

Public Works Citizens Advisory Committee (CAC)

Tuesday, March 18, 2008

Public Works Department Conference Room

CAC Representatives Present

Mr. Thomas Herbert, Vice Chairperson
Mr. Phil Bomersheim
Mr. Douglas Coenen
Ms. Patricia VonOhlen

CAC Representatives Absent

Ms. Lois Custer
Dr. Harold Cones, Chairperson
Ms. Sandra Davis
Ms. Sharron Kitchen Miller
Mr. LaMonte Williams

Public Works Representatives

Mr. H. Reed Fowler, Jr., Director of Public Works
Mr. Ralph Caldwell, Assistant Director of Public Works
Mr. Roy Chesson, CAC Liaison

The CAC Meeting was not officially called to order due to lack of a quorum. While there was no official meeting, the members present did discuss several topics, which are reported below. This report is filed for record keeping purposes only.

Mr. Reed Fowler explained that the Call Center presentation that was scheduled for tonight had been postponed due to problems discovered after the new phone system had been installed. With the ability to listen in on calls, either live or recorded, he and Mr. Caldwell had found that more training was needed for the call takers on how to handle calls. He then described the history behind the Call Center from when calls went directly to dispatchers who all used a single radio frequency to dispatch crews, through today's organization where all calls go to a combined Call Center that is a division separate from the other operational divisions. He also described how the Center might one day become a 311 Center and plans to incorporate GPS and GIS into the system.

Mr. Fowler also updated members on the status of the FY2009 Public Works budget request, giving those items requests that the City Manager has decided should be deleted, as well as some new items that the City Manager agrees should stay in the budget request.

There was also further discussion on how to get word out to the public in order to educate them on issues such as schedule changes, revisions to collection practices and general information such as reminders to put all small items in the automated containers rather than placing them out as bulk waste.