

Meeting Date: May 9, 2009

CSAC members present: John Dutt, Scott Fisher, Michael Mock, Vincent Woods

Others present: Jenny Scott

Notes prepared by: Jenny Scott

Topic	Discussion	Action/ Decision
Committee member update	Scott Fisher of the Portland Fire Bureau attended the meeting. John gave Scott a brief history of the committee.	
Status reports	<p>Jenny copied status reports from bureaus' budget submittals and distributed them to the group. Reports were missing from the submittals of Parks, PDC, Sustainability and the elected officials.</p> <p>Highlights from status reports will be used in CSAC's annual report as well as placed on the CSAC web site.</p>	<p>Vincent will communicate with Parks about their report. John will contact PDC and Sustainability. John will also communicate with Stacy and Amy about the elected officials' reports.</p> <p>John will email committee members to ask that they review the reports of their site team bureaus and pull highlights. Jenny will send reports via interoffice mail.</p>
Other updates	<p>The group discussed that in this second year after BIP 7, the committee could become more educational—we could ask bureaus with a lot of customer service outreach to make presentations about their efforts. We could have brown bag type discussions with bureaus about various customer service methods.</p> <p>The group also discussed asking bureaus for status reports and making a presentation to council every two years. This way, bureaus would have more time to develop and implement customer service plans. Additionally, John noted that the committee might want to make general customer service improvement recommendations in our annual report.</p>	
Next meeting	The next meeting is scheduled for June 9 th at 12-1. Note, there was no April meeting.	