



MAKING GOVERNMENT WORK BETTER

Meeting Report

January 19, 2006

PRESENT: Chair Reed, Member LeZotte, Member Yeager

EXCUSED: Member Cortese

Chair Reed called the meeting to order at 1:39 p.m.

a. **Annual Report on Fire Department Vacancy and Absence Rates and Their Impact on Overtime (Fire)**

The Committee commended the Fire Department and Budget Office for preparing an exceptional staff report. Upon motion of Chair Reed, seconded by Member LeZotte, the Committee accepted the report.

b. **Call Center Customer Service Standards and Vision (Call Center)**

Member LeZotte addressed the concerns expressed by the Disability Advisory Council (DAC) that the Call Center's counter accommodations for persons with disabilities doing business at the Call Center Customer Service Counter may require attention. Member LeZotte will continue to work with the City Manager's Office to resolve the Disability Advisory Council's concerns. Chair Reed recommends surveying the Call Center's incoming Customer Service calls that are redirected to the appropriate department or agency for Customer Service assistance. Upon motion of Member LeZotte, seconded by Member Yeager, the Committee accepted the report to include Member LeZotte's comments and Chair Reed's recommendation.

c. **Workers' Compensation Program Claims Liability Audit (Auditor)**

Upon motion of Member Yeager, seconded by Member LeZotte, the Committee accepted the report.

d. **Oral Petitions**

Bill Chew talked about aerobic exercise.
John expressed concern about his bike being stolen.

e. **Adjournment**

Meeting adjourned at 2:20 p.m.

Chuck Reed, Chairperson
Making Government Work Better Committee

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