

**Meeting Date:** September 10, 2007

**CSAC members present:** Alisa Cour, John Dutt, Michael Kaplan, Sue Klobertanz, Kathleen Lynch, Michael Mills, Michael Mock, Jeremy Van Keuren,

**Others present:** Kari Guy

**Notes prepared by:** Kari Guy                      **Date:** September 10, 2007

Topic	Discussion	Action/ Decision
Administration	John Dutt provided the committee with a summary of what is available on the CSAC website. He is also completing a workbook for committee use with 'best practices' from various bureaus on customer service.	Kari Guy will ask Laurel Butman to open the CSAC website to all City employees.  John will complete the workbook and circulate to CSAC members for comment.
Annual Budget Process	The committee discussed how and whether to ask bureaus to complete the customer service status report as part of the budget process. The budget process is already underway for some bureaus, and initial budget instructions have been circulated. There was concern that the committee should not ask bureaus to repeat what the intern had already gathered this summer. Committee members noted that linking customer service to the budget process keeps the issue in front of decision makers, and may help bureaus that need additional resources to complete surveys or training. This year's information would provide the basis of a report to Council	Sue Klobertanz will ask OMF if it is still possible to insert the customer service status report into the budget process.  If yes, Kari and John will work with OMF to finalize status report for use in the budget process.
Kick-off meeting	The committee discussed the timing, content and format of the kickoff meeting with bureau customer service representatives.  <i>Timing:</i> The committee would like to hold the meeting in November, before budget submittals are due. Sue noted that the CSAC should try not to conflict with EBS system training.  <i>Content and format:</i> There was extensive discussion of the information CSAC wants to convey to bureau customer service representatives at the	Sue will check on EBS training times.  Kari will set tentative date, time and location for meeting.  John will develop an

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meeting. Members noted that people will want to know what is expected of them, and how other bureaus have addressed customer service challenges. John said he could develop a short power point presentation to focus discussion on the three main issues CSAC is working on: customer service culture, employee development, and surveying customers. This presentation would start the meeting, to be followed by presentations from bureaus.

The committee discussed bureaus that might be willing to share their recent customer service issues, with customers that include internal City employees, external people seeking City services, and the general public. Bureaus the committee would like to include are:

- Bureau of Human Resources, internal customers, on culture of customer service;
- Bureau of Development Services, customers as clients, on surveying;
- Parking Enforcement, general public customers, on training.

Finally at the meeting, CSAC will introduce the 'site team' members, for bureau representatives to meet and ask questions of.

introductory presentation.

Alisa will contact BDS, John will contact Parking Enforcement, and Sue will contact BHR to see if staff are willing to participate in the kick-off meeting.

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Next meeting

Next meeting is October 8th. The committee will finalize preparations for November kick-off meeting.

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