

Meeting Date: July 13, 2009

CSAC members present: John Dutt, Michael Mills, Michael Mock, Scott Fisher, Carrie Lathers, Mark Feters, Art Alexander, Vincent Wood

Others present: Jenny Scott

Topic	Discussion	Action/ Decision
Membership update	Mark Feters is replacing Alisa Cour as the CSAC representative from BDS.	
Status report highlights	<p>We have obtained status reports from all bureaus/offices with the exception of the Mayor's Office. John prepared a document containing the group's status report summaries. The group reviewed the document and noted where additional follow up is needed.</p> <p>The document prepared by Dutt will be updated when follow up is done with bureaus. This document will serve as the council report draft and will likely be sent to bureau directors in September. CSAC could make their second annual presentation to council sometime in October or November.</p> <p>Vincent noted that some bureaus are so focused on their budgets and lay offs that they may not respond to our requests for more status report information for a little while.</p>	<p>John will follow up with the Mayor's Office and site team members will follow up with their bureaus as needed.</p>
Surveying customers	The group discussed there being a new City Auditor and the possibility of getting customer service questions on the SEA survey. Jenny noted that the Auditor was trying to cut the number of questions and that since the focus of the survey will likely not change, the SEA survey may still not be the appropriate place for customer service questions.	Representatives from the group may communicate with the new Auditor in a few months about the resident survey.
Next meeting	The next committee meeting is scheduled for August 10.	