



Austin City Council MINUTES

SPECIAL MEETING - MARCH 4, 1992
TOWN LAKE CENTER - 1:30 P.M.

Mayor Todd called to order the Special Called Meeting of the Council, noting the absence of Mayor Pro Tem Urdy and Councilmember Epstein. The Mayor announced the purpose of the meeting was to hold a worksession on the following:

1. Downtown revitalization/Convention Center
2. Quality/Efficiency of Customer Service

City Manager Barnett introduced the topic of "Quality/Efficiency of Customer Service", and announced the video presentation of "Hidden Assets". Jim Smith, Director of Planning and Development, introduced Gene Stouter, Motorola, and Ami of "Ami's Ice Cream", both discussed their positive impressions as customers of the City of Austin. Mr. Smith discussed empowerment and tailoring service to the customer. He illustrated with slides. Suzanne Pardo reported on what is being done in the Blackshear area with empowerment to help people take back their neighborhood.

Downtown Revitalization/Convention Center was the next topic of discussion for the worksession. Jim Smith reported by means of slides. There were questions and suggestions by members of the Council.

The meeting was adjourned at 4:00 P.M.

