the present and John will cover the committee's future.</p> <p>John Dutt walked through the presentation. He noted that though the presentation contains information about bureau's efforts to assess customer service, it is not a report card of bureau's efforts, nor an assessment of bureau's customer service.</p> <p>When John discusses the committee's desire to survey customers, he plans to mention that CSAC talked with the Auditor's Office about including a question on the SEA survey, but concluded that the SEA survey was not be best place for a CSAC question. In addition, John spoke about centralized customer management systems and that about 50 cities used them. In the future section of the presentation, John will note that the City could take customer service to the next level with a centralized customer management system since the one stop call center allows customers to track progress on requests, allows the City to collect information and may minimize duplication of efforts. John noted that the survey and a centralized customer management system would require funding.</p>	<p>John Dutt, Jeremy Van Keuren– discuss presentation to Council and modifications based on discussion</p> <p>Committee members (Michael Mock will be absent)--attend presentation and stand when John introduces the committee members</p>
<p>Next meeting</p>	<p>The next meeting is December 8th.</p>	