

Meeting Date: November 14, 2011

CSAC members present: John Dutt, Mark Feters, Carrie Lathers, Vincent Woods, Art Alexander. Colleen Poole, George Hocker

Others present:

Topic	Discussion	Action/ Decision
General updates	<p>Mark introduced Colleen Poole. She is going to be taking over CSAC committee representation for BDS in place of Mark as part of some shifting of duties within BDS. Ross Caron may also tag team with Colleen and attend some meetings as well. Colleen is BDS' Customer Outreach Coordinator and should provide a great new perspective for the committee.</p> <p>Art shared some information about a current inventory being conducted by OMF where they are collecting information from the bureaus about the tools they use to assess overall performance and services through an "equity lens". This may tie in with some of our assessment of bureau's customer service practices so John touched bases with Celia Heron in OMF who is leading the equity inventory effort. She said that she would be sure to share findings with us so we could collaborate with regards to these efforts.</p>	
Report on Bureau Director's meeting	<p>John and Art attended the Bureau Director's meeting on November 3rd to present the latest draft of our Citywide Customer Service Status Report. Our presentation was pretty brief and seemed well received with just a few questions. We asked for the Director's to look over their section of the report and chat with their relevant folks and then get back to us any suggested changes by the Thanksgiving Holiday. John sent the documents out electronically to them subsequent to the meeting.</p>	<p>After receiving feedback make final edits.</p>
Status report update	<p>We will look to finalize the report after getting final input from the Bureau Directors. Jenni has secured a spot for us on the Council Agenda for a 9:30am time certain spot at the January 18, 2011 meeting. We need to finish and Executive Summary for the report as well. John will solicit volunteers from the committee to help with the Council presentation and those members will then work on the Council presentation. John will also send out a draft of the Executive Summary for committee members review.</p>	<p>John will send email soliciting help with the Council presentation as well as a draft of the Executive Summary.</p>
Customer service training offerings citywide coordination	<p>Vincent had spoke with Joe Wahl in HR about the idea of using the citywide training calendar as a place to share information between bureau about customer service related training opportunities. From time to time there are opportunities for bureaus to share training opportunities where they may have some unused slots available in a training they have put together for their staff. The Committee would like to partner with our bureau contacts and HR to better communicate these opportunities. John left</p>	<p>Vincent will check with Joe to see what needs to be done to coordinate this effort.</p>

a message with Joe last week but hadn't yet heard back.

Hively customer
feedback tool

A gentleman named Jason Lander was referred to John by the Mayor's Office as he is the Chief Promoter of a customer service feedback tool called Hively. Jason gave John a quick demo and John felt it might be a tool of interest to some departments within the bureaus.

John will contact Jason about conducting a demo of the tool at a future CSAC meeting.

Next meeting

The next committee meeting is scheduled for December 12th.
