

Meeting Date: June 14, 2010

CSAC members present: John Dutt, Kim Sneath, Mark Fetters, Michael Mills, Alisa Cour, Carol Stahlke, LeAnne Tumbaga

Others present: Jenny Scott

Topic	Discussion	Action/ Decision
Member update	Kim Sneath from the City Attorney's office has joined the committee.	Jenny will send Kim the new member information sheet.
Lagan presentation	<p>We discussed last month's presentation from Bob Muellner of Lagan, who talked about CRM/311 systems. John reported that Commissioner Fritz is willing to sponsor a visit from a representative of another City that uses the system, like San Francisco of Vancouver BC. This presentation could be in front of bureau directors in their monthly meeting or perhaps a special noon hour "brown bag" where we invite city leaders. The committee would like to get the Mayor's support also.</p> <p>The group discussed emergency preparedness/ management and how a 311 system could help the public get information during a disaster.</p> <p>The group discussed customer service training options. Carrie is working to get a hold of some customer service DVDs that the committee could borrow.</p> <p>John reviewed the notes he prepared to summarize bureau customer service status reports.</p>	<p>John reported that Amy is going to talk with the Mayor about the idea.</p> <p>Michael is going to do some additional follow up with FPD&R</p>
Next meeting	The next committee meeting is scheduled for July 12 th .	