

Meeting Agenda
Monday, September 10, 2007
12:00 to 1:00
Pettygrove Meeting Room

Subject

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| 12:00 | Introductions and welcome |
| 12:10 | Review customer service toolkit |
| 12:30 | Discuss schedule, content, timing, and responsibilities for kickoff meeting with bureau customer service representatives |
| 12:55 | Prepare agenda for October 8th meeting |
| 1:00 | Adjourn |