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## MAKING GOVERNMENT WORK BETTER

CHUCK REED, CHAIR  
LINDA J. LEZOTTE, VICE CHAIR  
DAVID CORTESE, MEMBER  
KEN YEAGER, MEMBER

KAY WINER, DEPUTY CITY MANAGER  
DANIELLE KENEALEY, ATTORNEY'S OFFICE  
JENNIFER CARLINO, MAYOR'S OFFICE

## AGENDA

**1:30 PM**

**January 19, 2006**

**Room W-118 /119**

- a. Annual Report on Fire Department Vacancy and Absence Rates and Their Impact on Overtime (**Fire**)
- b. Call Center Customer Service Standards and Vision (**Call Center**)
- c. Workers' Compensation Program Claims Liability Audit (**Auditor**)
- d. Oral Petitions
- e. Adjournment

To arrange an accommodation under the Americans with Disabilities Act to participate in this public meeting, please call 408-535-8114 (voice) or 408-294-9337 (TTY) at least 48 hours before the meeting.

**NOTE: If you have any changes or questions, please contact Eileen Soto, (408) 535-8109.**

**As of 1/11/2006**