

Meeting Date: January 11, 2010

CSAC members present: John Dutt, Mark Fetters, Carrie Lathers, Art Alexander, Amy Stephens, George Hocker, Michael Mills, Vincent Woods

Others present: Jenny Scott

Topic	Discussion	Action/ Decision
Report to council	John, Amy and Vincent are going to speak during the report to Council on 1/13. Each person reviewed what they planned to say during the presentation. John will do an introduction, Amy is going to talk about the benefits of customer service, Vincent is going to talk about the importance of maintaining customer service even when budgets are tight. John will conclude the presentation with a summary as well as comments on next steps for the committee.	Meeting attendees reported that they would attend the Council meeting. John is working to update the tool kit before the Council presentation.
New members	John met with the committee's newest members LeAnne Tumbaga and Maureen Yandle to discuss the work of the committee. He said that they shared some good ideas like having employee recognition and working to involve more front line employees in the committee.	
Next meeting	The next committee meeting is scheduled for February 8.	