

**Customer Service Advisory Committee****Meeting Notes****Meeting Date: September 13, 2010****CSAC members present:** John Dutt, Mark Fetters, Vincent Woods, Carrie Lathers, Michael Mills, Art Alexander, Alisa Cour**Others present:** Jenny Scott

Topic	Discussion	Action/ Decision
Public Involvement Advisory Committee presentation and discussion	Afifa Ahmed-Shafi and Paul Leistner of the Public Involvement Advisory Committee (PIAC) attended the meeting. Council recently passed a resolution from PIAC that created public involvement principals for the City and directed PIAC to develop public involvement impact statements that will accompany ordinances and resolutions that go before Council. The resolution also directed PIAC to develop a public involvement baseline assessment questionnaire modeled on the one that CSAC uses to assess bureaus' customer service efforts. The PIAC representatives presented their survey instrument and the CSAC committee provided feedback.	None
Customer service training	John presented information about a customer service training through Parks. He wondered if CSAC may be able to do a customer service training using outside trainers or if we need to work through with through established City training resources and contractors.  There was discussion about the possibility of having a customer service workshop at the Diversity Training on November 1.	Vincent is going to ask Anna Kanwit of HR about the issue.
311 update	There is going to be a 311 workshop/presentation on October 8th at the Northwest Alliance of Information and Referral Systems conference in Portland.	
Next meeting	The next committee meeting is scheduled for October 11, 2010	