

Meeting Date: May 10, 2010

CSAC members present: John Dutt, Mark Feters, Vincent Woods, Michael Mills, Amy Stephens, Alisa Cour, Art Alexander, Carrie Lathers, Carol Stahlke, LeAnne Tumbaga, George Hocker

Topic	Discussion	Action/ Decision
Member update	Alissa Cour is replacing Scott Fisher as the Fire Bureau representative. Carol Stahlke has joined the committee to represent Water and labor. Kim Sneath from the City Attorney’s office may join the committee at our next meeting.	
Lagan presentation	<p>Bob Muellner of Lagan presented information about Customer Relationship Management (CRM)/311 systems. The systems are generally one stop shops for information on local government services. Lagan is a top rated vendor and has helped introduce centralized customer service call center in many cities, including San Francisco and Vancouver BC with great success. A highlight of the Lagan system is that it can help tract service level agreements (SLA) made with customers. For example, if a customer is told that a pothole will be filled in 5 days, the system will track the time it takes and will remind the worker when the end date is approaching. In addition, the reporting function can track the number and distribution of calls to help inform workers and management on issues and response. Muellner said that in San Francisco, the number of non-emergency calls went down after the system was introduced. He also said that the system serves as a single point of contact during a disaster and reported that in the Minneapolis bridge collapse, that people were calling 311 for updates and general information. Muellner said that to successfully implement a 311-type system, there needs to be a leader to spearhead the project and be the champion for it as well as significant political will through out the organization.</p> <p>Bob said that cost to implement can vary widely from a per user subscription system that he estimates would cost a city our size about \$50,000 a year to a Lagan hosted the system of a couple hundred thousand to as much as \$3 million for a robust onsite systems. He also mentioned that they do make available a free 90-day trial of the subscription Saas system.</p>	<p>Bob talked about making another presentation with City leaders in attendance later this year where we could bring in someone from the cities of Vancouver and/or San Francisco</p> <p>He will send out some follow up information to John who will disseminate to the group.</p>
Bureau customer service status reports	John said that the group is missing reports from PDC, Parks, BTS, Revenue and Police. He asked people to review some of the reports to identify highlights and needed follow-up.	
Next meeting	The next committee meeting is scheduled for June 14 th .	