

Quality of Life & Government Services Committee Meeting Record

DRAFT

Meeting Date: February 25, 2013

Convened: 9:44 a.m.

Adjourned: 10:49 a.m.

Members Present:

Sandy Greyson, Vice Chair
Mónica R. Alonzo
Dwayne Caraway
Carolyn R. Davis

Members Absent:

Angela Hunt, Chair

Briefing Presenters

Margaret Wright
Asst. Director, Strategic Customer
Services

Willis Winters
Park and Recreation Director

Staff Present:

Joey Zapata, Margaret Wright, Rozalind Dickerson, Sally Rodriguez, Roger Reach, John Jenkins, Louise Elam

AGENDA:

1. **Approval of February 11, 2013 Minutes**

Presenter(s):

Action Taken/Committee Recommendation(s):

A motion was made to approve the minutes of February 11, 2013.

Motion made by: Carolyn R. Davis

Motion seconded by: Mónica R. Alonzo

Item passed unanimously:

Item passed on a divided vote:

Item failed unanimously:

Item failed on a divided vote:

2. **311 Customer Service Center Performance**

Presenter(s): Margaret Wright

This briefing provided an update on 3-1-1, including call variety and volume, hours of call center operation, web in-take, staffing, and performance. Future enhancements, including CRMS upgrade, a new telephone infrastructure, and Courts software upgrade were also discussed.

Ms. Alonzo requested a breakdown of service requests by council district.

Mr. Caraway stated that calls should be answered by a live person instead of by a recording.

Ms. Greyson thanked Ms. Wright for the update.

3. **Park and Recreation Department Strategic Plan Update: Service Centers**

Presenter(s): Willis Winters

This briefing provided an update on the implementation of the Park Maintenance and Service Center Strategic Plan, a summary of bond funding available for service centers, a comparison of costs to renovate existing facilities, recent service centers built by the City, and other accomplishments. A plan for future service centers was also discussed.

Ms. Davis expressed concern about vacating maintenance facilities at Fair Park.

Ms. Greyson expressed concern about the proposed location of the replacement service center in Maintenance District 6.

Ms. Greyson thanked Mr. Winters for the briefing.

Councilmember Angela Hunt
Chair