

Meeting Date: May 13, 2013

CSAC members present: John Dutt, George Hocker, Colleen Poole, Carrie Popenuk, Barbra Rice, Ali Ryan

Others present: Tenzin Choephel

Topic	Discussion	Action/ Decision
Welcome	Carrie Lathers resigned from CSAC due to responsibilities at the Revenue Bureau. John introduced Barbra Rice who serves as Carrie’s replacement. Barbra is the Administrative Supervisor that oversees the bureau’s call center. Attendees introduced themselves and welcomed Barbra to CSAC.	John to meet with Barbra; Tenzin to send new member orientation information.
CRM/311 update	Nothing to report for this period.	
Customer service budget reports	<p>Carrie Popenuk completed the reviews but others were still in process. Ali asked about the review period since submissions provided historical overviews from prior reports.</p> <p>John clarified the review expectations:</p> <ol style="list-style-type: none"> 1. Rate whether bureaus have efforts across three broad areas – identification of bureau mission and goals; assessment of customer service activities; and progress in workforce development. 2. Identify any bureau efforts that are worth highlighting as best practices to share in the report to Council. <p>He added that the last report covered fiscal year 2010-11. Therefore, this report would cover fiscal year 2011-12 and first half of fiscal year 2012-13 (when the budget reports were submitted). [Prior report available at http://www.portlandonline.com/index.cfm?c=56745&a=382048, with ratings on p. 5]</p> <p>John would like to submit a report to Council during the summer. Given that timeframe, he asked attendees to complete reviews by next month. He asked Tenzin to set up a meeting for June so that the group could meet in person.</p> <p>John updated assigned report review responsibilities among the attendees based on the Site Teams list:</p> <ul style="list-style-type: none"> ▪ Public Safety – John and Vincent ▪ Parks, Public Utilities, Transportation – Ali and Carrie ▪ Community Development – Colleen and John ▪ City Support Services – Barbra and George ▪ Elected Officials – Tenzin 	<p>CSAC members to provide ratings of and any highlights from assigned bureau reports by June 10th meeting.</p> <p>Tenzin to add CSAC meeting for June.</p> <p>Tenzin to follow-up with Vincent</p>

	<p>Tenzin asked if attendees had enough information to complete the review. Ali created a form to document her review, and she will share this with the group. John showed how he documents his review with notations for bureau follow-up and identification of best practices.</p> <p>Tenzin reported that submissions were received from the City Budget Office, Mayor's Office, Fish's Office and Novick's Office. Reports from Fritz and Saltzman are still outstanding.</p>	<p>Ali to share review form</p> <p>Tenzin to follow up with remaining offices.</p>
Customer service training	Nothing to report for this period.	
General updates	<p>John mentioned that the summer presentation to Council would provide a good opportunity to ask for feedback about the purpose of and focus areas for CSAC.</p> <p>Barbra shared that Revenue is busy with the Arts Tax administration. She has four staff cross-trained on both business tax and Arts Tax collection, with an additional four temporary staff specifically for the Arts Tax. The administrative expenses for the Arts Tax is capped and there is a backlog of mail to be processed. Barbra reported that Revenue has received as many as 1,000 calls per day about the Arts Tax since the mailer was sent to residents. They have managed calls with average hold times of less than 30 seconds.</p> <p>Colleen shared that BDS was approved to hire an additional 20 FTE during the Spring BuMP and these staff have started with the bureau. BDS is below its service level as it ramps up staffing funded by increases in permit fees.</p> <p>John shared that ONI recently completed a drill to move its operations from City Hall to the eastside operations center should there be an emergency on the west side.</p>	
Next meeting	The next committee meeting is scheduled for June 10, 2013 from Noon-1pm.	