

Meeting Date: August 10, 2009

CSAC members present: John Dutt, Michael Mills, Michael Mock, Scott Fisher, Mark Fetters

Others present: Jenny Scott

Topic	Discussion	Action/ Decision
Membership update	George Hocker, Commissioner Fish's Public Advocate, has expressed interest in the Committee. Though he has a prior commitment during CSAC meeting times, he'd like to be informed of CSAC happenings.	Jenny will include George on the CSAC distribution list.
Status report highlights	PDC has provided some good examples of surveys. We have obtained all status reports, with the exception of the Mayor's office, which is supposed to be on its way to John.	Michael shared the examples with the group via email. Their examples will likely be included in the report.
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.	Jenny will invite LaVonne Griffin-Valade, City Auditor, and Drummond Kahn, Director of Audit Services to a CSAC meeting to discuss the SEA.
Next meeting	The next committee meeting is scheduled for September 10.	