

**Customer Service Advisory Committee****Meeting Notes****Meeting Date: Aug 9, 2010****CSAC members present:** John Dutt, Mark Feters, Carol Stahlke, Vincent Woods, George Hocker, Carrie Lathers, Michael Mills, Art Alexander, LeAnne Tumbaga, Alisa Cour **Others present:** Jenny Scott

Topic	Discussion	Action/ Decision
General Updates	<p>BTS surveyed City employees using an online tool and will begin analyzing the results soon. The response rate was around 33%, which is lower than last year.</p> <p>Fire is finalizing their strategic plan and will have a new Public Information Officer soon. The bureau is going to work more with social media to get information out about fires.</p> <p>Water has a new trainer who is going to focus on customer service and diversity. There is an effort to work with employees to address home life issues and make more of a connection between work and home life.</p> <p>The former Director of Revenue retired and has been replaced by Thomas Lannom.</p> <p>PBOT was working with ODOT to report on customer service related to federal ADA title 6 requirements.</p> <p>In Human Resources, they are working on the City's marketing strategy by giving job applicants information about what it's like to work at the City.</p> <p>Commissioner Fish's office has a new person staffing the front desk named Natalie Sept.</p> <p>The Deputy Ombudsman position will be filled by Beverley Bolensky Dean, formerly of HR.</p> <p>City Council approved the public advisory committee's proposal to include a public involvement statement in Council submissions. The committee is also thinking about doing an annual report on public involvement across bureaus.</p> <p>BDS is working to get a web based permitting system and will present the proposal to Council in September. They are no longer accepting faxed plans; people are submitting plans online and this seems to be working well.</p>	None
Customer service training	The group would like to focus customer service training on how to deal with conflict.	Group will discuss further at next meeting
311 update	John met with Commissioner Fritz to discuss her sponsorship of the 311 proposal. At this time with the current budget constraints, Fritz is not ready to champion the proposal. There is going to be another 311 workshop/presentation in early October at the Northwest Alliance of Information and Referral Systems conference in Portland.	John will invite local city and county government people to attend the presentation to learn more
Next meeting	The next committee meeting is scheduled for September 13, 2010	