

Meeting Date: July 28, 2014
CSAC members present: John Dutt, Ross Caron, Carrie Popenuk
Others present: Tenzin Choephel

Topic	Discussion	Action/ Decision
Welcome	John informed the group that Terre Neubauer will be replacing Robert Kiningham as the BTS representative. She is BTS' new Customer Relations Manager.	
CSAC roster	<p>John shared that Tenzin has updated the CSAC roster. She contacted individuals that have not been regularly attending meetings and asked whether they were still interested in participating.</p> <p>Later during the meeting, John mentioned a longer-term goal to expand CSAC. Future membership could reflect more diverse levels of City staffing as well as representatives from the Commissioners' Offices and the community.</p>	
Mayor's Office	<p>John updated the group about a recent meeting with Chad Stover at the Mayor's Office. The Mayor's Office has asked CSAC to meet with Fred Miller, the new Chief Administrative Officer (CAO). Fred asked to meet with ONI Director Amalia Alarcon Morris, John and Tenzin.</p> <p>During the meeting, attendees identified possible topics to include in the meeting with Fred. Specifically, John raised the idea of a customer service survey, Ross asked about interactions between CSAC and the Public Involvement Advisory Committee (PIAC), and Ross also asked about Citywide training on customer service for new employees to complement any bureau-specific trainings.</p>	Meeting with CAO on August 11 th .
CRM/311 update	<p>John and Ross shared that the Stern Consulting was awarded the contract. John said the contract with Stern was approved by Council a few weeks ago.</p> <p>Sterns is working with a Steering Committee (led by BOEC, and includes representatives from Commissioners' Offices as well as bureaus) that has met once thus far. John, Ross and Tina are CSAC members that also serve on the Steering Committee. John and Ross said that Stern provided a document sharing portal, sent a survey to bureaus, and plans to conduct focus groups of community members. The report to Council is due in November 2014.</p>	

Customer service training John reported that the City/County Frontline Meeting on May 27th went well with over 30 attendees. Brad Taylor within ONI provided a training, “Managing Stressful Situations While Working with the Public,” during the meeting. ONI I&R plans to host these meetings quarterly, and collected future topic ideas (e.g. ADA, translation services, Civil Rights, “Government 101,” etc.)

Ross asked about new employee training that covers minimum customer service expectations. Carrie shared that PWB delivers specialized training to its staff via Telephone Doctor (<http://www.telephonedoctor.com/>). Each course is taken online and employees must successfully pass a quiz in order to pass the course.

General updates Ross shared two new initiatives for BDS:

- 1) Conversion to the AVAYA phone system with ACD priority groups and a “Dial 0” option that will be answered by three staff members.
- 2) Targeted email to collect survey information (online or via phone; survey tool to be developed by consultant) from recent permit and land use customers.

During the discussion about AVAYA, Carrie shared that PWB has activated the workforce management module to provide real-time analytics about its call center.

Next meeting The next committee meeting is Tuesday, September 2nd from 1:30-2:30pm.
