

Meeting Date: November 5, 2013

CSAC members present: John Dutt, Tina Keller, Carrie Popenuk, Barbra Rice, Ali Ryan

Others present: Tenzin Choephel

Topic	Discussion	Action/ Decision
New member welcome	<p>John introduced Tina Keller, Administrative Supervisor for PBOT, to CSAC. Tina has been in this position for about one month and was previously at SERA Architects. She explained that PBOT eliminated the position about six or seven years ago but recently re-introduced the position.</p> <p>Members present welcomed Tina and also provided brief introductions on their roles/responsibilities at the City.</p>	
Mayor's Office Meeting	<p>John gave an overview of the Mayor's Office meeting. Tenzin recently contacted the Mayor's Office and they are still discussing the future role, authority and purpose of CSAC.</p> <p>They can help with the Council agenda item whenever CSAC's report is ready for review. John reminded Tenzin that the first step would be to get on the Bureau Directors' agenda. John said that meeting with the Bureau Directors in December would be ideal, and then the Council presentation could be scheduled for early 2014.</p>	Tenzin to follow-up with the CAO's Office.
Customer service budget reports	<p>John went over follow-up items from last meeting. He will go through his inbox for the following items where members responded:</p> <ul style="list-style-type: none"> ♦ Revenue Bureau's report content (Barbra Rice) ♦ Portland Bureau of Transportation regarding Administrative Reviews they mention in their report (Ali Ryan to contact Alissa Mahar at PBOT) <p>Carrie will send information to John about the item that was assigned during her absence at the last meeting:</p> <ul style="list-style-type: none"> ♦ Portland Water Bureau regarding any details they can provide regarding new hire training and customer service training modules mentioned in report (Carrie Popenuk) <p>Moreover, John will follow-up with Vincent about two items assigned to him:</p> <ul style="list-style-type: none"> ♦ Bureau of Human Resource's to see if they want to submit a report in addition to that already provided to OMF (Vincent Woods) ♦ Fire and Police Disability and Retirement regarding the mention of a couple types of customer service surveys (Vincent Woods) 	<p>John to review information provided.</p> <p>Carrie to provide information on PWB.</p> <p>John to follow-up with Vincent.</p>

John informed attendees that he contacted Sean Southern at Portland Police about the external tool (see bullet below). He has received no follow-up. Tenzin said she'd also follow-up with Independent Police Review to see if they have any information to share.

- ♦ Portland Police Bureau specific follow-up regarding an "external tool" for customer feedback mentioned in their report (John Dutt)

John and Tenzin to follow-up about the Police survey.

CRM/311 update

John informed attendees that Katie Shriver at Commissioner Novick's Office recently convened a meeting of bureau representatives to discuss the CRM/311 project. Barbra and Tina were also present. As noted in earlier meetings, Mayor Hales has chosen to reduce the scope from the three-phase project to just the first phase on business cases. Commissioner Novick's Office encouraged bureaus to identify the appropriate staff contacts for the consultants.

Barbra asked about representatives on the committee. John said that here was an idea for a steering committee but, when under Commissioner Fritz, it had yet to be formed. Commissioner Novick's Office proposed an idea to have representatives from each Commissioner's Office as well as a representative from the Commissioner's bureau portfolio. John said that it is unclear right now whether that will be pursued but will wait for more instructions from Katie Shriver.

Customer service training

John is still working on the Citywide mental health training offered by Brad Taylor, ONI Crime Prevention Program. Brad has been contacted to separately train City Hall staff.

John to contact Gail Baird in BHR regarding this training opportunity. (item forwarded from September meeting)

John to forward list of frontline staff to CSAC members to update for their bureau, accordingly. (item forwarded from September meeting)

Tenzin shared that the Office of the City Auditor's Safety Committee offered a two-hour mental health training in partnership with the Oregon branch of the National Alliance on Mental Illness. It was well-attended and focused on the perspective of those with mental health illnesses. The bureau is planning for additional trainings in the future.

General updates

Ali will be leaving the City later this month to take a position as the Public Information Officer for the Oregon Department of Geology and Mineral Industries (DOGAMI). She will

be working with Parks to make arrangements for her replacement on CSAC. John was sad to hear of her departure but thanked her for her service on CSAC.

Barbra said that she recently attended a seminar by Barbara Burke and, during the seminar, toured the Zappos facilities in Las Vegas. She mentioned that the City follows many of the customer service best practices noted by Barbara Burke.

John and Tina mentioned they are currently preparing for Office 365. Some users have begun testing and initial pilot installations will be happening soon.

Carrie shared that PWB implemented their monthly bill payment system last January. Since then, PWB has processed about \$1 million of payments through that mechanism, and seen a decrease of about 2,500 calls. Carrie said that, with 24 staff, she has less agents and fielding less calls but is perplexed by the increase in hold time. Unfortunately, there are no analytics available on the calls so it is difficult to determine the cause.

Next meeting The next committee meeting is Tuesday, January 7th from 1:30-2:30pm.
