

**Meeting Date:** August 13, 2007

**CSAC members present:** Alisa Cour, John Dutt, Michael Kaplan, Kathleen Lynch, Michael Mills, Michael Mock, Jeremy Van Keuren, Vincent Woods

**Others present:** Kari Guy, Ben Hole

**Notes prepared by:** Kari Guy **Date:** August 13, 2007

Topic	Discussion	Action/ Decision
Administration	<p>The Committee reviewed the agenda. Members also updated contact information.</p> <p>John Dutt described a new committee created by Council – the Diverse and Empowered Employees of Portland (DEEP). This new committee also has customer service as part of its mission, and John suggested the CSAC be aware of what the DEEP is working on.</p>	<p>Agenda and July meeting minutes approved.</p>
New members	<p>The CSAC is down one member with the departure of Bonnie Morris. The Committee discussed the process for adding the original and new members. Jeremy Van Keuren, Mayor’s representative to CSAC, said the Mayor would support the proposal of current CSAC members. The Committee felt it would be helpful to have an experienced City staff member, with the perspective of smaller bureaus. The Committee voted to invite Sue Klobertanz, Revenue Bureau Director, to join.</p>	<p>Kari Guy will contact Sue Klobertanz to invite her to join the committee.</p>
Bureau Directors’ Meeting	<p>John attended the August Bureau Directors’ Meeting. He provided the directors with an overview of CSAC activities, and the upcoming outreach. He asked all directors for bureau customer service contacts, and that information has been provided.</p>	
Customer Service Toolkit	<p>Ben Hole has done an excellent job collecting bureau examples in each of the three areas of interest to the CSAC: 1) customer service culture; 2) customer surveys; and 3) workforce development. John said he has a number of good examples now in each category, including practices for both small and large bureaus.</p>	<p>John and Kari will update website with new materials, and prepare packet for CSAC-member review and training at next meeting.</p>

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	<p>John also prepared survey guidance for the City based on the work of the Oregon Customer Satisfaction Workgroup.</p>	<p>Kari will forward the survey guidance to CSAC members for review.</p>
<p>Bureau Outreach</p>	<p>The Committee discussed the process of bureau outreach over the next few months. First, the committee will hold a 'kick-off' meeting for bureau customer service representatives, to explain the CSAC role and guidance. Next, CSAC 'site teams' will work with individual bureaus as needed as technical assistants. Then in the budget process, each bureau will report on customer service progress. The CSAC site team members will be able to share experiences across bureaus.</p> <p>The committee reviewed the potential site teams, and members selected the site team they would prefer to work with. Members agreed that some bureaus may request more assistance than others; CSAC members could help across all bureaus as needed.</p>	<p>The Committee assigned members to site teams (attached).</p>
<p>Next meeting</p>	<p>Next meeting is September 10th. The committee will review toolkit and outreach materials, and prepare for kick-off meeting with bureau customer service representatives.</p>	

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