

Meeting Date: January 13, 2010

CSAC members present: John Dutt, Art Alexander, Amy Stephens, Michael Mills, Vincent Woods

Others present: Jenny Scott

Commissioners present: Mayor Adams, Commissioner Fish, Commissioner Fritz and Commissioner Leonard

Topic	Discussion
Report to council	<p>John, Amy and Vincent presented the second annual report to Council.</p> <p>Commissioner Fish said that he found the narrative section useful, but wondered if CSAC could highlight what aspects of customer service need to be improved and create a short “report card” that could be used as an action plan for bureau Directors. John directed Fish to the bureau status report on customer service, which is similar to a report card. He also explained that the committee wants to <i>serve</i> bureaus as opposed to evaluating their success because the conditions and customers of bureaus are so different. Fish later added that addressing customer service and managing user conflicts is not easy in the City since many projects or bureaus that have customers, are done in coordination with other jurisdictions.</p> <p>Adams asked that the committee work with OMF on coordinating our efforts with the Service Improvement Plans that the bureaus must complete as part of their budget requests. Adams also said that SAP may have useful customer service improvement related modules that the City would buy if CSAC recommended.</p> <p>Fritz said that she liked having yearly presentations. She asked CSAC to revise how they see City “customers” and to think about them also as owners, investors and partners. She said that the 311 system is very expensive and noted that there are many things that the City can do at no cost to improve customer service.</p> <p>All commissioners thanked the committee for their work.</p>
