

**Meeting Date:** January 12, 2009

**CSAC members present:** John Dutt, Michael Mills, Sue Klobertanz, Michael Mock, Amy Stephens and Alisa Cour

**Notes prepared by:** John Dutt

Topic	Discussion	Action/ Decision
Review Council presentation	<p>The Committee agreed that the presentation was successful. Since Adams and Saltzman were absent, John sent them both an email with the link to the online council video of the presentation. Neither office responded to the email.</p> <p>Jeremy Van Keuren is now in Commissioner Saltzman’s Office. The group noted that if Jeremy becomes permanent staff, it would be nice for him to remain on CSAC since his link to the Police Bureau would be a benefit.</p> <p>In the presentation, Commissioner Fish indicated an interest in talking with CSAC about how his office’s efforts to improve customer service.</p>	<p>The Committee discussed following-up with Adams and Saltzman.</p> <p>John will look into who should be committee contacts from Fish and Fritz’s offices. He also plans to discuss with them the concept of 311 and how it has been implemented and utilized in other cities.</p>
Website	<p>The group discussed updating the website and making it accessible to the public, not just to City staff.</p>	<p>John will work with Jenny to update the website.</p>
Budget document	<p>Sue asked if the Customer Service Status Report Template was in this year’s budget documents.</p>	<p>John will send a “heads-up” email to bureau contacts.</p>
New Committee Members	<p>Amy Stephens is Mayor Adam’s Public Advocate and will be filling the position formerly occupied by Jeremy Van Keuren.</p> <p>The committee would like to find a member or two from the City’s public safety bureaus to join. Kathleen Lynch from the Police Bureau is no longer on the committee.</p>	<p>Amy will work with other members of Mayor Adams’ staff to make sure they are well versed on the work of the CSAC. In addition, she promised to help the committee obtain guidance from the new mayor on his interest and expectations for the committee.</p> <p>John will talk to Jeremy and Alisa will explore possibilities within the Fire Bureau.</p>
Next meeting	<p>The next committee meeting is scheduled for February 9.</p>	