



MAKING GOVERNMENT WORK BETTER COMMITTEE
Meeting Report
June 16, 2005

Members Present: Chair Chuck Reed, Vice-Chair Linda J. LeZotte, Councilmember David Cortese, Councilmember Ken Yeager

Members Absent: None

Staff Present: Kay Winer, Danielle Kenealey, Jennifer Carlino, Jerry Silva, Belinda Silvatici, Dotti Disher

Guest: None

The meeting was convened at 1:35 p.m.

a. Review of Allied Waste Expenditures (Auditor)

Jerry Silva, City Auditor gave an overview of the report. He stated that there were six issues found and that the Administration has concurred with the review results.

The Committee accepted the staff report.

b. Northside Community Center (Auditor)

The Committee deferred the item to June 23, 2005 (Placeholder Meeting)

c. RFP Process: Conflict of Interest Administrative Procedures (City Manager's Office/Finance/General Services)

Deferred until August 2005.

d. Customer Service Standard Update (Call Center)

Dotti Disher, Customer Service Manager gave an overview of the Call Center's Customer Service Standards. She stated that the Service Standards will be part of the Nortel Training Manual and that the departments are already incorporating the standards in their own training.

Councilmember Yeager asked what the Call Center hours are currently.

Ms. Disher replied that the Call Center is a 24-hour operation. Staff is there between 8:00 a.m. and 5:00 p.m. An answering service is used after hours. A previous Audit showed that it would be more cost efficient to use an answering service rather than staff the Call Center after hours as the volume of calls is minimal. The answering service staff also adheres to the Service Standards. She added that there is always an on-call Supervisor available.

Councilmember Yeager stated that he had put in a call and had been transferred. However, the question that he asked was not able to be answered by the call taker.

Ms. Disher suggested that should there be future occurrences, to please contact her so that she is made aware of the situation.

Chair Reed asked how the transition from the old phone number to the new City Hall number would be handled.

Ms. Disher replied that customers who dial the old phone number would be forwarded automatically to the new number. This feature will remain in place for a year.

The Committee accepted the staff report.

e. Oral Petitions

None

f. Adjournment

The meeting was adjourned at 1:55 p.m.

Chuck Reed, Chair
Making Government Work Better Committee