

Meeting Date: **October 8, 2007**

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

Others present: Kari Guy

Notes prepared by: Kari Guy **Date:** October 9, 2007

Topic	Discussion	Action/ Decision
Administration	John Dutt and Jeremy Van Keuren confirmed that the Customer Service Advisory Committee reporting template will be included with bureau budget submittals. Office of Management and Finance analysts will not analyze the submittals, but information will be turned over to CSAC to compile for a report to Council.	
November kick-off meeting	The committee discussed the format and presentation for the November kickoff meeting. Members provided suggestions for streamlining and simplifying the powerpoint presentation. The presentation should reflect the CSAC role to monitor and assess City activities, but note that responsibility for implementation rests with the bureaus.	John will update the presentation materials.
Surveying	There was extensive discussion of whether CSAC should ask all bureaus to ask a standard survey question, based on the recommendation of the State Customer Satisfaction Workgroup. Asking one standard question would allow the committee to report customer service scores by bureau and City-wide. However, members were concerned that the format is not consistent with some surveying efforts that are ongoing in bureaus, and that activities of different bureaus are not comparable. The committee opted to request that bureaus address the five characteristics of customer service specified in the State question. The CSAC will then report to Council on whether bureaus have conducted surveys, and over time incorporate information on improvements or changes in customer satisfaction by bureau.	CSAC will ask bureaus to assess customer satisfaction based on: <ol style="list-style-type: none"> 1. Timeliness; 2. Accuracy; 3. Helpfulness; 4. Expertise; 5. Availability of information; and 6. Overall Service

Next meeting Next meeting will be the November 5th kickoff meeting. John Dutt will provide CSAC overview; Anna Kanwit will address creating a culture of customer service in BHR; Mark Fetters will provide an overview of BDS surveying; and Nolan Mackrill will discuss public relations training in parking enforcement.
