

Customer Service Advisory Committee**Meeting Notes****Meeting Date:** September 10, 2012**CSAC members present:** John Dutt, George Hocker, Carrie Lathers, Colleen Poole, Ali Ryan, Carrie Popenuk**Others present:** Tenzin Choephel

Topic	Discussion	Action/ Decision
Budget reports	<p>Colleen contacted Christina Scarzello at BPS but has yet to receive a response.</p> <p>Other follow-up items had yet to occur and will be carried forward to the next meeting.</p> <p>John repeated that CSAC could change its reporting to every other year so any work now will help in next year's efforts.</p>	<p>Colleen to follow-up again with BPS</p> <p>John will follow up with the elected officials' offices, PBEM, OEHR and Police</p> <p>Myndi or her replacement to follow-up with BTS and PDC</p>
BHR training update	No updates. John has not had contact with Gale in a few months and will check in with her.	John to contact Gale Baird.
CRM/311 update	<p>John reported that the Portland Bureau of Emergency Communication (BOEC) has secured funding in its budget to hire a consultant for CRM/311 work.</p> <p>BOEC has led the drafting of an RFP, which should be out in a few weeks. The following individuals have been involved with the RFP development:</p> <ul style="list-style-type: none"> ▪ Tim Crail, Tom Bizeau and Sara Hussein, Commissioner Fritz's Office ▪ Myndi Fertal and Beth Fox, BTS ▪ John Dutt, ONI ▪ Lisa Turley and Laura Wolfe, BOEC <p>John said Lisa Turley will be sharing this information at the next Bureau Directors meeting. George requested the list of individuals involved with the RFP review.</p> <p>John said they anticipate three phases to the project if Council approves moving forward with the project. The first phase will review the City's service delivery and involve many stakeholders. The second phase will involve developing an implementation plan. Lastly, the third phase will involve actual implementation (e.g. system identification, software purchases, training, etc.). There are 70 to 80 cities with various types of systems already in</p>	Tenzin to send George the list of individuals involved with the RFP.

	place. John will continue to update CSAC as BOEC moves forward with this work.	
General updates	<p>John shared that Alisa Cour has left the City to work for Legacy. She said she'd speak with the Fire Chief about a replacement, and John said it may be Cindy Gaulke.</p> <p>John also shared that Myndi Fertal is no longer able to attend CSAC due to other priorities. She is working to find another representative from BTS.</p> <p>George shared that Commissioner Fish and other Council offices have been responding to constituents about the water fluoridation proposal. Carrie P. said her staff at PWB have also been hearing about this issue during phone calls with customers.</p> <p>Ali is working on social media guidelines for the Parks bureau. Tenzin suggested contacting someone at BTS or BHR since they developed the Citywide policy on social media. John said Abby Coppock, Rick Nixon and Tracy Le are resources at BTS and Carrie P. suggested Darcy Cronin at PWB.</p>	Tenzin to reflect this change in CSAC documents
Next meeting	Due to the Veteran's Day holiday, the next committee meeting is scheduled for November 5, 2012.	
