Meeting Agenda Monday, November 14, 2011 12:00 to 1:00 Pettygrove Meeting Room

Est. Time	Subject
12:00	General updates
12:10	Report on Bureau Director's meeting
12:20	Status report update – executive summary/council presentation (Time certain scheduled for presentation1/18 at 9:30am)
12:40	Customer service training offerings citywide coordination
12:50	Hively customer service feedback tool
1:00	Adjourn