

**Customer Service Advisory Committee****Meeting Notes**

**Meeting Date:** June 13, 2011  
**CSAC members present:** John Dutt, Michael Mills, Carrie Lathers, Vincent Woods, Art Alexander, LeAnne Tumbaga  
**Others present:** Jenny Scott

Topic	Discussion	Action/ Decision
General Updates	<p>Art mentioned that the current edition of Consumer Reports has an article about customer service and how to evaluate it.</p> <p>There was discussion about an Oregonian article mentioning that there are only two PIOs at PBOT. In reality, there are two media contacts, which is different from a PIO. Also, Vincent noted that PBOT is working to get a PIO section.</p> <p>The group discussed the Voice Over IP (VOIP) upgrade. Parks is going to move to VOIP. The plan is to have moved the involved bureaus to VOIP by the end of July. VOIP should help bureaus manage their calls and will give callers an idea of the wait time until they can talk to a person.</p> <p>LeAnne talked about a Water Bureau program called SOAK. In it, Water employees rotate through the bureau to learn what each other do.</p>	<p>Art will check to see if we can get permission to post the article on our web site. He will bring the article to share with the group.</p>
2010-2011 CSAC report prep	<p>John updated the report based on additional information from bureaus. He is still waiting on some information from Planning and Sustainability, and Water. John said that this year, the reports have been better and follow-up with bureaus has gone more smoothly than in the past.</p> <p>The group talked about how a theme in many of the reports is that small bureaus don't have resources for training. Maybe they could combine resources with other small bureaus? John said that he hopes that a front line meeting could help meet the needs of small bureaus. Leanne and Carol both said that their bureaus (Water and Revenue), often have a few open spaces in their trainings. Maybe Human Resources could help get the word out about these openings.</p>	<p>John and Jenny will update the toolkit on the web site with new information from the reports.</p> <p>Vincent will discuss with HR training managers.</p>
Next meeting	The July meeting is canceled. The next meeting is scheduled for August 8, 2011.	