

Meeting Date: September 8, 2008

CSAC members present: John Dutt, Sue Klobertanz, Michael Mock, Jeremy Van Keuren

Others present: Shea Marshman

Notes prepared by: Shea Marshman **Date:** September 8, 2008

Topic	Discussion	Action/ Decision
Follow-up on customer service reports	John Dutt has received updates from BHCD, Parks, and Fire. The report and summary have been updated. He and their Site Team will meet with BHCD to help them in developing their customer service improvement efforts.	
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. All CSAC members should plan to attend the report to Council	John Dutt – schedule time certain slot in the City Council schedule John Dutt, Jeremy Van Keuren, and Art Alexander – discuss presentation to Council
Ideas for the future	Michael Mock suggested that CSAC consider creating a brief check list of elements of customer service that bureaus could use when they are making changes to internal practices.	John Dutt will draft something up and get it to Michael Mock for review.
AFSME representative	John Dutt spoke with AFSME president, Carol Stahlke, who expressed interest in participating in CSAC. John has welcomed her and given her meeting dates.	
Next meeting	The next meeting is October 13. Review report to Council if it has taken place.	