

Customer Service Advisory Committee

Meeting Notes

Meeting Date: January 14, 2013

CSAC members present: John Dutt, George Hocker, Robert Kiningham, Carrie Lathers, Colleen Poole, Carrie Popenuk, Ali Ryan, Vincent Woods

Others present: Tenzin Choephel

Topic	Discussion	Action/ Decision
CRM/311 update	<p>John and Carrie Popenuk reported the RFP Review Committee received nine responses and invited two finalists for oral interviews last week. The Committee has identified its top candidate but currently waiting for the completion of background checks. The contract will be negotiated thereafter. When asked about the start of work, John stated the RFP had listed the start of Phase 1 (six months in duration) in January 2013. Vincent asked whether the community member on the RFP Review Committee had any views on whether the City should invest in a CRM/311 system. John and Carrie P. said the scope of the community member's involvement did not address this since it was specific to reviewing qualified purchasing candidates.</p> <p>John said that a Steering Committee will be formed to guide the consultant's work. He asked CSAC members to help identify strong candidates to serve as bureau and community representatives. Colleen said that she or Ross Caron at BDS would be interested. Colleen asked about whether the Public Involvement Advisory Committee (PIAC) has been contacted. John said he had yet to update Afifa Ahmed-Shafi.</p>	John and/or Colleen to request PIAC to help identify potential community members for 311/CRM Steering Committee service.
Customer service training	<p>John shared a mental health training developed by Brad Taylor at ONI. Brad offered three separate two-hour training sessions for ONI and neighborhood coalition staff. John said Brad and his manager in the Crime Prevention Center are willing to offer this training to other interested parties upon request.</p>	
Customer service budget reports	<p>Vincent asked whether CSAC has received any different direction given the change in Council. John said he had yet to hear anything except for some communication exchanges with the Budget Office.</p> <p>John reported the Budget Office asked whether bureau budget submissions needed to include the customer service report. John said that, after some conversations with the Budget Office, they agreed to collect the customer service reports this year but may not in future years. Bureau budgets for FY2013-14 are due on February 4, 2013. CSAC will be prepared to follow-up with bureau contacts thereafter.</p>	
General updates	Tenzin asked CSAC members to review the contact lists and provide any changes/updates.	Tenzin to update contact

Vincent noted that, as of July 1st, he is now coordinator for PWB (not PBOT) and new phone number of 3-6172. He also noted Alissa Mahar is now at PBOT and not at Housing, and the Mayor and Commissioner contacts need to be updated.

lists

Carrie Popenuk reported that the PWB pay-by-phone interactive voice response (IVR) will be activated the evening of January 15th. The system has been tested and a soft rollout is planned before PWB officially goes live to the public. When asked about the call surveys, Carrie said there have been some issues with recording quality and she has been requesting reports from the vendor. The IVR project has taken a higher priority but she hopes to have more information on the call surveys soon.

George explained that Mayor Hales will have all City bureaus for three months, starting on February 4th. Commissioners do not yet know their bureau assignments but staff hope that any assignment changes will allow for a smooth transition of knowledge from one office to another.

Robert shared that BTS has a new Chief Technology Officer. Ben Berry has been with the City of six days so far, but has prior experience as both CTO and Chief Information Officer. He has worked in the public and private sectors, and Robert noted past positions with Oregon Department of Transportation, Hughes Electronics, and companies in the Middle East.

Next meeting

The next committee meeting is scheduled for March 11, 2013, from Noon to 1pm.
