

Meeting Date: May 12, 2008

CSAC members present: Art Alexander, Alisa Cour, John Dutt, Sue Klobertanz, Kathleen Lynch, Michael Mills

Others present: Shea Marshman

Notes prepared by: Shea Marshman **Date:** May 13, 2008

Topic	Discussion	Action/ Decision
Follow-up on customer service reports	<p>Kathleen Lynch has found the Police Bureau's report and needs to make a few changes to it – Cpt. Morse will not be the contact person. A replacement will have to be found</p> <p>John Dutt provided reports from PDC, BES, and Commissioner Saltzman</p> <p>The following bureaus have submitted no report:</p> <ul style="list-style-type: none"> • Commissioner Adams, Office of Sustainable Development and Parks 	<p>Follow-up with bureaus:</p> <p>Kathleen Lynch – Police Jeremy Van Keuren – Commissioner Adams Vincent Woods – Parks Art Alexander – OSD</p>
Framework and timeline for report to Council	<p>The bureau information in the report will be summarized in a chart (see below) that lists all bureaus and rates the degree to which they completed Customer Service recommendations.</p> <p>Definitions for the criteria (i.e. completed, partially completed and not completed) will be developed so that everyone is held to the same standard. Examples of particularly good CS efforts in each category will be given as examples. This will highlight bureau successes while also providing a benchmark by which less successful efforts can be measured.</p> <p>For the bureaus (e.g. OMF and Transportation) with autonomous divisions, we plan to provide one overarching performance summary as well as give credit for the work done by individual divisions within these bureaus that submitted separate reports.</p> <p>Bureaus that have included the five elements of customer service in their customer surveying efforts should receive special recognition in the yearly report with regards to their customer surveying efforts.</p> <p>At this time, the committee is leaning toward an August date for submission of the report.</p>	<p>Shea Marshman will create the chart and draft rating criteria.</p> <p>John Dutt will continue to work on narrative bureau summaries</p>
Next meeting	The next meeting is June 9. Continue efforts to develop report to Council.	

Draft of Customer Service summary report chart. The dots and circles are NOT intended to be completely accurate as they are listed here.

	Bureau Practices				Workforce Development		
	Report	Mission & Goals	Strategic Plan	Survey	Recruitment	Appraisal	Training
City Auditor	•	•		○		•	•
OMF	○		•	○	○		•
FPD&R	•		•				•
Planning	•		•				•
Police		○				○	

- - Completed and on-going
- - Partially completed, in process, or not stated explicitly
- Not completed