

Meeting Date: February 9, 2009

CSAC members present: John Dutt, Art Alexander, Stacy Brewster, Michael Mills, Michael Mock, Amy Stephens, Vincent Woods

Others present: Jenny Scott, Jeremy Van Keuren

Notes prepared by: Jenny Scott

Topic	Discussion	Action/ Decision
New Committee Members	<p>Jeremy Van Keuren introduced Stacy Brewster who is the new representative from Commissioner Saltzman's office. Van Keuren is leaving the City and will no longer be on the committee. Scott Fisher is the Fire Bureau representative but was not able to attend.</p> <p>The group discussed the importance of union representation on the committee.</p>	<p>John will call a COPPEA officer and will continue to work to get AFSME representation.</p>
Website	<p>The web site is publically accessible and is up to date.</p>	
Status reports	<p>John sent an email to the bureau staff that created status reports last year to remind them that the reports are part of the budget request process. Status reports can be sent directly to John and/or included in the budget document. John received reports from the Police and Fire Bureau. PDC has provided most of their documentation.</p>	
Outreach	<p>Commissioner Fish had indicated at our council presentation in November that he wants to meet with members of the committee since his office was not involved in the review last year. John had contacted his office last week to see about setting up an appointment.</p> <p>John and Michael Mills met with Nancy Hartline of the Fire & Police Disability and Retirement to discuss how they are serving their customers in light of recent management changes and a legislative issue that may necessitate that they collect overpayments. John told the group that it sounds like they are on the right track but have a lot of work ahead of them.</p>	<p>John is waiting to hear back from Fish's staff to set up a meeting. He will also contact people from Amanda Fritz's office.</p>
Mayor's direction	<p>Amy reported that Mayor Adams supports the efforts of CSAC, wants the committee to continue and wants to support it in whatever way he can; Adams asked if there existed a sort of top five list of things that need to be done to improve customer service citywide. John explained that the committee does not have such a list since bureaus are all at different points in their customer service development efforts. However, he did refer to two efforts that the committee mentioned in its council presentation and continues to support--a Citywide customer survey and a centralized call center. John suggested that Amy and the Mayor watch the November presentation to council, since Adams was absent and Amy not yet on staff, to get some more information on these suggested efforts.</p>	
Next meeting	<p>The next committee meeting is scheduled for March 9.</p>	