

Meeting Date: February 8, 2010

CSAC members present: John Dutt, Carrie Lathers, Amy Stephens, Michael Mills, Vincent Woods, Art Alexander, LeAnne Tumbaga

Others present: Jenny Scott, Sarah King (Mayor’s Office intern)

Topic	Discussion	Action/ Decision
Report to council	<p>John reported on the presentation to Council and on some of the feedback from Commissioners. He noted that the Mayor had asked the group to look into the service improvement plans collected by OMF in order to see if collaboration was possible. John and Amy reported that they have researched the plans and believe that there is no committee coordinating the effort to collect the plans and that information available about the effort largely refers to the CSAC toolkit. The Mayor also cautioned against using the term “centralized” when discussing the idea of the city developing a customer management system. Commissioner Fritz expressed some concern about the term “customer” being exclusive of some of the different types of community contacts that take place in the city’s provision of services.</p>	<p>Amy is going to talk with a few more OMF staff to determine if there is someone who is heading the effort to get service improvement plans from bureaus. The committee agreed that it was important to clearly explain how we have defined “customer” whenever engaging in this type of conversation or reporting back to council.</p>
Future CSAC projects	<p>John said that he’d like to focus the group’s future work away from reporting on customer service efforts, and more towards promoting customer service as a city value. To do this he suggested that the committee spend its energies on targeted communications as well as sponsoring a few customer service related events like trainings. We discussed trying to leverage internal resources such as the training programs that the Water Bureau has developed. In addition to working with the trainer from Water, the group talked about surveying City staff to see who else may be willing to provide training. There was also talk of surveying City employees on customer service generally. Vincent suggested that occasionally, the committee could serve as an open forum where bureau staff could come and discuss issues related to customer service provision, and the committee could help them to use the CSAC tool kit. Vincent also mentioned a communication strategy that would involve a periodic “spotlight” on a particular bureau to highlight some of there best practices through email and the CSAC web site. John talked about sponsoring a sort of 311 brownbag where we could bring in someone from San Francisco or Vancouver BC to present on their City’s 311 efforts.</p>	<p>LeAnne is going to look into the possibility of working with the Water bureau trainer to offer one or two trainings for other bureaus. Art suggested that this effort may have more success if a Commissioner or Mayor sponsor the project first.</p>
Next meeting	<p>The next committee meeting is scheduled for March 8.</p>	