

**Meeting Date:** April 14, 2008

**CSAC members present:** Art Alexander, John Dutt, Sue Klobertanz, Kathleen Lynch, Michael Mock, Vincent Woods

**Others present:** Shea Marshman

**Notes prepared by:** Shea Marshman **Date:** April 14, 2008

Topic	Discussion	Action/ Decision
Review Rec. 2.2 discussion with Auditor's Office	After having heard the presentation made by Gary Blackmer and Drummon Kahn, the group continues to disagree with the Auditor's Office. The CSAC members still feel that the SEA Citizen Survey would be a good vehicle for customer service questions for the community. However, in light of the Auditor's Office decision, they are willing to drop the topic and focus on surveys at the bureau level.	This information will be included in the committees report to Council
Definition of Customer Service	For the purposes of the Customer Service Advisory Committee, <b>Customer Service</b> is defined as: any interaction and information sharing between the public and City employee, or between City employees if the Bureau serves internal customers, that involves communication that is person to person, over the telephone, via the internet, and through electronic devices with instructions.	Shea Marshman will add this definition to the historic documents relating to the CSAC
Review follow-up with bureau representatives and report on progress or issues, and review customer service reports	<ul style="list-style-type: none"> <li>The following bureaus have submitted no report: Police, Portland Development Commission, Parks, Sustainable Development, and Environmental Services</li> <li>Both OMF and PDOT are bureaus with many internal departments that require specialized customer service. So it would be helpful in the future to have these two bureaus have their major departments submit separate reports.</li> <li>Commissioners Adams and Saltzman have not submitted reports</li> </ul>	<p>Follow-up with bureaus:</p> <p>Kathleen Lynch – Police John Dutt will talk with Jeremy Van Keuren – PDC and commissioners Vincent Woods &amp; Michael Mock – Parks John Dutt – OSD Michael Mock – BES</p> <p>Vincent Woods will contact PDOT about CS efforts of departments</p>
Prep for report to Council	The members agreed that the report should include a general status report of the bureaus, the response from the Auditor's Office about the SEA Survey, and a summary of the work done by the CSAC.	Members will review John Dutts summary of bureau status reports to begin

	<p>Timelines discussed included the end of the fiscal year or when the new City Council is completed. The timing should facilitate getting the most information to the greatest number of Council members.</p> <p>Summary of work done should include comments on the success of the form provided to bureaus. Problems: 1) Some bureaus data was not formatted with the questions on the form in mind, so many just provided what they had; 2) Larger bureaus have a disconnect between the people who submit the budget document and the people who know about customer service efforts. Successes: 1) Next year that bureaus will be more likely to tailor their data to answering the questions on the form; 2) CSAC has been able to talk to bureaus to expand expectations and has discovered that this is easier for some bureaus than others.</p> <p>Status of bureaus will be presented using graphics that identify the level at which bureaus have met expected criteria (e.g. do they have a survey that addresses the 5 elements of customer service, do they have a mechanism for collecting, developing, and reporting information, are they conducting training, is customer service in their mission?)</p>	<p>writing the summary.</p> <p>Shea Marshman will work on a graphic summary of bureaus</p> <p>John Dutt may need to check on whether future funding will be available.</p>
<p>Next meeting</p>	<p>The next meeting is May 12. Follow-up on bureau customer service reports. Continue efforts to develop report to Council.</p>	